

Subject: WIRELESS CHARGER FOR MOBILE DEVICES DOES NOT START CHARGING OR STOPS CHARGING IMMEDIATELY	Bulletin No.: 09-009/22
	Last Issued : 03/03/2022

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2021 CX-9 (US/Canada spec with 10.25" display) with VINS lower than JM3TC*****539604 (produced before August 3, 2021)

2021 CX-9 (Canada/Mexico spec with 7" or 9" display) with VINS lower than JM3TC*****454740 (produced before March 26, 2021)

2020-2021 Mazda2 (Mexico spec) with VINS lower than 3MDDJ*****406963 (produced before June 30, 2021)

DESCRIPTION

Some customer may experience the wireless charger does not start charging or stops charging immediately although the mobile device is in the chargeable area. This is caused by the logic for detecting foreign matter being too sensitive. Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

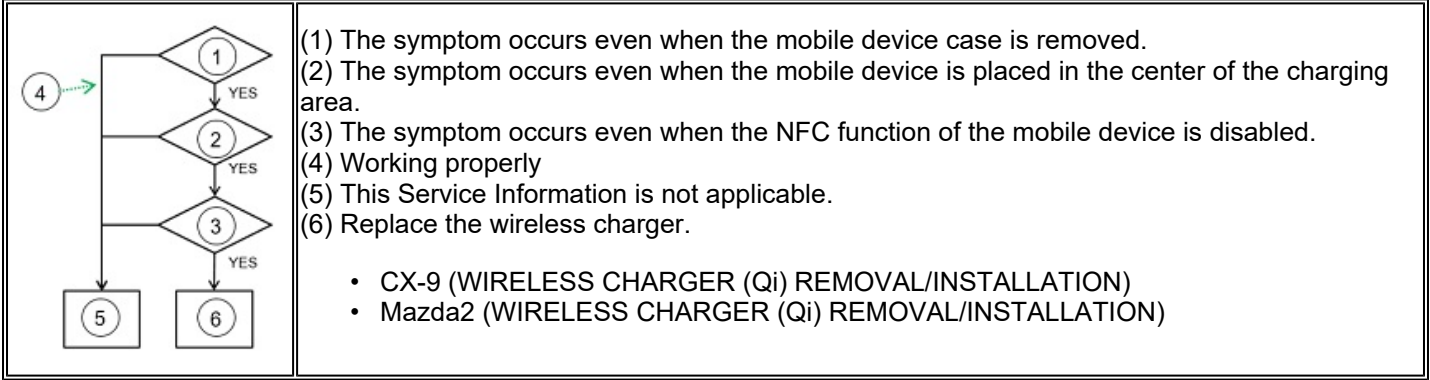
1. Verify the customer concern.

NOTE: If charging is not possible due to any of the following conditions, there is no malfunction and this service information is not applicable.

- There is a foreign matter between the mobile device and the charging area like thick cellphone cases, prepaid IC cards or metal card cases. (If it is determined that there is an IC card between the wireless charger and the mobile device, charging will stop to protect the IC card - this is not a malfunction.)
- The mobile device is not placed in the center of the charging area.
- The mobile device is placed with the charging side facing upward.
- The Near Field Communication (NFC) function of the mobile device is enabled.
- The mobile device does not support wireless charging.
- The mobile device is fully charged.
- The temperature of the mobile device is high.

2. Troubleshoot using the following flow chart.

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3. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
TC3M-66-CHXE	Charger, Battery Wireless	1	CX-9
D50E-66-CHXB	Charger, Battery Wireless	1	Mazda2

WARRANTY INFORMATION

NOTE:

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda’s New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	61
Damage Code	9W
Part Number Main Cause	Select the appropriate Parts Number.
Quantity	1
Operation Number / Labor Hours:	XXT76XRX / 0.3 Hrs.

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