



STAR ONLINE PUBLICATION



Case Number: S240800031 Rev. A

Release Date: September 2025

Symptom/Vehicle Issue: Vehicle is Not Charging When Connected to a Level One or Two Charger or a Public Charging Station

Customer Complaint/Technician Observation: The owner complains the Electric Vehicle Supply Equipment (EVSE) battery charger is not charging the High Voltage (HV) battery. The technician observed when plugging in the level one and or level two EVSE battery charger that the HV battery is not charging correctly with some of these associated faults, P0D2A-00, P0D27-00, P0D37-00, P0D21-00, P0D27-00, P0D57-00, P0D58-00, P0D59-00, P0CF4-00.

Discussion: When experiencing a customer complaint that all EVSE chargers are not charging the vehicle, ask the owner if the vehicle is being charged at home and/or a public charger. Then take a scan report with all the Diagnostic Trouble Codes (DTCs) when the vehicle arrives and save. Clear all DTCs and check for any returning DTCs.

Then closely inspect the vehicles charge port for any bent terminals as shown pg 2. If bent terminals or damage, replace the charge port using the Mopar approved part as specified.

If no bent terminals, and the vehicle is being charged at home, inspect the EVSE charger being used. If an aftermarket charger is being used, validate if the vehicle can be charged with an approved tested level 1 or 2 Mopar charger at a dedicated outlet while servicing it at the dealer.

Vehicles that can be charged while testing at the dealership, usually indicate no vehicle issues. This added information can help to narrow down if the condition is from a suspect charger and /or a charging location at home.

If none of the above, and the findings are that the owner is charging at a public charging station, document the location of the public charging station being used and suggest the owner attempt a different public charging location to help determine if the public charging location used was the only public charging station causing the issue or at multiple locations.

Note: Document any and all public charging location(s) along with the model/name of the charger and its location. Owners should be advised that some common findings at public locations are discolored or damaged charging handles.

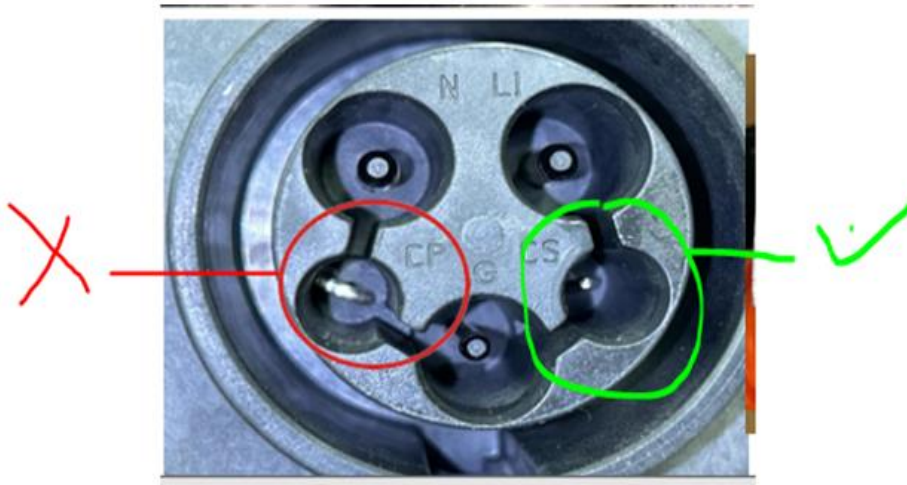
Pg 1

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.



STAR ONLINE PUBLICATION



Pg 2

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.