

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

Vehicle > Technical Service Bulletins

## INDUCTIVE CHARGING: IPHONE IS NOT COMPLETELY CHARGED



Mercedes-Benz

# - Inductive charging: iPhone is not completely charged -

Topic number	LI82.70-P-067429
Version	6
Function group	82.70 Telephone, Voice-control-system(VCS)
Date	01-13-2020
Validity	Model series 222, 213, 217, 238, and 257 with code 897, 898, and/or 899 up to and including code 800 (MY2020)
Reason for change	Information on anti-slip pad added to remedy.

## Complaint

The iPhone may not be reliably charged by the inductive charger in the center console.

The COMAND display may show the message "Wireless charging not possible. Please remove foreign objects from the inductive cargo area."

## Cause

If the iPhone is not optimally positioned in the mobile phone cradle, or has shifted during the journey, foreign object detection may be activated.

Note: The optimal charging position for the iPhone is the center of the mobile phone cradle (see attachment). In this position, the iPhone can be successfully charged by the inductive charger.

## Remedy

Perform software update of WMI control unit N123/8.

The software update is available as of the following releases:

XENTRY diagnosis release 09/2018 - Add-on 11566

XENTRY diagnosis release 12/2018 - Add-on 11564

In addition, the customer can purchase an anti-slip pad for the iPhone 8, iPhone X and iPhone XS. This can help to further improve positioning of the iPhone.

See table for the part numbers.

### File

iPhone inductive charging position.jpg

### Designation

Optimal iPhone position in the inductive charging compartment

## Symptoms

### Symptom

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

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

## Control unit/fault code

---

Control unit	Fault code	Fault code description
N123/8 - Mobile phone cradle (MTAS) (WMI55)	-	-

## Parts

---

Part number	ES1	ES2	Designation	Quantity	Note	EPC
A2228234600			MOBILE PHONE CRADLE	1	Order via ODUS. Validity: Model series 222 and C217 (coupe) with code 897 or 899 without code 582. Order via ODUS.	
A2138231100			MOBILE PHONE CRADLE	1	Validity: Model series 213/238/257 with code 897 or 899. Order via ODUS.	
A2228234700			MOBILE PHONE CRADLE	1	Validity: Model series 222 with code 897 or 899 and with code 582. Order via ODUS.	
A2228234800			MOBILE PHONE CRADLE	1	Validity: Model series A217 (convertible) with code 897 or 899.	

## Operation numbers/damage codes

---

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

iPhone inductive charging position

