

SSM 50045 - 2018-2021 Various Ford and Lincoln Vehicles - Wireless Charging Pad Inoperative/ Slow Charging - iPhone 12 Users

Some 2018-2021 Ford/Lincoln vehicles equipped with a wireless charging pad may exhibit an inoperative charging pad, slow charging, a notification that the phone has been mispositioned on the charging pad and/or the phone charging icon in the center screen is not showing. This may be due to the customer's phone if they are using an iPhone 12. Vehicles equipped with a wireless charging pad are designed to charge best with phones that follow the Qi standard. The iPhone 12 hardware currently does not follow the Qi standard for wireless charging. This may make it difficult for Ford and Lincoln vehicles to wirelessly charge this specific phone. The phone can still be charged using the USB cable if the vehicle experiences the above symptoms. If the customer is using an iPhone 12, verify the wireless charging pad works with a Qi certified phone prior to any part replacements.