



## STAR ONLINE PUBLICATION



**Case Number:** S2508000035

**Release Date:** May 2025

**Symptom/Vehicle Issue:** Charge Port Lock Does Not Engage When Using Level 1 Or Level 2 Charger

**Customer Complaint/Technician Observation:** After the most recent Power Cube updates (BPCM, MCPA, MCPB, EVCU and IDCM) you or the customer will observe that the charge port lock does not engage when using a level 1 or 2 charger.

**Discussion:** These software updates disabled charge port locking when using level 1 or 2 chargers. The charge port lock is now only enabled for level 3 DC/DC fast chargers. This was a deliberate engineering change to make unplugging the charger easier for the customer when charging at home or when using lower-level (1 or 2) charging stations.

Service information as well as the owner's manual will be updated to reflect this change of operation with the charge port lock.

**The charge port lock not engaging when using a level 1 or 2 charger IS NORMAL OPERATION.**

**DO NOT replace any components.**

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

**Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.**