

Removing a Stuck EV Connector

Troubleshooting Guide

IMPORTANT SAFETY INSTRUCTIONS

SAVE THESE INSTRUCTIONS

This manual contains important instructions for Flex series stations. When using electric products, always follow basic precautions, including the following:

WARNING:

1. **Read and follow all warnings and instructions before installing and operating the ChargePoint® charging station.** Install and operate only as instructed. Failure to do so may lead to death, injury, or property damage, and will void the Limited Warranty.
2. **Only use licensed professionals to install your ChargePoint charging station and adhere to all national and local building codes and standards.** Before installing the ChargePoint charging station, consult with a licensed contractor, such as a licensed electrician, and use a trained installation expert to ensure compliance with local building and electrical codes and standards, climate conditions, safety standards, and all applicable codes and ordinances. Inspect the charging station for proper installation before use.
3. **Always ground the ChargePoint charging station.** Failure to ground the charging station can lead to risk of electric shock. The charging station must be connected to a grounded, metal, permanent wiring system, or an equipment grounding conductor shall be run with circuit conductors and connected to the equipment grounding terminal or lead on the Electric Vehicle Supply Equipment (EVSE). Connections to the EVSE shall comply with all applicable codes and ordinances.
4. **Install the ChargePoint charging station using a ChargePoint approved method.** Failure to install on a surface that can support the full weight of the charging station can result in death, personal injury, or property damage. Inspect the charging station for proper installation before use.
5. **This charging station is not suitable for use in Class 1 hazardous locations, such as near flammable, explosive, or combustible vapors or gases.**
6. **This device should be supervised when used around children.**
7. **Do not put fingers into the electric vehicle connector.**
8. **Do not use this product if any cable is frayed, has broken insulation, or shows any other signs of damage.** Call ChargePoint Support immediately at 1.888.758.4389 (24 hours).
9. **Do not use this product if the enclosure or the EV connector is broken, cracked, open, or shows any other signs of damage.** Call ChargePoint Support immediately at 1.888.758.4389 (24 hours).
10. **Use 90°C wire copper conductors only.**
11. **Applicable only to NA - Do not operate the charging station in temperatures outside the operating range of -40°F to 122°F (-40°C to 50°C).**





12. **Other than the charging cable, Flex Series charging stations contain no field serviceable parts.** Do not attempt to repair or service any other part of the unit yourself. If the unit requires servicing, contact ChargePoint, Inc.
13. **Ensure the charging cable is positioned so it is not stepped on, tripped over, or subjected to damage or stress.** Do not close a garage door on the charging cable.

Product Disposal

ChargePoint Flex Series stations are electronic and therefore may not be disposed of as part of unsorted domestic waste. Inquire with local authorities regarding proper disposal. Product materials are recyclable as marked.



Document Accuracy

The specifications and other information in this document were verified to be accurate and complete at the time of its publication. However, due to ongoing product improvement, this information is subject to change at any time without prior notice. For the latest information, see our documentation online at [ChargePoint Product Reference Documentation](#).

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Symbols

This guide and product use the following symbols:



DANGER: Risk of electric shock



WARNING: Risk of personal harm or death



CAUTION: Risk of equipment or property damage



IMPORTANT: Critical detail that must be followed to achieve intended results



NOTE: Important contextual details or procedural clarifications



REINSTALL NOTE: Essential instructions to follow when reinstalling a part or component



Read the manual for instructions



Ground/protective earth

Illustrations Used in This Document

The illustrations used in this document are for demonstration purposes only and may not be an exact representation of the product. However, unless otherwise specified, the underlying instructions are accurate for the product.

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Revision History

This page provides a summary of revision made, listing the month and year of the update along with a brief description of the changes made.

| Month & Year | Description |
|--------------|------------------|
| March, 2026 | Initial release. |

Removing a Stuck EV Connector 1

Most often a ChargePoint connector releases when the charging session ends, and you press the latch on the handle. If the connector feels stuck go through the scenarios listed below to release the connector.

DISCLAIMER: ChargePoint strongly recommends that you follow the instructions in your EV owner's manual. Third-party videos or instructions not from your vehicle manufacturer or ChargePoint may not apply to your EV or connector type and could cause damage.



CAUTION: Never force the connector or use tools to remove it. Forcing the connector can damage the charging port or cable. Always follow manufacturer instructions and use the emergency release if necessary.

Charging Session is still Active

Fault Description

- Connector does not release
- Station display shows **Charging** or **In Progress**
- Vehicle charge indicator light is **ON**

Possible Cause

- Charging session not properly ended
- Communication delay between the vehicle and the charger

Troubleshooting

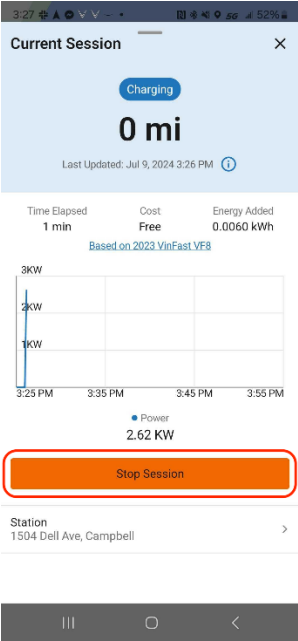
Check the ChargePoint station display for **Session Complete** or **Charging Stopped**.

End the session using one of the following options:

- The ChargePoint station screen



- The ChargePoint mobile app or an RFID card



- The vehicle infotainment system



Wait a few seconds after stopping the session before attempting to unplug.

Vehicle is Locked

Fault Description

- Connector latch feels stuck or rigid
- Vehicle doors are locked

Possible Cause

- Some vehicles lock the charging connector when the vehicle is locked

Troubleshooting

1. Unlock the vehicle using the key fob or vehicle app.
 - Using the customer's vehicle key fob, press the unlock button five times in a row.
 - Using the customer's vehicle key fob, switch between lock and unlock modes three times.
2. If the vehicle has a separate charge port lock, ensure it is unlocked.
3. Support the cable with one hand while unlocking to relieve tension on the latch.

Charging-port Lock is Engaged

Fault Description

- Connector button or latch does not move
- Vehicle display shows Charge Port Locked

Possible Cause

- Dedicated charge port lock still engaged

Troubleshooting

1. Unlock the charge port using the infotainment screen, nearby unlock button, or vehicle controls.



2. Refer to the EV owner's manual for the correct unlocking method.

Cable Tension or Weight Applied

Fault Description

- Connector partially releases but feels heavy or stuck
- Latch does not fully disengage

Possible Cause

- Cable tension from a heavy or liquid-cooled cable

Troubleshooting

1. Gently push the connector toward the vehicle to relieve tension.
2. Press and hold the latch or release button while pulling the connector straight out.
3. Support the cable with the other hand to reduce strain.

Connector Release Button is Rigid

Fault Description

- Button does not depress
- Connector will not release even after unlocking

Possible Cause

- Locking pin still engaged
- Charging session not fully terminated

Troubleshooting

1. Confirm that charging has stopped on both the station and vehicle.
2. Ensure the vehicle and charge port are unlocked.
3. Wait a few seconds for the locking mechanism to disengage.
4. If the button remains rigid, do not force the connector. Proceed to the next step.

Emergency Release Required

Fault Description

- Connector remains locked after all previous steps
- Button or latch does not move

Possible Cause

- Mechanical fault in the vehicle's locking mechanism

Troubleshooting

1. Locate the vehicle's emergency release (usually a pull cable or lever near the charge port or inside the trunk).



2. Follow the EV owner's manual for instructions on using the emergency release.
3. After released, remove the connector carefully.

Persistent Connector Issues

Fault Description

- Connector repeatedly sticks
- Locking mechanism fails to disengage even after multiple sessions

Possible Cause

- Faulty charge port or connector latch
- Software or firmware issue

Troubleshooting

1. Restart the vehicle and charging station.
2. Check for any available software updates for the vehicle or charging system.
3. Contact chargepoint.com/support or the vehicle manufacturer for further assistance.

Get Support

If the connector is not releasing from the vehicle, even after performing the Manual release then contact chargepoint.com/support or call Support at **877-850-4562** for further assistance.

Limited Warranty Information and Disclaimer

The Limited Warranty you received with your charging station is subject to certain exceptions and exclusions. For example, your use of, installation of, or modification to, the ChargePoint® charging station in a manner in which the ChargePoint® charging station is not intended to be used or modified will void the limited warranty. You should review your limited warranty and become familiar with the terms thereof. Other than any such limited warranty, the ChargePoint products are provided "AS IS," and ChargePoint, Inc. and its distributors expressly disclaim all implied warranties, including any warranty of design, merchantability, fitness for a particular purposes and non-infringement, to the maximum extent permitted by law.

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