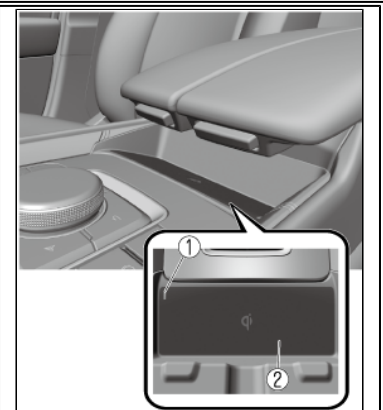


Subject: QI WIRELESS CHARGER SYMPTOM TROUBLESHOOTING	Service Alert No.: SA-028/22
	Last Issued : 05/02/2022

BULLETIN NOTES

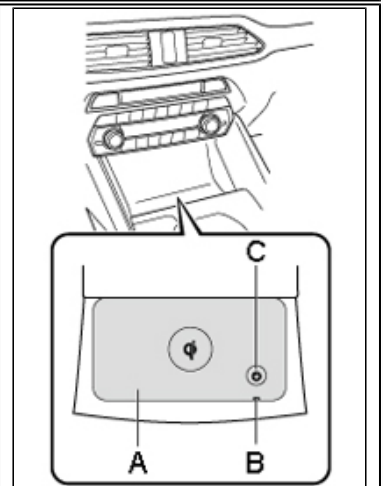
APPLICABLE MODEL(S)/VINS

2023 CX-50 equipped with factory installed Qi Wireless Charger
2023 CX-50 equipped with Mazda Genuine Accessory Qi Wireless Charger



- 1. LED indicator
- 2. Charging area

2021-2022 CX-9 equipped with factory installed Qi Wireless Charger



- A - Charging Area
- B - Indicator
- C - Power Button

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2019-2022 Mazda3 equipped with Mazda Genuine Accessory Qi Wireless Charger
 2020-2022 CX-30 equipped with Mazda Genuine Accessory Qi Wireless Charger



- A - Charging Area
- B - Indicator



DESCRIPTION

Index

[Symptom Troubleshooting](#)

[LED Indicator / Infotainment Display Icon](#)








[Supplemental Information](#)

	CX-50 Factory Installed and Mazda Genuine Accessory CX-9 Factory Installed	Mazda3 and CX-30 Mazda Genuine Accessory Qi Wireless Charger
Symptom	Possible Cause	
Phone will not charge	<ul style="list-style-type: none"> • Device is not compatible with Qi wireless charging standards (see trademark below)  <ul style="list-style-type: none"> • Phone case is not compatible with Qi wireless 	<ul style="list-style-type: none"> • Device is not compatible with Qi wireless charging standards (see trademark below) 

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	<p>charging standards</p> <ul style="list-style-type: none"> ◦ Most phone cases will list compatibility on the packaging ◦ None approved phone cases with magnets or metal plates <ul style="list-style-type: none"> • The engine is not running • Doors and/or liftgate is open • The mobile device is fully charged. • Foreign matter between the device and the charging area • The temperature of the mobile device is high • The mobile device is placed with the charging side facing upward • The mobile device is placed in a position extremely deviating from the center of the charging area • The Near Field Communication (NFC) function setting of the mobile device is on (depends on the model of the mobile device) • Your vehicle is in an area where strong radio waves or electrical noise occur such as near a television tower, power plant, or airport. • Power Turned OFF <ul style="list-style-type: none"> ◦ Function can be switched on/off by pressing the power button on the Wireless Charger (Qi) for approx. 3 seconds • LED indicator error (see table below) • DTC is stored • Noise interference reduction function ON <ul style="list-style-type: none"> • Function can be switched on/off by pressing the power button on the Wireless Charger (Qi) for approx. 1 sec 	<ul style="list-style-type: none"> • Phone case is not compatible with Qi wireless charging standards <ul style="list-style-type: none"> ◦ Most phone cases will list compatibility on the packaging ◦ None approved phone cases with magnets or metal plates • Ignition Off • The mobile device is placed in a position extremely deviating from the center of the charging area • The temperature of the mobile device is high • LED indicator error (see table below)
<p>Resources</p>	<p>Go to MGSS:</p> <ul style="list-style-type: none"> • CX-50 WIRELESS CHARGER (Qi) INSPECTION • CX-9 WIRELESS CHARGER (Qi) INSPECTION 	

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CX-50 Factory Installed and Mazda Genuine Accessory		CX-9 Factory Installed	Mazda3 and CX-30 Mazda Genuine Accessory
LED Indicator	Infotainment Display Icon	LED Indicator	LED Indicator
No light - System Off	---	<ul style="list-style-type: none"> No light - System Off White - Stand-by (charging is possible) Amber - Normal charging Green - Fast charging Flashing Amber - Normal charging (charging efficiency is low) Flashing Green - Fast charging (charging efficiency is low) Flashing White - Stand-by (charging is not possible) Flashing red (high temperature) Solid red (charger malfunction) 	<ul style="list-style-type: none"> No light - System Off White - Stand-by (charging is possible) Green - Charging Flashing White - Charge Complete *2 Orange (foreign matter detected or device high temp) Red (charger malfunction)
White - Charging is possible			
Amber - Normal charging			
Green - Fast charging *1			
Flashing White - Charging conditions are not met *3			
Flashing red - Charging is not possible because a high temperature is detected			
Flashing red - Charging is not possible because foreign matter is detected			
Solid red - There is a problem with the Wireless Charger (Qi) and it needs to be repaired by an Authorized Mazda Dealer			

*1: Some mobile devices can switch between normal charging and fast charging.

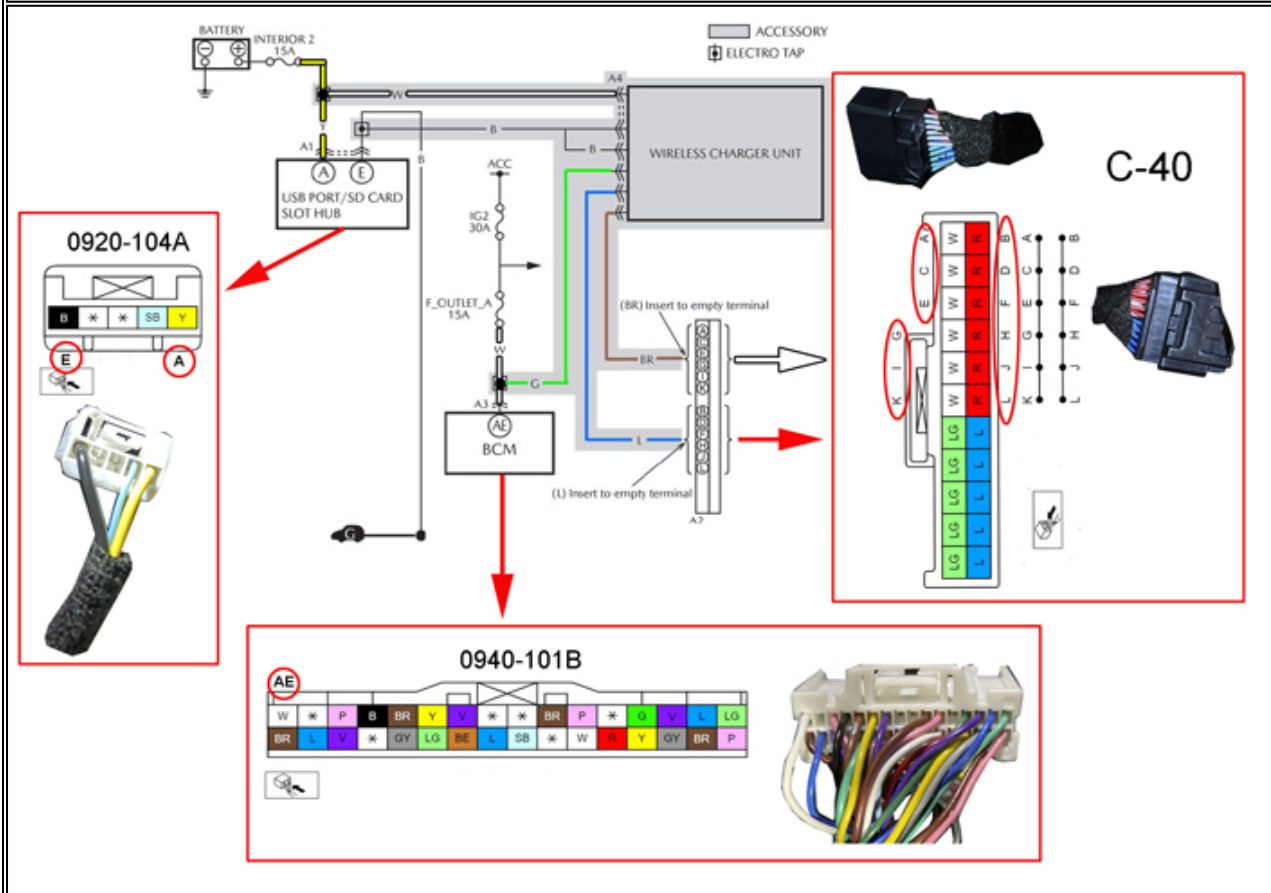
*2: *For some types of mobile device, the indicator may remain green even when charging is complete.

*3: Charging conditions:

- Engine is running
- Qi compatible device placed in center of the charging area on the tray
- Doors and liftgate are closed

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CX-50 Genuine Mazda Accessory Qi Wireless Charger Supplemental Information



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