

AfterSales Diagnostic Sheet

MAS002655
(BOL 21-14)



From: AfterSales – TSO
To: Maserati Network
Auburn Hills, MI.
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Wireless charger checklist

Section: 08.50 - 4 DASHBOARD DEVICES

Models: M156/M157 MY21 and newer with OPT wireless charger RFX

Issue: Concerns about the functioning of the Smartphone Wireless Charger that could possibly be related to the presence of pop-ups in the system on the infotainment display.



Figure 1: Position of the Wireless Smartphone charger in the Vehicle.

In particular, the Customer may report concerns about the pop-ups shown by the infotainment display. Examples of the pop-ups are shown in Table 1 and Table 2.

DTC in the ECU: Possible DTC in the BCM ECU (stored or active):
9F1A49 - Charging Pad Module-Internal Electronic Failure

Troubleshooting:

In general, in order to ensure the correct functioning of the wireless charger system, make sure that the smartphone is correctly positioned in the tray where the wireless charger pad is located, which means with the display in the upwards position. If the smartphone is not correctly positioned, the charging process won't start.

Below are some general indicators about the smartphone wireless charging system:

- Do not place anything in-between the smartphone and the charger such as; magnetic supports , magnetic phone cover, badges, credit cards or any other object in-between the smartphone and the wireless charger because this could reduce the performance or damage the magnetic strips or the RFID chips.
- If the charging process appears to be slow, try removing the phone cover.
- In case of smartphone vibrations due to a notification, the smartphone could move and possibly cause an interruption of the charging process.
- The smartphone could possibly warm up slightly during the charging process. If the phone warms up too much, the smartphone software could hinder the charging above a given threshold in order to increase the battery life.

In the Owner’s manual, in the section **Understanding the Vehicle**, subsection **Multimedia Ports and Wireless Charger Compartment**, there is additional information related to the wireless charger system.

The infotainment display shows information about the status of the wireless charger system via a dedicated icon and explanatory pop-ups.

The icon is displayed on the infotainment display as highlighted by the arrow in Figure 2.



Figure 2: Position of the icon of the Wireless Charger system status.

These icons, along with the meaning of each, are summarized below in Table 1.

Icon			
Phone not in the Wireless Charger Pad	Wireless Charger System is charging the Smartphone	The Smartphone charging is completed	Wireless Charger Failure: - System not available - Foreign Object Detection triggered

Table 1: Icons of the Wireless Charger System and related meanings.

The User is informed about the status of the operation of the wireless charger by means of dedicated pop-ups on the infotainment display, as shown below in Table 2.





a)		Wireless Charging Pad Phone charging interrupted. System not available.	OK	
b)		Wireless Charging Pad Foreign object detected. Please, remove it from the charging pad.	OK	
c)		Wireless Charging Pad Phone charging completed.	OK	X
d)		Wireless Charging Pad Charging phone.	OK	X

Table 2: list of the pop-ups related to the Wireless Charger system on the Infotainment Display.

Referring to points a) and b) of Table 2 above, please consider that the following causes are not related to the wireless charger system of the Vehicle:

1. Possible activation of the Apple Pay Wallet: the wireless charger pad is equipped with a Near Field Communication (NFC) antenna. As a result, on the iPhone, the Apple Pay Wallet function may be triggered. This doesn't result in any economic transaction and the user is not charged any cost. This is not to be considered as a problem.



Figure 3: Icon of the Apple Pay Wallet.

2. In case the Customer reports a Foreign Object Detection (FOD) pop-up (item b) of Table 2, please verify the possible presence of coins, keys or any metal objects on the Wireless Charger Pad. Make sure the cover of the smartphone has no metal parts. In case one of these points is verified, it must be removed and then verify if the charging system starts to work normally.
3. Make sure that the smartphone cover is not metallic in any way. If it is, remove the smartphone from its cover in order to verify if this restores the correct functionality of the charger system.
4. Depending on the driving style, sporadic and instantaneous interruptions of the charging process may occur. These may result in the prompting of related pop-ups on the infotainment display, due to the movement of the smartphone in the charging area of the charging pad. This is not to be considered as abnormal and the charging process will regularly restart as soon as the driving conditions will allow that. Always make sure that the smartphone is placed in the correct area of the wireless charging pad.

It is possible to deactivate the pop-ups related to the Wireless Charger by unselecting the related option on the Infotainment Settings. The path to access this menu is: Vehicle (Car Icon) > Settings > Notifications > Wireless charger status pop-ups. This is shown in Figure 4.

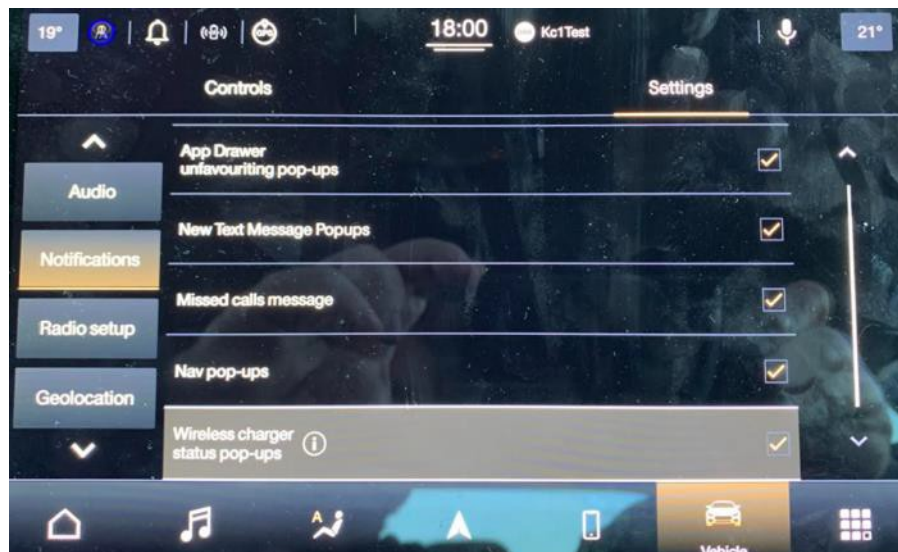


Figure 4: Path to activate/deactivate the Wireless charger status pop-ups.

If the Customer complains about the pop-up “Wireless Charging Pad. Phone charging interrupted. System not available.” (item a in Table 2), please verify:

- a. If the red icon in Table 1 is shown, verify if the symptom persists after a KIN Cycle (KIN OFF – KIN RUN).
- b. If the red icon in Table 1 is not shown, verify the functionality of the wireless charger system.
- c. If the DTC 9F1A49 – “Charging Pad Module-Internal Electronic Failure” is stored or active in the BCM ECU: perform a clear DTC of the BCM ECU and verify the functionality of the wireless charger system by performing of a road test.

Submit a BOL Support Request, attaching the filled in Checklist and specifying the answers to the above-listed three items a., b. and c.

Considerations:

If the Customer’s problem is not solved despite the information of the **Troubleshooting** section, please fill the **Checklist** in, one for each of the smartphones used for testing (Customer’s and test phone, if possible). You must submit a BOL for a Support Request, attaching the necessary information (checklist, DTCs+Parameters Scan Report of the BCM ECU and the answers to the questions a., b. and c. of the **Troubleshooting** section.

CHECKLIST

1)

Model	
VIN	
Market	
SW Radio	
PDI/Customer	
Dealer	
Vehicle notes: (Ex: aftermarket components)	

2) Description of the customer complaint about (generic malfunctions, frequent disconnects, presence of foreign objects, telephone overheating, no charge etc.....):

3)

	Customer phone	Test phone
Brand		
Model		
Operation System Version		
State Of Charge % (when issue occurred)		
Customer Phone issue or Dealer can verify? (CUSTOMER or DEALER)		
Does the phone charge properly with other wireless charging pad? (such as table wireless charge pad) (YES, NO, Never tested)		
Does the customer have "vibration mode" enabled for incoming notifications and phone calls? (YES or NO)		
Phone Cover (YES or NO)		

FLIP Cover (YES or NO)		
"NOTES and Material: magnetic, leather, metal objects?"		
"Is the issue present with this specific phone? (YES or NO)"		
Frequency: (once, occasionally, systemic)		
"Has the phone been placed correctly? (Display side up)"		
Was there other objects in the charging pad? Coins, credit cards, paper clips, etc?		
Can you describe any identified pattern or a reappear sequence?		
Was the engine RUNNING? (YES or NO)		
Issue occurred while driving? (YES or NO)		
Was Navigation by Phone active? (YES or NO)		
Was the customer playing music by Phone? Which Music APP?		
"Were any other Phone APPs active? Which?"		
Was the phone overheated? (YES or NO)		
Attach to the BOL: <ul style="list-style-type: none"> - DTC report - Photo and video of the issue 		
Is a POP UP present on display? (YES or NO)		
POP-UP 1 (Figure 1) "POP-UP N1 (Please see image below) Frequent charging interruption while driving with Pop-up "Charging Phone" and blue icon on radio display (YES or NO) "		

POP-UP 2 (Figure 2)		
Charging interruption with pop-up “System not available” and red icon on radio display (YES or NO)		

4) POP-UP Notes:

5) Other Notes:

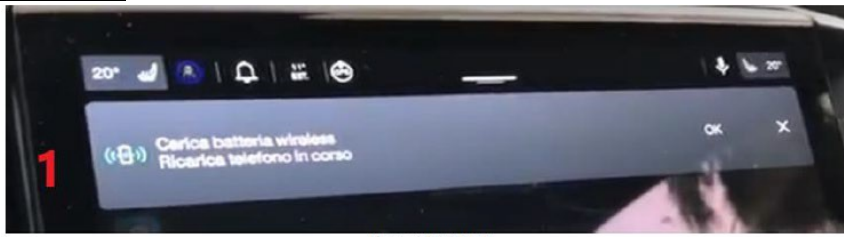


Figure 1: POP-UP 1



Figure 2: POP-UP 2

If you have any questions, contact the Technical Support Helpdesk.