STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: Wireless Qi Charger Not Charging

Customer Complaint/Technician Observation: Owner complains that the wireless charger is not charging as expected. Technician observations may have the same result; phone is not charging when placed within the charging pad location.

Discussion: When experiencing customer complaints with wireless charging, review the following prior to component replacement or service.

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)?**
3. **Verify the device does not have a case that may reduce the charging signal (case too thick, not QI compatible case or may have a pop socket attached).**
4. **Inspect the charge pad location for any liquid contaminates that may have spilled creating interference (clean as needed).**
5. **Make sure all the vehicle doors are closed and the trunk shut before the start of charging. (The wireless charger does not charge if the door is opening.)**
6. **Inspect the charge pad location for any foreign objects. Ensure the blue on LED is blinking.**
   - **Meaning of LED lighting Signal**
   - FOD (Foreign Object Detection) : Red LED blinking(1 second internal)
   - Wireless charger fault : Red LED blinking (0.5 second interval)
7. **Confirm whether phone has been placed on correct location for the charger.**

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.

※ Reference

Check the Pop socket attached.



Check LED color
- **Blue** : On Charging
- **Red** : FOD (1 second blinking)
  Falut (0.5 second blinking)
- **Green** : Charging complete



When checking the wireless charger status, repair engineer must close the door.
- The wireless charger does not work
  if the door is opening.(include trunk)



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※ Reference
Wireless charger phone orientation (mounting direction)

	Good	No Good
WS		
DT		

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