
SSM 50982 2018-2022 Various Ford and Lincoln Vehicles - Wireless Charging Pad Inoperative/Slow Charging - iPhone 12/13 Users

Some 2018-2022 Ford/Lincoln vehicles equipped with a wireless charging pad may exhibit one of the following if the customer is using a Magsafe iPhone (iPhone 12 or 13): slow charging, inoperative, notification that the phone has been mispositioned on the charging pad and/or the phone charging icon in the center screen display is not showing. This may be due to a compatibility issue between the customer's phone and the wireless accessory charging module (WACM) that may make it difficult for Ford and Lincoln vehicles to wirelessly charge these specific phones. The phone can still be charged using the USB cable if the vehicle experiences the above symptoms. If the customer is using a Magsafe iPhone such as an iPhone 12 or 13, verify the wireless charging pad works with a Qi certified phone prior to any part replacements.