

2018 Mercedes Benz E63S AMG 4MATIC Sed (213.089) V8-4.0L Turbo (177.980)

Vehicle > Technical Service Bulletins

INDUCTIVE CHARGING: CHARGING PROCESS TERMINATED WITH SAMSUNG PHONES



Mercedes-Benz

- Inductive charging: Charging process terminated with Samsung phones -

Topic number	LI82.70-P-067430
Version	1
Function group	82.70 Telephone, Voice-control-system(VCS)
Date	12-14-2017
Validity	Model 222 / 213 / 217 / 257 / 238 with code 897 / 898 / 899
Reason for change	

Complaint

The charging process for the Samsung phone is aborted.

The display shows the message "Wireless charging not possible. The phone is too hot."

Cause

The rechargeable battery management function for the battery temperature has been reduced by Samsung from 60 °C formerly to 50 °C.

Excessive load on the phone processor, e.g. from using power-intensive apps while charging, causes the phone to heat up. If a temperature ≥ 50 °C is reached during this process, the phone terminates the charging process.

Remedy

Reduce the processor load of the phone:

- Close all apps
- Set the performance mode of the phone to "Optimized" (Settings > Device Maintenance > Performance Mode > Optimized (recommended))

Note:

Replacing parts does not remedy the complaint

Symptoms

Symptom

Communication/information / Communication / Mobile phone / Telephone / Telephone/cell phone is not detected

Communication/information / Communication / Mobile phone / Telephone / Telephone is not charged

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			820DEEN	