

<b>Subject:</b>  <b>CHARGE LID (DOOR) STUCK CLOSED OR ALLEGEDLY FELL OFF BY ITSELF (EV &amp; PHEV)</b>	<b>Service Alert No.: SA-053/23</b>
	<b>Last Issued : 09/25/2023</b>

## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS

2022-2023 MX-30

2024 CX-90 (PHEV ONLY)

## DESCRIPTION

Some customers may report that the charge lid (door) on the vehicle was stuck closed and would not open to charge the vehicle. The charge lid may or may not be missing.

### MX-30 Excerpt from OM

#### Charge lid

The charge lid is locked/unlocked in conjunction with the door locking/unlocking mechanism.

When unlocking the driver's door, the charge lid is unlocked. When locking the driver's door, the charge lid is locked.

However, if the driver's door is unlocked using the auxiliary key, the charge lid is not unlocked.

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### CX-90 PHEV Excerpt from OM

#### Charging port lid

The charging port lid is locked/unlocked in conjunction with the door locking/unlocking mechanism.

When unlocking the driver's door, the charging port lid is unlocked. When locking the driver's door, the charging port lid is locked.

However, if the driver's door is unlocked using the auxiliary key, the charging port lid is not unlocked.

#### NOTE

When the driver's door is locked using any of the following functions, the charging port lid is also locked at the same time.

- Vehicle speed sensing auto door lock function
- Auto re-lock function

#### Charge port

The charge port is the part used for connecting to the charge connector of the charge cable. It is used for charging.



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**REPAIR PROCEDURE**

1. Check for pry marks around the door opening.

**Are there any pry marks?**

- **YES:** This is due to outside influence and is not covered by Mazda warranty.
- **NO:** Continue to the next step.

2. Check the charge door lock operation.

a. Lock the doors and verify the charge door lock is locking.

**NOTE: The default setting is a 90-second delay after the doors lock, but the setting can be changed to 0, 30, 60, 90, or 120 seconds by the customer. You can hear the locking mechanism lock when it does lock.**

b. Unlock the doors and verify the charge door lock is unlocking.

**NOTE: There is no delay with this function, but the charge door must be locked to confirm it is unlocking. See the lock note above.**

**Is the charge door lock operation working correctly?**

- **YES:** The charge door repair is not covered by Mazda warranty.
- **NO:** Repair the charge door lock concern and continue to the next step.

3. Refer to the owner's manual for that model and model year.

**Is the model equipped with an emergency fuel door release?**

- **YES:** The charge door repair is not covered by Mazda warranty.
  - **NO:** Repair the charge door as a related part.
- NOTE: If there is damage to the quarter panel, refer to STEP 1.**

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