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Case Number: S2308000034 Rev. B

Release Date: April 2026

Symptom/Vehicle Issue: No Wireless Charging Or Slow Wireless Charging

Models Affected:

2022-2026 Ram 1500 (DT)	2022-2026 Ram 2500 (DJ)
2022-2026 Ram 4500/5500 Cab Chassis (DP)	2022-2026 Ram 3500 Pickup (D2)
2022-2026 Ram 3500 Cab Chassis (DD)	2022-2026 Dodge Durango (WD)
2022-2025 Jeep Compass (M1)	2022-2026 Jeep Compass (MP)
2022-2026 Chrysler Pacifica (RU)	2022-2026 Jeep Wagoneer (WS)
2022-2026 Jeep Grand Cherokee (WL)	2025-2026 Dodge Charger (LB)
2025-2026 Jeep Wagoneer S/Cherokee (KM)	

Discussion: The customer may complain their phone is not charging or taking too long to charge on the Wireless Charging Pad. This may be due to compatibility, faults in the system, or high temperatures. This document is a guide to known concerns with the Wireless Charging Pad and divided into six sections.

Do Not Automatically Replace The Wireless Charging Pad

Compatibility

When experiencing customer complaints with wireless charging. Confirm the device and accessories being used are compatible.

1. Does the customer's device have "Qi Charge compatibility" (supports wireless charging)?
2. Is the device properly aligned for charging to initiate (also verify device does not slide/move easily while charging causing charging connection to disengage)?

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3. Verify the device does not have a case that may reduce the charging signal (case too thick, not Qi certified, other accessories that may block wireless charging such as have a pop socket 📱 or metal plate/ring).
4. Inspect the charge pad location for any liquid contaminates that may have spilled creating interference (clean as needed).
5. Vehicles equipped with FAN integrated charger ONLY (identified by ventilation holes in charging base (see image below)): Check that the Welcome Green LED turns on for 1 second after a sleep cycle. Green LED On means the WCP has no issues and ready to charge the phone.



RU

WD



Example Of FAN Integrated Chargers (notice ventilation holes)

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Abnormal Fan Noise

The customer may observe buzzing, whining or similar noise when the wireless charging pad is activated. This may be caused by misrouting of the wiring harness underneath the charging pad allowing it to contact the fan blades, creating an abnormal noise anytime the fan is in operation.

If the only customer concern is noise, remove the wireless charging pad and inspect harness routing. Re-position the harness as necessary to avoid allowing the harness to contact the fan blades.

This concern has been most observed on DT and RU.



Underside of Wireless Charging Pad

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Wireless Charging Pre-Conditions

1. All doors closed
2. Trunk or tailgate closed
3. IGN RUN (wireless charging is not possible in IGN Lock or ACC)
4. Check Welcome Green LED turns on for 1 second after vehicle sleep (FAN integrated chargers ONLY)

Standard Diagnostics

Before performing any diagnosis, scan the vehicle for DTCs. If any DTCs are found for the Wireless Charging Pad, follow the diagnostic flow charts to determine root cause.

If there are no DTC's or diagnostic flow charts are inconclusive. You will need to verify Wireless Charging Pad system integrity using a Digital Multimeter and the following steps:

1. Verify the B+ feed going to the wireless charging pad has battery voltage (12V-14.5V).
2. The ground circuit does not have high resistance.
3. Confirm LIN bus voltage at the Wireless Charging Pad matches LIN bus voltage at the BCM.
4. B+ feed Milliamp draw spec: Standby Mode: 60mA – 90mA, Charging Mode: 200mA – 3A
5. Verify connector pin/terminal tensions and that the connector body is fully seated and locked by disconnecting and reconnecting, ensuring the connect lock is engaged.
6. After reconnecting, check if the wireless charging pad now operates normally.

If an issue is identified when conducting the above tests. Repair the concern, do not replace the charging pad.

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LED Indicator Status Meaning

- No Light: Charging pad is idle or searching for a device. Device may not be compatible with the Qi standard.
- Blue Light: Device is detected and is charging.
- Red Light/Flashing: Internal error or foreign object is detected.
- Green Light Solid: Device has completed battery charging (if device is equipped to transmit this information).
- Welcome LED: Green LED turns on for 1 second after sleep to notify operator that the Wireless Charging Pad is ready to charge. (FAN integrated chargers ONLY)

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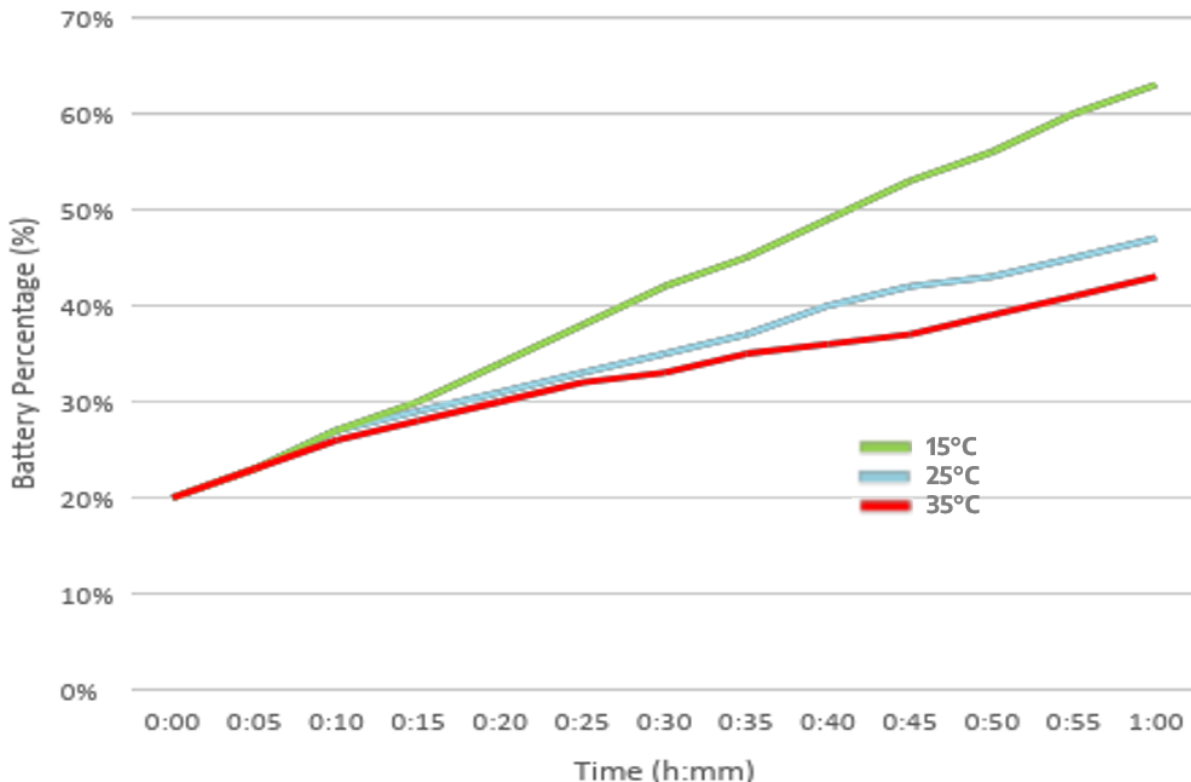


High Temperature

For situations where higher temperatures may be a factor, charging speed may slow or completely stop. To begin charging again it is necessary to cool down the phone and/or the ambient temperature around the wireless charging pad.

1. When ambient temperature increases from 15°C (59°F) to 35°C (95°F):
 - Samsung Galaxy S21 device's charge percentage decreased by ~ 26%
 - iPhone 12 Pro max device's charge percentage decreased by ~ 41%

Performance Samsung S21



Example: Samsung S21 Battery Charge Rate At Different Ambient Temperatures

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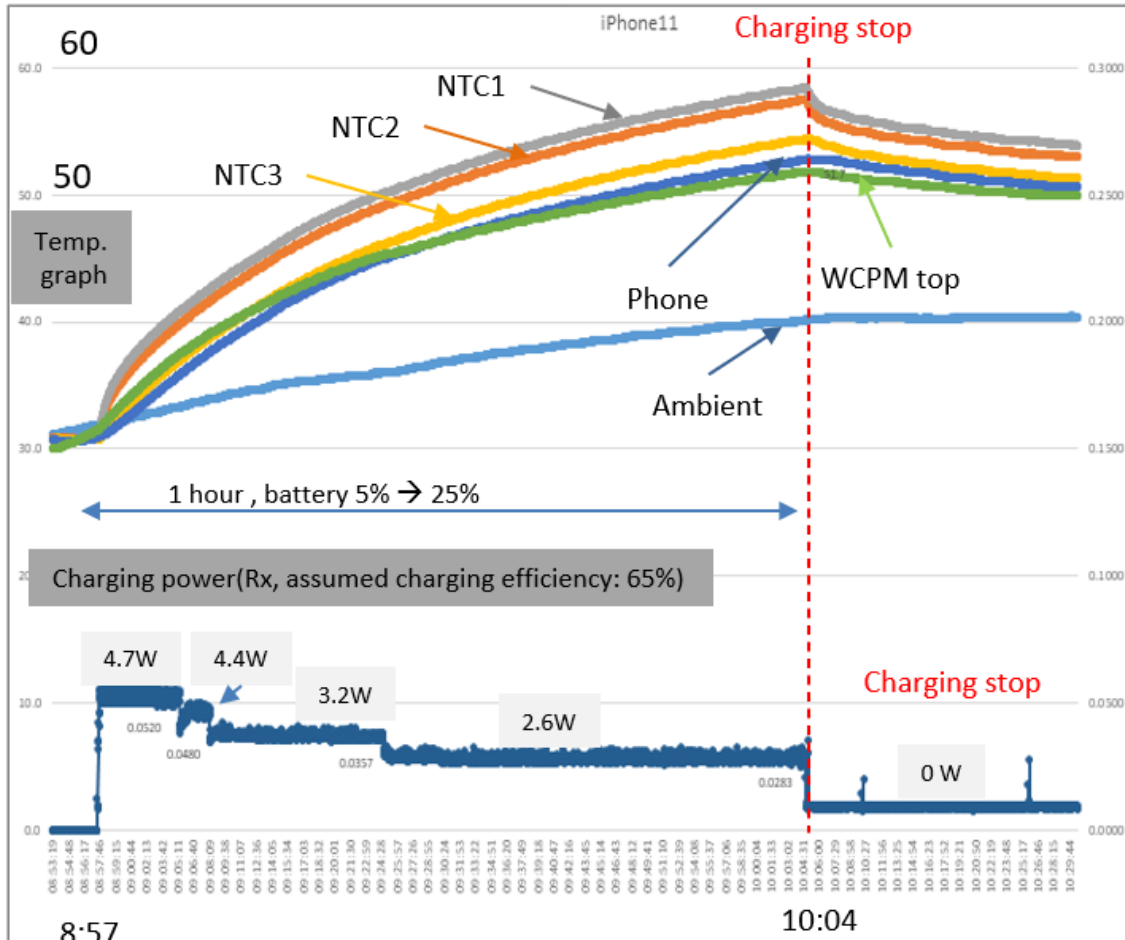
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- As the Phone temperature rises, the phone reduces the charging power and stops charging by itself when the temperature rises above 45°C (each phone has a different stop charging temp)



Example: iPhone11 Battery Charging Vs Phone Temperature

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