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Case Number: S2508000048

Release Date: July 2025

Symptom/Vehicle Issue: Charging Status Lights Inoperable (No Illumination) at Charge Port, Vehicle Still Does Charge

Customer Complaint/Technician Observation: The owner complains the charge lamp indicator on the charge port is not illuminating while vehicle is actually charging. Technician observed the vehicles Electric Vehicle Control Module (EVCU) is setting B12B4 – Charge Status Indicator Module Internal.

Repair Procedure:

Validate the EVCU has the most current software available, update as needed.

1. Confirm the vehicle is charging.
2. Confirm charge status indicator lamp at charge port is not illuminating while charging.
3. Confirm B12B4 is setting when charging.
4. Follow High Voltage (HV) safety procedures when accessing Charge Port wiring branches.
5. Inspect for the label/labels see pg 2, attached to the Charge Port's wiring branch that contains the XY499A connection.
6. If the part number (PN) on white label is 68570526AD, the charge port has the upgraded Software (SW) version, continue with normal diagnostics.
7. If PN on the white label is 68570526AC AND the additional blue certification tag is present; the charge port has the upgraded SW version. See reference picture for blue certification tag, continue with normal diagnostics.
8. If part number on the white label is 68570526AC AND the additional blue certification tag is NOT present, the charge port interface is suspect of having an older SW version creating the condition described.
9. The Charge Status Indicator/Interface component PN 68752336AA with the software updates can be ordered as replacement Pg 2 - 7. There is no need to replace the Charge Port as an Assembly to fix this condition.

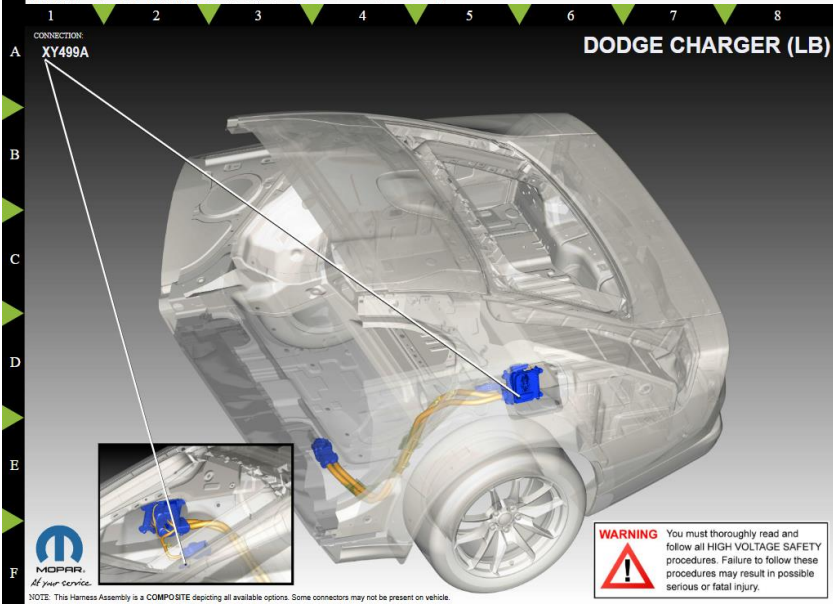
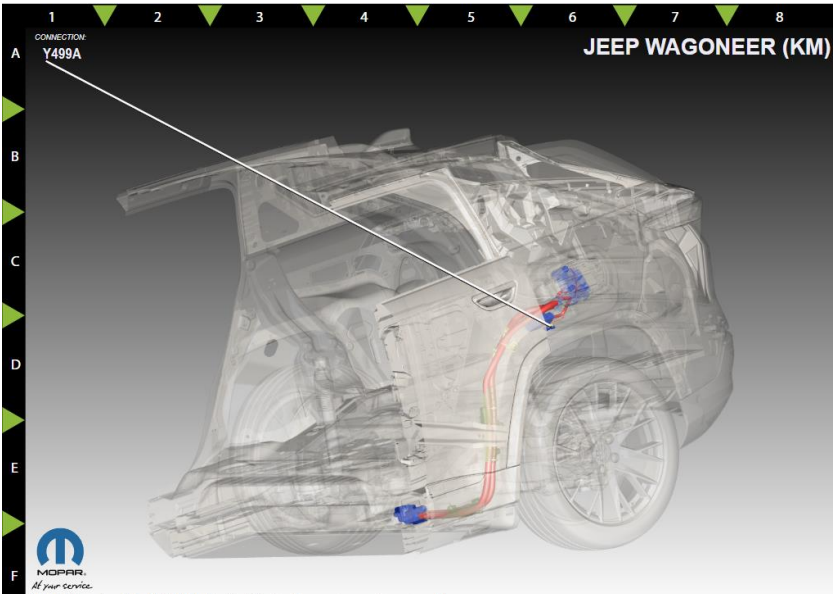
Pg 1

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



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68752336AA Charge port HMI faceplate Replacement Instructions

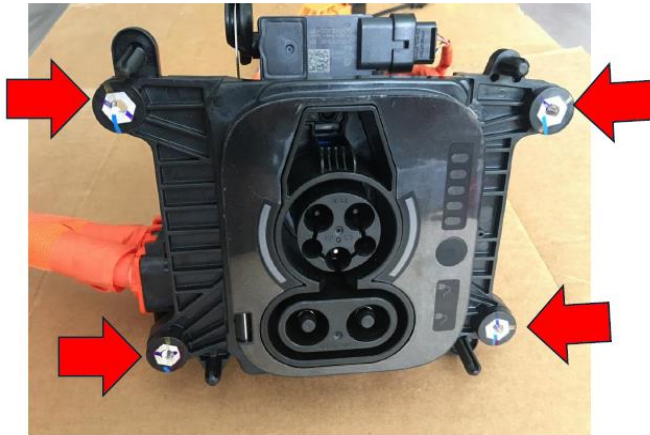
WARNING:

On vehicles equipped with the high voltage system, you must thoroughly read and follow all High Voltage Safety procedures. In addition, before performing any diagnostic or service procedure near a high voltage component, you must perform the High Voltage Power Down. Failure to follow these instructions may result in possible serious or fatal injury.

Read the HIGH-VOLTAGE SAFETY PROCEDURES, ([Refer to 12 - Electrified Powertrain System/High Voltage Battery/Standard Procedure](#)).

When the HIGH-VOLTAGE POWER-DOWN PROCEDURE is necessary, ([Refer to 12 - Electrified Powertrain System/High Voltage Battery/Standard Procedure](#)).

Step 1. Remove front fasteners and getting access to the back of the Charge Port (CPIM)



Read the following steps first.

You will need access to the back of the Charge Port. Rear wheel, Wheel liner and Charge Port wiring attachment points to body structure will need to be removed as needed in order to get access to the back of the Charge Port. Or if required the Charge Port Assembly may be removed from vehicle in order to facilitate the HMI faceplate replacement.

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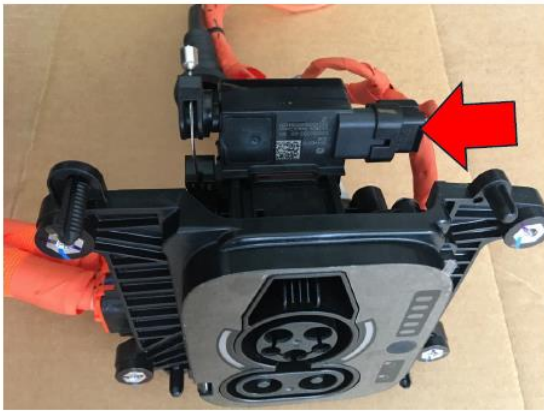


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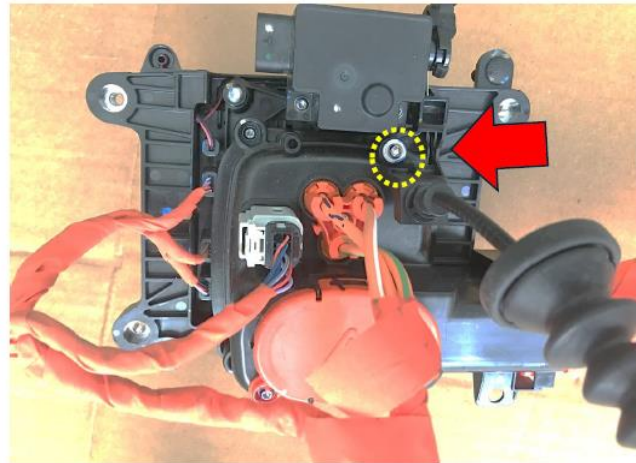


Step 2. Getting access to HMI faceplate fasteners

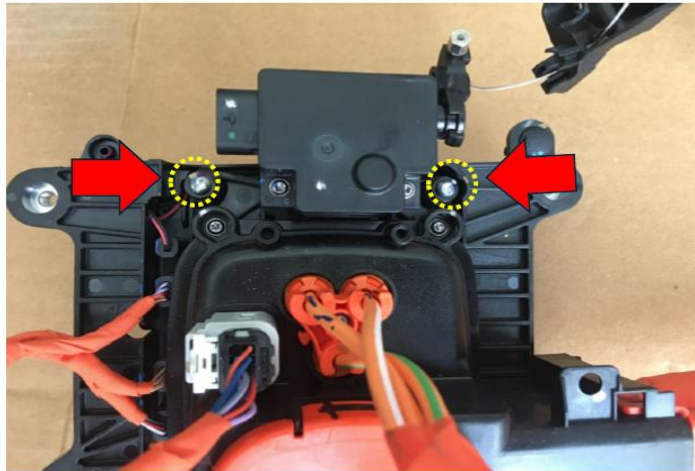
Remove Actuator connector



Remove Release Cable bracket in the rear of the Charge Port (1x using T20 bit)



Step 3a. Removing HMI faceplate fasteners (2x top)



Using a T20 bit, remove the M4 screws securing the HMI faceplate to the Charge Port inlet housing.

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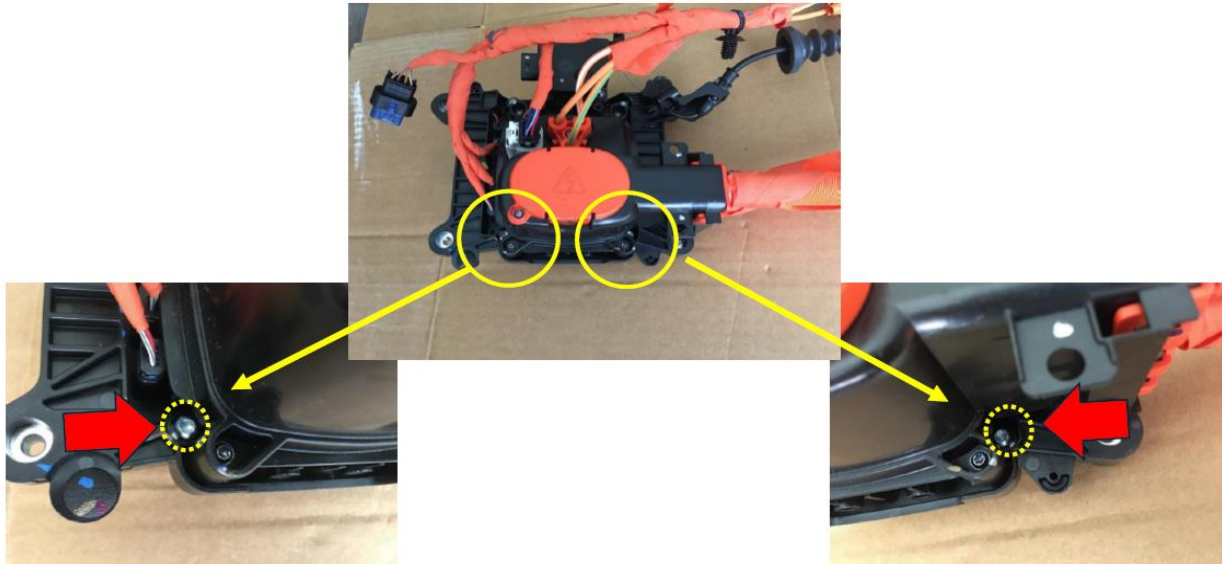
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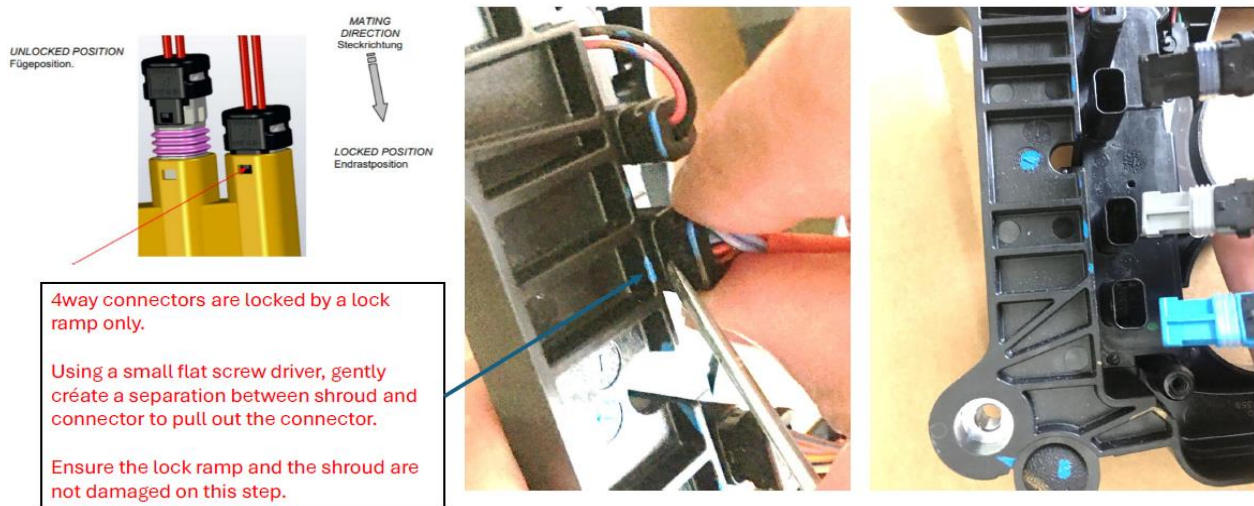
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Step 3b. Removing HMI faceplate fasteners (2x bottom)



Step 4. Unplug 4way connectors (3x)



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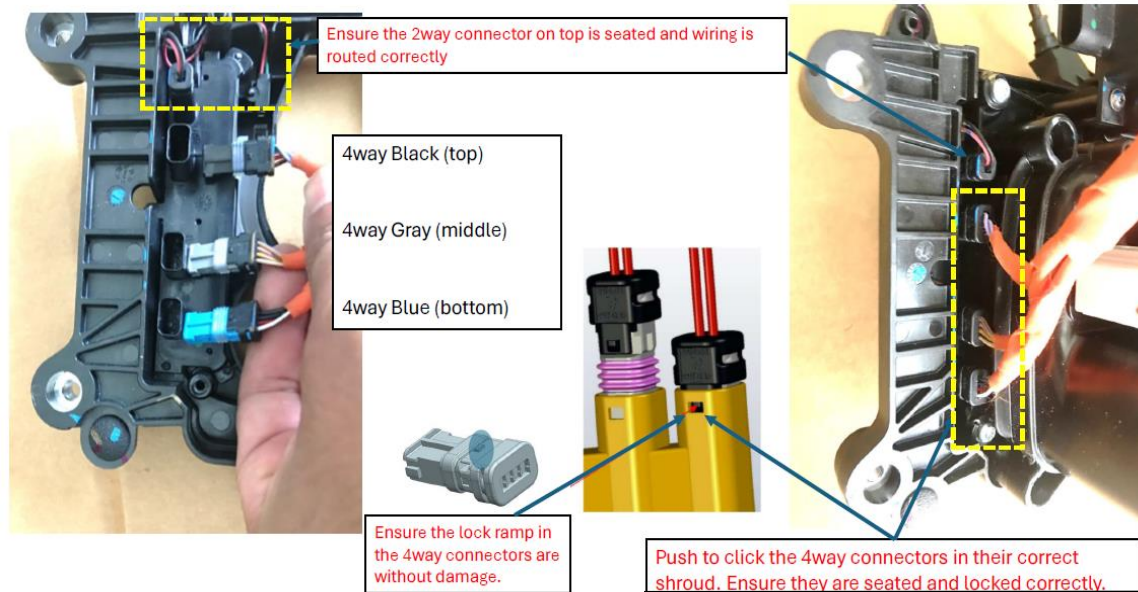
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Step 5. Plug-in 4way connectors in the new HMI faceplate (3x)

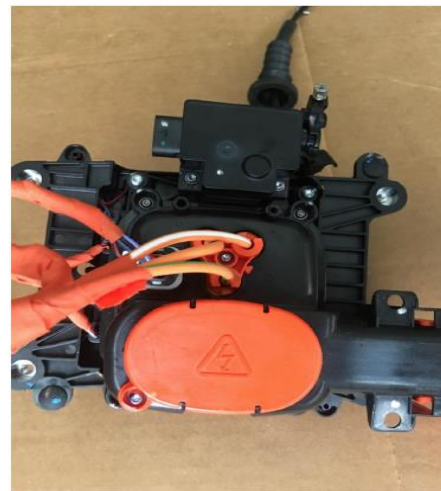


Step 6. Reinstall new HMI faceplate to Charge Port.

Reverse Step 3.

Carefully assemble the HMI faceplate back to the inlet housing – making sure no wires are being pinched.

Use the same M4 bolts to secure them together – a controlled torque method must be used to achieve 1.6 +/- 0.1 Nm



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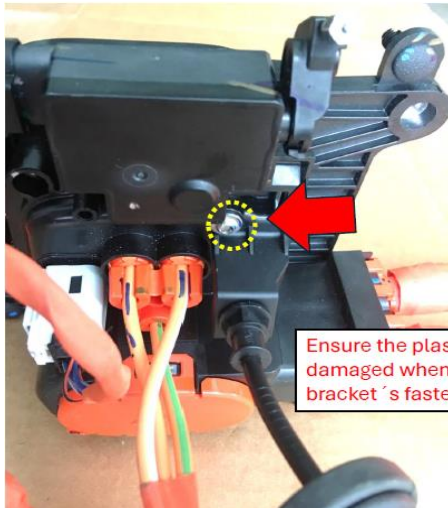


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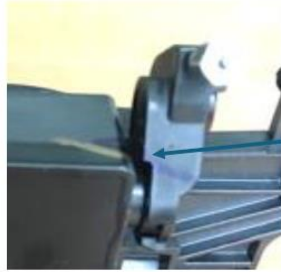


Step 7. Reinstall Release Cable bracket to Charge Port.

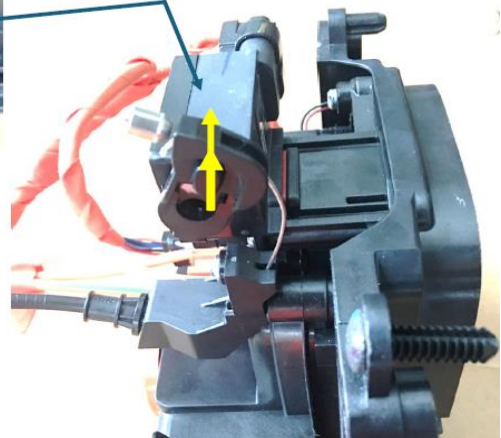
Reverse Step 2.



Ensure the plastic thread is not damaged when tightening the bracket's fastener.



Ensure the release cable and actuator's lock arm remain at "home position" (12 o'clock) after assembly. There should be marks for "home position" alignment.



Step 8. Reinstall Charge Port to Vehicle

Reverse Step 1.

It is recommended to charge the vehicle with a level 3 charger to ensure the actuator and release cable are in alignment. The level 3 charging will require the actuator to lock the charger and this will ensure the cable and actuator arm are assembled correctly.

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