

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: WIRELESS CHARGING STOPS ABOUT TEN SECONDS AFTER INITIATION	Bulletin No.: 09-048/24
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BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2023-2024 CX-50 (with Wireless Charger (Qi)) with VINS lower than 7MMVA*****244893 (produced before July 24, 2024)

DESCRIPTION

Some customers may experience that despite placing the MagSafe®-equipped iPhone® at the center of the wireless charger, charging stops after about ten seconds. MagSafe-equipped iPhones use magnets to align the charger and the device. When charging MagSafe-equipped iPhones with a non-MagSafe compatible charger, improper alignment can cause the magnetic field required for charging to be disrupted by the magnets, significantly reducing charging efficiency. The wireless charger (Qi) installed in the CX-50 is not MagSafe compatible and has a relatively small charging tray. Therefore, for larger devices such as iPhone 13 Pro Max, there may be insufficient space for proper alignment, resulting in decreased charging efficiency.

Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

1. Verify the customer concern.
2. Ensure the mobile device meets the following criteria:
 - a. The mobile device supports wireless charging (Qi).
 - b. The case of the mobile device is removed.
 - c. There are no foreign objects attached to the back of the mobile device.
 - d. The NFC function of the mobile device is turned off.
 - e. The mobile device is not excessively hot.
 - f. The battery level of the mobile device is below 80%.
 - g. The charging side of the mobile device is facing the wireless charger.
 - h. The mobile device is not placed significantly off-center from the charging area.
3. Ensure the vehicle meets the following criteria:
 - a. The engine is running.
 - b. The hood, liftgate, and doors are fully closed.
 - c. The wireless charger (Qi) is turned on.
NOTE: If the indicator is off, press and hold the ON/OFF button for more than 3 seconds to turn it on.
 - d. The wireless charger (Qi) is not overheated.
 - e. The location is not near strong radio waves or noise sources such as TV towers, power plants, or airports.

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical--including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

4. Place the MagSafe-equipped mobile device at the center of the wireless charger (Qi) and check if charging continues.
5. If charging stops a few seconds after starting, replace the wireless charger with the modified one according to the instructions in MGSS (WIRELESS CHARGER (Qi) REMOVAL/INSTALLATION).

NOTE: The original charging performance may be reduced due to the influence of MagSafe-compatible magnets.

6. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
VAY0-66-CHX	Charger, Battery-Wireless	1	

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	64
Damage Code	9W
Part Number Main Cause	VAY0-66-CHX
Quantity	1
Operation Number / Labor Hours:	XXWXDARX / 0.2 Hrs. (without i-stop) XXWXDBRX / 0.3 Hrs. (with i-stop)

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