

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



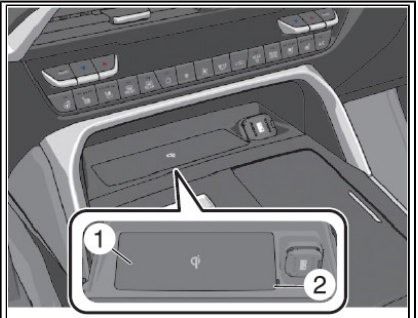
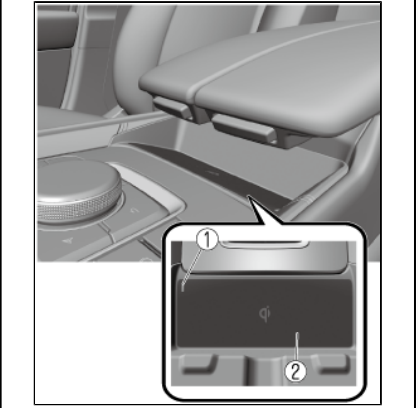
|   |                                     |
|---|-------------------------------------|
| <b>Subject:</b><br><br><b>Qi WIRELESS CHARGER SYMPTOM TROUBLESHOOTING</b> | <b>Service Alert No.:</b> SA-021/23 |
|   | <b>Last Issued :</b> 08/28/2023     |

## BULLETIN NOTES

This SA supersedes the previously issued SA(s) listed below. The changes are noted in Red.

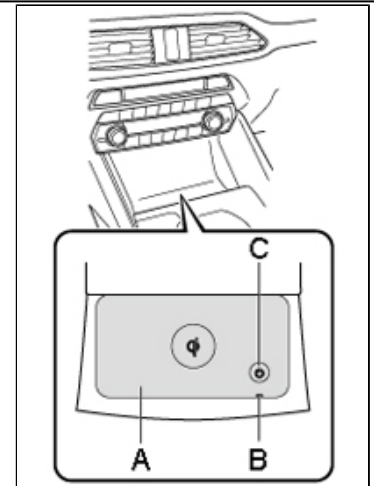
| Previous SAs: | Date(s) Issued: |
|---------------|-----------------|
| SA-021/23     | 04/14/23        |
| SA-028/22     | 05/02/22        |

## APPLICABLE MODEL(S)/VINS

|  |  |
|--|--|
| 2024 CX-90 equipped with factory installed Qi Wireless Charger   |  <p>1. Charging area<br/>2. LED indicator</p>  |
| 2023-2024 CX-50 equipped with factory installed Qi Wireless Charger<br>2023-2024 CX-50 equipped with Mazda Genuine Accessory Qi Wireless Charger |  <p>1. LED indicator<br/>2. Charging area</p> |

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2022-2024 CX-5 equipped with factory installed Qi Wireless Charger  
 2021-2023 CX-9 equipped with factory installed Qi Wireless Charger



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

2019-2024 Mazda3 equipped with Mazda Genuine Accessory Qi Wireless Charger  
 2020-2024 CX-30 equipped with Mazda Genuine Accessory Qi Wireless Charger



- A - Charging Area
- B - Indicator

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**DESCRIPTION**

**Index**

[Symptom Troubleshooting](#)

[LED Indicator / Infotainment Display Icon](#)









[Supplemental Information](#)

|                              | CX-50 Factory Installed and Mazda Genuine Accessory<br>CX-5, CX-9 and CX-90 Factory Installed   | Mazda3 and CX-30 Mazda Genuine Accessory Qi Wireless Charger  |
|------------------------------|---|---|
| Symptom                      | Possible Cause  |   |
| <b>Phone will not charge</b> | <ul style="list-style-type: none"> <li>Device is not compatible with Qi wireless charging standards (see trademark below)</li> </ul>  <ul style="list-style-type: none"> <li>Phone case is not compatible with Qi wireless charging standards                             <ul style="list-style-type: none"> <li>Most phone cases will list compatibility on the packaging</li> <li>None approved phone cases with magnets or metal plates</li> </ul> </li> <li>The engine is not running</li> <li>Doors and/or liftgate is open</li> <li>The mobile device is fully charged.</li> <li>Foreign matter between the device and the charging area</li> <li>The temperature of the mobile device is high</li> <li>The mobile device is placed with the charging side facing upward</li> <li>The mobile device is placed in a position extremely deviating from the center of the charging area</li> <li>The Near Field Communication (NFC) function setting of the mobile device is on (depends on the model of the mobile device)</li> </ul> | <ul style="list-style-type: none"> <li>Device is not compatible with Qi wireless charging standards (see trademark below)</li> </ul>  <ul style="list-style-type: none"> <li>Phone case is not compatible with Qi wireless charging standards                             <ul style="list-style-type: none"> <li>Most phone cases will list compatibility on the packaging</li> <li>None approved phone cases with magnets or metal plates</li> </ul> </li> <li>Ignition Off</li> <li>The mobile device is placed in a position extremely deviating from the center of the charging area</li> <li>The temperature of the mobile device is high</li> <li>LED indicator error (<a href="#">see table below</a>)</li> </ul> |

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|                         |   |  |
|-------------------------|---|--|
|                         | <ul style="list-style-type: none"> <li>• Your vehicle is in an area where strong radio waves or electrical noise occur such as near a television tower, power plant, or airport.</li> <li>• Power Turned OFF             <ul style="list-style-type: none"> <li>◦ Function can be switched on/off by pressing the power button on the Wireless Charger (Qi) for approx. 3 seconds</li> </ul> </li> <li>• LED indicator error (<a href="#">see table below</a>)</li> <li>• DTC is stored</li> <li>• Noise interference reduction function ON             <ul style="list-style-type: none"> <li>• Function can be switched on/off by pressing the power button on the Wireless Charger (Qi) for approx. 1 sec</li> </ul> </li> </ul> |  |
| <p><b>Resources</b></p> | <p>Go to MGSS:</p> <ul style="list-style-type: none"> <li>• CX-50 <a href="#">WIRELESS CHARGER (Qi) INSPECTION</a></li> <li>• CX-9 <a href="#">WIRELESS CHARGER (Qi) INSPECTION</a></li> <li>• CX-5 <a href="#">WIRELESS CHARGER (Qi) INSPECTION</a></li> </ul>   |  |

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| CX-50, CX-90<br>Factory Installed and Mazda<br>Genuine Accessory  |  | CX-5 and CX-9<br>Factory Installed  | Mazda3 and CX-30<br>Mazda Genuine<br>Accessory  | Customer Device  |   |
|---|--|---|---|--|---|
| LED Indicator   | Infotainment<br>Display Icon   | LED Indicator   | LED Indicator   | Device Display   | Infotainment<br>Display Icon  |
| No light - System Off   | ---  | <ul style="list-style-type: none"> <li>No light - System Off</li> <li><b>White</b> - Stand-by (charging is possible)</li> <li><b>Amber</b> - Normal charging</li> <li><b>Green</b> - Fast charging</li> <li><b>Flashing Amber</b> - Normal charging (charging efficiency is low)</li> <li><b>Flashing Green</b> - Fast charging (charging efficiency is low)</li> <li><b>Flashing White</b> - Stand-by (charging is not possible)</li> <li><b>Flashing red</b> (charging pad high temperature is detected)</li> <li><b>Solid red</b> (charger malfunction)</li> </ul> | <ul style="list-style-type: none"> <li>No light - System Off</li> <li><b>White</b> - Stand-by (charging is possible)</li> <li><b>Green</b> - Charging</li> <li><b>Flashing White</b> - Charge Complete *2</li> <li><b>Orange</b> (foreign matter detected or device high temp)</li> <li><b>Red</b> (charger malfunction)</li> </ul> | <ul style="list-style-type: none"> <li><b>Customer device high temperature</b></li> </ul> <p><b>Example: iPhone</b></p>  |  |
| <b>White</b> - Charging is possible   |                             |   |   |  |   |
| <b>Amber</b> - Normal charging  |                             |   |   |  |   |
| <b>Green</b> - Fast charging *1   |                             |   |   |  |   |
| <b>Flashing White</b> - Charging conditions are not met *3  |                             |   |   |  |   |
| <b>Flashing red</b> - Charging is not possible because <b>charging pad</b> high temperature is detected<br><b>(Charging will resume when charging pad cools)</b>  | <br>Vehicle side          |   |   |  |   |
| <b>Flashing red</b> - Charging is not possible because: <ul style="list-style-type: none"> <li><b>Customer device high temperature</b></li> <li>Foreign matter is detected</li> <li><b>Phone case is not compatible with Qi wireless charger</b></li> </ul> | <br>Customer device issue |   |   |  |   |

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