

ATTENTION:
 GENERAL MANAGER
 PARTS MANAGER
 CLAIMS PERSONNEL
 SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

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QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2024-26MY Impreza & Crosstrek
 2025-26MY Forester
NUMBER: 18-229-25
DATE: 12/12/25
SUBJECT: Wireless Charger Diagnostic /
 Service Manual Correction

INTRODUCTION:

This bulletin announces a new diagnostic procedure for the wireless charger. The procedure is an enhanced version of the troubleshooting steps currently found in the Service Manual and will be incorporated into a future update. If a customer reports that the wireless charger is working intermittently, first ensure that the keyless access system is not contributing to the issue. Additionally, if a customer reports that the wireless charger is not charging their phone, or if the indicator light is green while the mobile device is not fully charged, or blinking orange, please follow the diagnostic procedure outlined in this bulletin.

SERVICE PROCEDURE / INFORMATION:

If the customers concern is intermittent, it is possible that this is a normal condition depending on when the system isn't operating. The wireless charger and Keyless Access system use close-range wireless frequencies. To prevent interference, the wireless charging operation is cancelled under certain conditions. This ensures no issues occur with the keyless access system.

Examples of when the wireless charging operation is cancelled temporarily

- When the access key is taken outside of the vehicle after ignition is turned ON.
- When the brake pedal is kept pressed while the security warning light is slowly blinking.
- When the driver's door is opened.
- When any door is open while the security warning light is slowly blinking.

How to restore operation of wireless charger.

- Return the access key inside the vehicle (if it was brought outside.)
- Release the brake pedal (if it was kept applied.) with the vehicle in park.
- Close the door (if it was opened.)
- Turn the ignition OFF and ON once.

CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.

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ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

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(Revised portions are highlighted in Green)

Symptoms	Corrective action
<p>When the wireless charger is turned on, the indicator does not illuminate green. Wireless charging system does not charge the mobile device.</p>	<p>1. Check the wiring harness and connector. 2. Replace the wireless charger. Follow Trouble tree 1 found on page 4, and check Case 1, Case 2, and/or Case 3 accordingly.</p>
<p>Case 1</p> <p>When the wireless charger is turned on, the indicator illuminates green, but the indicator does not illuminate orange even if a mobile device is placed on it.</p>	<ol style="list-style-type: none"> 1. Check that the mobile device is compliant with the Qi standard. 2. Remove the case and accessories of the mobile device if attached. 3. Check that there is no gap between the mobile device and the charging area. Check that there is no large gap (more than 3mm) exists between the mobile device and the charging area. 4. Check that there is no foreign matter between the mobile device and the charging area. 5. Check that the mobile device is not fully charged. 6. Check that the mobile device is placed around the center of the charging area. 7. Check that the charging surface of the mobile device is facing downward. 8. Check that the environment is not affected by high-intensity radio waves or noise. 9. Check that two or more mobile devices are not placed in the charging area. 10. Check that no charging cable is connected to the mobile device. 11. Check that the temperature of the mobile device is within the operating temperature range. <p>NOTE: Charging may stop at high temperature due to charge control of the mobile device.</p> <ul style="list-style-type: none"> • — -30°C (— -22°F): Operation not guaranteed • -30 — 50 °C (-22 — 122 °F): Normal charge • 50 — 80 °C (122 — 176 °F): Charging stop • 80°C — (176°F —): Operation not guaranteed <ol style="list-style-type: none"> 12. Check whether the mobile device can be charged with another charger compliant with the Qi standard. Check if the mobile device can be charged using another known-good Subaru wireless charger. 13. Check whether the charging stop signal circuit of WPC (charging stop signal) is normal. 14. Replace the wireless charger.

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Case 2	The indicator blinks orange. (Pattern 3)	<ol style="list-style-type: none"> 1. Check that the mobile device is compliant with the Qi standard. 2. Remove the case and accessories of the mobile device if attached. 3. Check that there is no gap between the mobile device and the charging area. Check that there is no large gap (more than 3mm) exists between the mobile device and the charging area. 4. Check that there is no foreign matter between the mobile device and the charging area. 5. Check that the mobile device is placed around the center of the charging area. 6. Check that the mobile device has not been moved from the position at charging start. 7. Check if the mobile device can be charged using another known good Subaru wireless charger. 8. Replace the wireless charger.
Case 3	The indicator blinks orange. (Pattern 4)	<ol style="list-style-type: none"> 1. Check that the wireless charger temperature has not increased abnormally. 2. Replace the wireless charger.
	When the charging mode is switched to quick charging during charging, the indicator does not illuminate green and orange alternately. (Quick charging does not start.)	<ol style="list-style-type: none"> 1. Check that the mobile device is compliant with the Qi standard (quick charging). 2. Operate the wireless charging switch and check that wireless charging can be turned off. 3. Check whether the mode can be switched to quick charging on a mobile device compliant with the Qi standard. 4. Replace the wireless charger.
	When the wireless charger is turned on, the indicator illuminates green and the indicator illuminates orange if a mobile device is placed on it, but it illuminates green before charging is completed. (Charging does not complete.)	<ol style="list-style-type: none"> 1. Check that the mobile device has not been moved out of the charging area. 2. Check that the temperature of the mobile device is within the operating temperature range. <p>Charging may stop at high temperature due to charge control of the mobile device.</p> <ul style="list-style-type: none"> • — 30°C (— 22°F): Operation not guaranteed • -30 — 50 °C (-22 — 122 °F): Normal charge • 50 — 80 °C (122 — 176 °F): Charging stop • 80°C — (176°F —): Operation not guaranteed <ol style="list-style-type: none"> 3. Check that the environment is not affected by high-intensity radio waves or noise. 4. Check whether the charging stop signal circuit of WPC (charging stop signal) is normal. 5. Replace the wireless charger.
	When the night illumination is turned to ON, the illumination intensity does not change even when the illumination control switch is operated.	<ol style="list-style-type: none"> 1. Check the wiring harness and connector. 2. Replace the wireless charger. <p>Follow Trouble tree 2 found on page 6</p>
	The indicator blinks orange. (Pattern 2)	<ol style="list-style-type: none"> 1. Check that frequency switching is not in process. 2. Replace the wireless charger.

For the indicator blinking patterns, refer to “Indicator lighting status list” see appendix A.

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Trouble tree 1:

1	BASIC INSPECTION	
	Work	<ol style="list-style-type: none"> 1. Check the battery and its installation condition. Refer to Engine > STARTING/CHARGING SYSTEMS(H4DO(HEV)) > Battery. 2. Check the related fuses. Refer to Body & Electrical/WIRING SYSTEM > > WIRING SYSTEM > Wireless Charging. 3. Visually check connectors if they are properly connected. Check ground terminals to see any corrosion or loose pins. Refer to Body & Electrical/WIRING SYSTEM > > WIRING SYSTEM > Wireless Charging.
	Check	Is the check result OK?
	Yes	Go to 2.
	No	Repair the defective part.

2	CHECK HARNESS.	
	Work	<ol style="list-style-type: none"> 1. Disconnect the connector from the wireless charger. 2. Using a tester, measure the voltage between wireless charger connector and body ground. Connector & terminal: (i265) No. 8 — Chassis Ground
	Check	Does the voltage change from 0V to 4.5 – 6V for 5 seconds when the ignition switch is turned ON?
	Yes	Go to 3.
	No	Repair the harness between wireless charger and keyless access CM.

3	CHECK HARNESS (OPEN).	
	Work	<ol style="list-style-type: none"> 1. Disconnect the connector from the wireless charger. 2. Using a tester, measure the resistance between wireless charger connector and body ground. (i265) No. 1 — Chassis Ground
	Check	Is the resistance less than 1Ω?
	Yes	Go to 4.
	No	Repair or replace the harness between wireless charger and body ground.

4	CHECK KEYLESS ACCESS CM.	
	Work	<p>Check the keyless access CM.</p> <p>Refer to DIAGNOSTICS > KEYLESS ACCESS WITH PUSH BUTTON START (DIAGNOSTICS) > Basic Diagnostic Procedure</p>
	Check	Is the check result OK?
	Yes	Go to 5.
	No	Repair or replace the faulty parts.

5	CHECK WIRELESS CHARGER.	
	Work	Turn the ignition switch to ON. (Do not place mobile device on the wireless charger.)
	Check	Does the wireless charger indicator illuminate green?
	Yes	Go to 8.
	No	Go to 6.

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6	CHECK CONNECTOR.	
	Work	1. Turn the ignition switch to OFF. 2. Disconnect the connector from the wireless charger.
	Check	Is there any poor connection or soft set of the pins on the connector?
	Yes	Repair the poor connection.
	No	Go to 7.

7	CHECK HARNESS.	
	Work	1. Disconnect the connector from the wireless charger. 2. Using a tester, measure the voltage between wireless charger connector and body ground. Connector & terminal: (i265) No. 3 — Chassis Ground (i265) No. 4 — Chassis Ground
	Check	Is the voltage 9 – 16V?
	Yes	Replace the wireless charger.
	No	Repair the harness between the wireless charger and fuse.

8	CHECK WIRELESS CHARGER OPERATION.	
	Work	Place the mobile device on the wireless charger. (Set the center of the mobile device on the Qi mark of the wireless charger.)
	Check	Does the wireless charger indicator illuminate orange?
	Yes	Go to 9
	No	Follow the Case 1 shown in the page 2/5 of this bulletin.

9	CHECK WIRELESS CHARGER OPERATION.	
	Work	Place the mobile device on the wireless charger (Set the center of the mobile device on the Qi mark of the wireless charger.), and wait for one minute.
	Check	Does the orange wireless charger indicator keep illuminating ON without blinking?
	Yes	Wireless charger is normal. Check the mobile device or environment.
	No	Follow the Case 2 or Case 3 shown in the page 3/5 of this bulletin depending on the indicator blinking pattern.

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Trouble tree 2:

1	CHECK ILLUMINATION CONTROL SWITCH.	
	Work	Check the illumination control switch. Refer to Body & Electrical/WIRING SYSTEM > INSTRUMENTATION/DRIVER INFO > Combination Meter System > INSPECTION.
	Check	Is the check result OK?
	Yes	Go to 2.
	No	Repair the defective part.

2	CHECK CONNECTOR.	
	Work	1. Turn the ignition switch to OFF. 2. Disconnect the connector from the wireless charger.
	Check	Is there any poor connection or soft set of the pins on the connector?
	Yes	Repair the poor connection.
	No	Go to 3.

3	CHECK HARNESS.	
	Work	1. Disconnect the connector from the wireless charger. 2. Using a tester, measure the voltage between wireless charger connector and body ground. Connector & terminal: (i265) No. 7 — Chassis Ground
	Check	Is the voltage 9 – 16V?
	Yes	Go to 4.
	No	Repair or replace the harness between wireless charger and Body Integrated Unit.

4	CHECK HARNESS (OPEN).	
	Work	1. Disconnect the connector from the combination meter. 2. Using a tester, measure the resistance between combination meter and body ground. (i1) No. 34 — Chassis Ground
	Check	Is the resistance less than 1Ω?
	Yes	Replace wireless charger.
	No	Repair or replace the faulty harness.

IMPORTANT REMINDERS:

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.

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Appendix A

INDICATOR LIGHTING STATUS LIST

The wireless charging system indicates the operation status by the indicator.

Indicator	Color	operation status
Light OFF	—	Wireless charger power OFF
Light ON	Green	Wireless charger power ON Mobile device charging completed Mobile device charging being stopped due to charging stop signal
Light ON	Orange	Mobile device detected Under mobile device charging
Blinking (pattern ①)	Orange	Open circuit of charging stop signal circuit detected
Blinking (pattern ②)	Orange	Frequency being switched
Blinking (pattern ③)	Orange	Gap detected between mobile device and charging area Foreign matter detected between mobile device and charging area Improper position of mobile device Position of mobile device changed from the position at charging start
Blinking (pattern ④)	Orange	Abnormal increase detected by high temperature detection
Blinking (quick charging pattern)	Green/orange alternately	Under mobile device quick charging

Blinking pattern diagram

