



Troubleshooting

Wireless Power Charger System Troubleshooting

Trouble status	Inspection item	Inspection
Not charged	Check the mobile phone status	R-1
Amber LED blinks	Overcurrent	R-2
	Overheating	R-2
	Foreign matter	R-2

R-1. Check the wireless power charger system operation

1. If the placement of a mobile phone is not detected
 - (1) If the internal temperature of the mobile phone battery is high, the mobile phone itself turns "OFF" the power.

i Information

The temperature at which the power is automatically turned "OFF" differs by mobile phone model.

- (2) If the mobile phone was placed outside the charging range
- (3) If the mobile phone was placed by its LCD side on the charging pad surface (if the phone was placed upside down)
- (4) If the mobile phone was turned 180°
2. Check that the amber LED of the wireless charging lamp turns on when the mobile phone is in normal condition and is correctly placed.

R-2. Check for overcurrent, overheating and foreign matter

1. Overcurrent : Charging stops in overcurrent of over 4.5 A
 - (1) The overcurrent error status will be reset when the current falls under 4.5 A or when ACC is turned off and on.
2. Overheating : The unit will be automatically turned "OFF" when the internal temperature of the wireless charging unit is over 158°F (70°C).
 - (1) The error status will be reset when the internal temperature of the wireless charging unit falls under 149°F (65°C).
3. Foreign matter : When metallic objects such as coins, clips and precious metals are detected, charging will be stopped to prevent overheating.
 - (1) Error status will be reset when foreign matter is removed.

i Information

- The amber LED of the charging display lamp blinks 10 times for 10 seconds, and then it is turned off for 50 seconds (total 60 seconds).
- The process is repeated for every 60 seconds.
- Turning ACC OFF/ON resets the error status and returns to normal operation.

Cases of charging problem

NOTICE

In case of malfunction on cell phone charging system, check the contents as below when the interference condition of smartkey signal and "OFF" status of charging indicate.

No.	Cause	Countermeasure	Remarks
1	Using the cell phone that can not be charged without wire	Check if the wireless power charger has been applied	
2	Off condition of wireless charging system in USM on cluster	Change the setting to ON in USM	
3	Door opened(interference of smartkey signal)	Door or trunk/tail gate closed	
4	Cell phone has been out of center position on charger pad	Change the position of cell phone onto the center of wireless power charger pad	
5	Thick accessory cover	Get rid of the accessory cover and charge.	

6	Long term using of game, navigation and etc (wireless charging system would be stopped cause of the temperature of cell phone receiver gets higher.)	Turn off the application which has been used	
7	Main board of cell phone has been broken	Replace the main board of cell phone	Compare condition of charging to the other cell phone
8	Metalic object on the wireless power charge pad(coins, clip, etc.)	Get rid of the metalic object, then try charging.	

 CAUTION

If the cell phone can not be charged cause of charging trouble cases as mentioned above, solve the problem followed by countermeasure.(not allowed to change parts)