

**SSM 48405 - 2018-2020 Transit Connect - Wireless Charging Inoperative - Built On Or After 27-Sep-2018**

Some 2018-2020 Transit Connect vehicles built on or after 27-Sep-2018 may exhibit a customer symptom of a wireless charging system that appears inoperative. These vehicles will have a mobile device holder with a rubber mat with wireless charging symbols but may not be equipped with the wireless charging feature. This may be due to the vehicle being ordered without the wireless charging option. To confirm if the vehicle is equipped with wireless charging, remove the rubber mat and confirm that the surface below has a charger-shaped rectangular depression. If the surface is fully flat, the vehicle is not equipped with wireless charging. The vehicle is not misbuilt, do not submit a claim for this condition.