

Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



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| Subject: SEAT WARMER MALFUNCTION | Bulletin No: 09-033/14 |
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APPLICABLE MODEL(S)/VINS

2013-2015 CX-5 vehicles equipped with seat warmers with VINs lower than JM3KE*****477565 (produced before May 1, 2014)

DESCRIPTION

Some vehicles may exhibit an inoperative seat warmer (or seat heater) on the driver and/or passenger seat.

When weight is applied to the seat, part of the heater element wire may come out of position and become bent. Under repeated stress, the wire may break causing an inoperative seat warmer condition.

An additional adhesion treatment has been applied to eliminate the heater element wire from coming out of the position.

Repair Overview:

| Affected Seat | Repair | Notes |
|---------------|-----------------------------------|---|
| Driver | Replace Seat Cushion Warmer | Do not replace seat cushion pad assembly. |
| Passenger | Replace Seat Cushion Pad Assembly | Pad assy. includes improved seat warmer. |

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

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.

REPAIR PROCEDURE

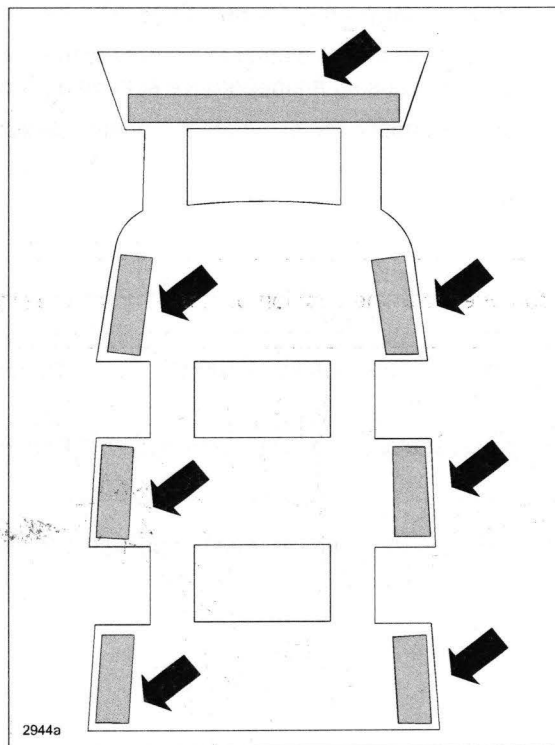
DRIVER SEAT:

1. Verify the seat warmer in the driver seat is inoperative.
2. Remove the seat cushion trim from the driver seat according to the MS3 online instructions or the Workshop Manual (section 09-13 FRONT SEAT CUSHION TRIM REMOVAL/INSTALLATION).
3. Proceed to "**Driver Seat: Seat Cushion Warmer Replacement Procedure**" for seat warmer removal and installation of the modified seat warmer.

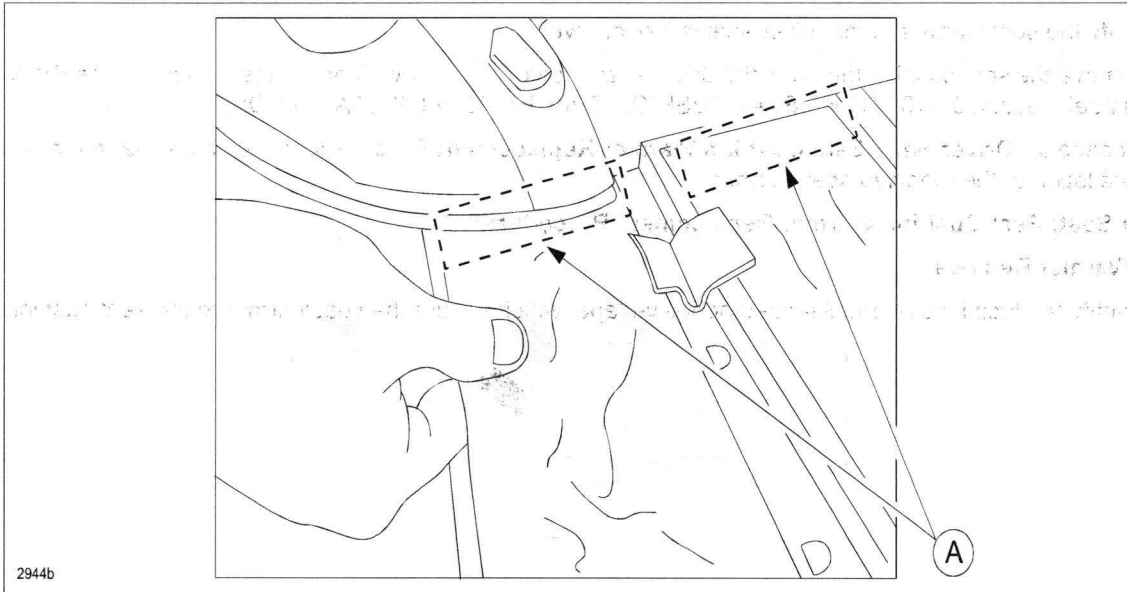
Driver Seat: Seat Cushion Warmer Replacement Procedure

Seat Warmer Removal:

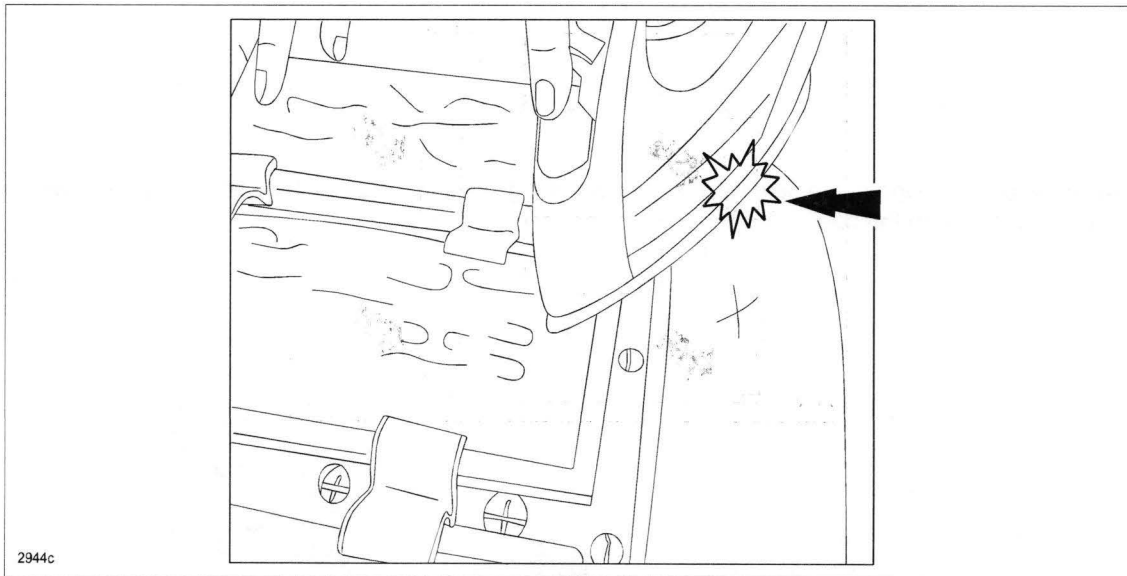
1. Identify the locations of double-sided adhesive tape, which secure the seat warmer to the seat cushion.



- Using a house-hold iron set to 140 ~ 150 degrees F (60 ~ 65.5 degrees C), carefully heat the pieces of double-sided adhesive tape (A) and gradually remove them all.



NOTE: DO NOT apply the iron directly to the cushion pad, as it could melt the pad.

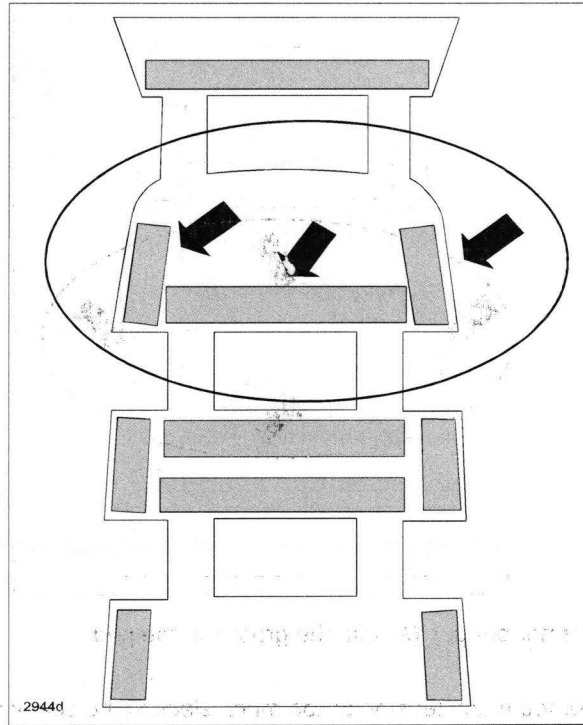


- Remove the old seat warmer from the seat cushion, then proceed to "Seat Warmer Installation".

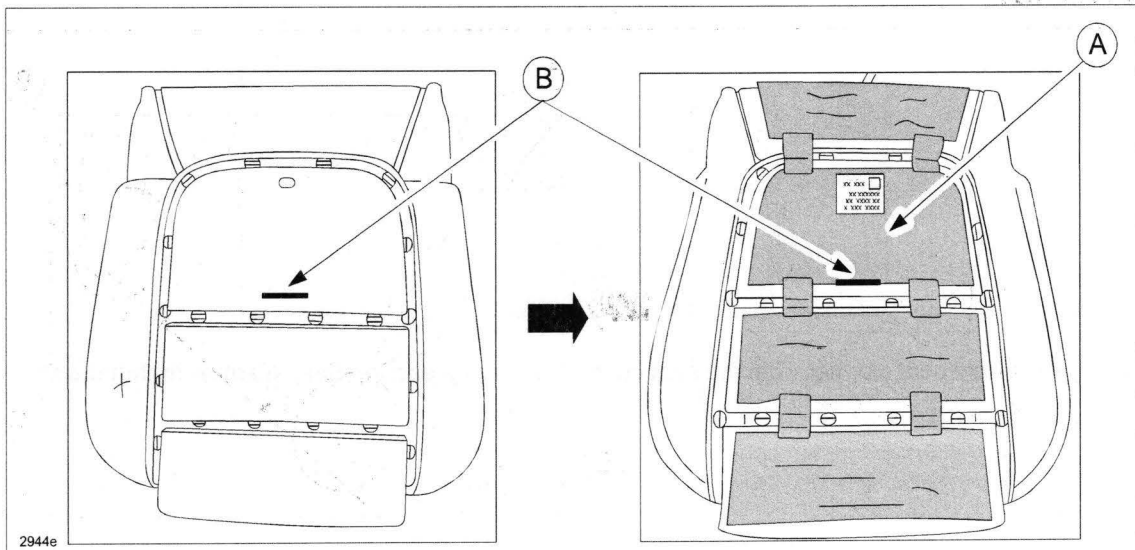
Seat Warmer Installation:

1. Peel off the protective film from the double-sided adhesive tape from the upper section of the new seat warmer.

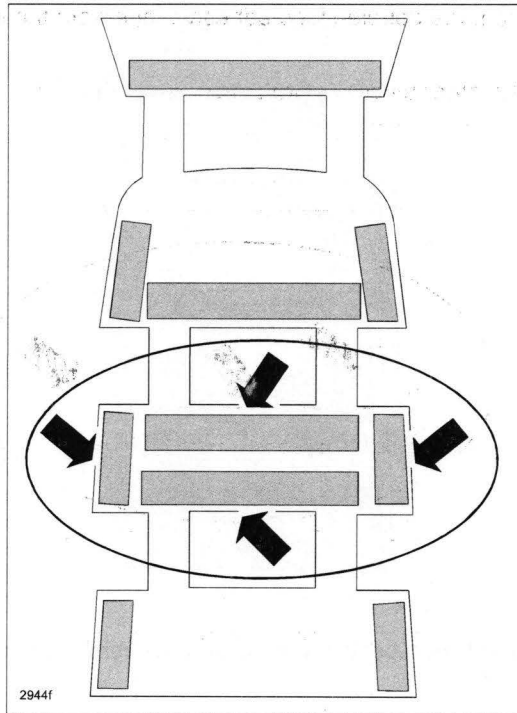
NOTE: DO NOT remove the other pieces of protective film at this time.



2. Align the bottom edge of the seat warmer (A) with the groove in the pad (B) as shown below. Press the seat warmer to affix it to the pad.



3. Peel off the protective film from the double-sided adhesive tape from the middle section of the seat warmer.

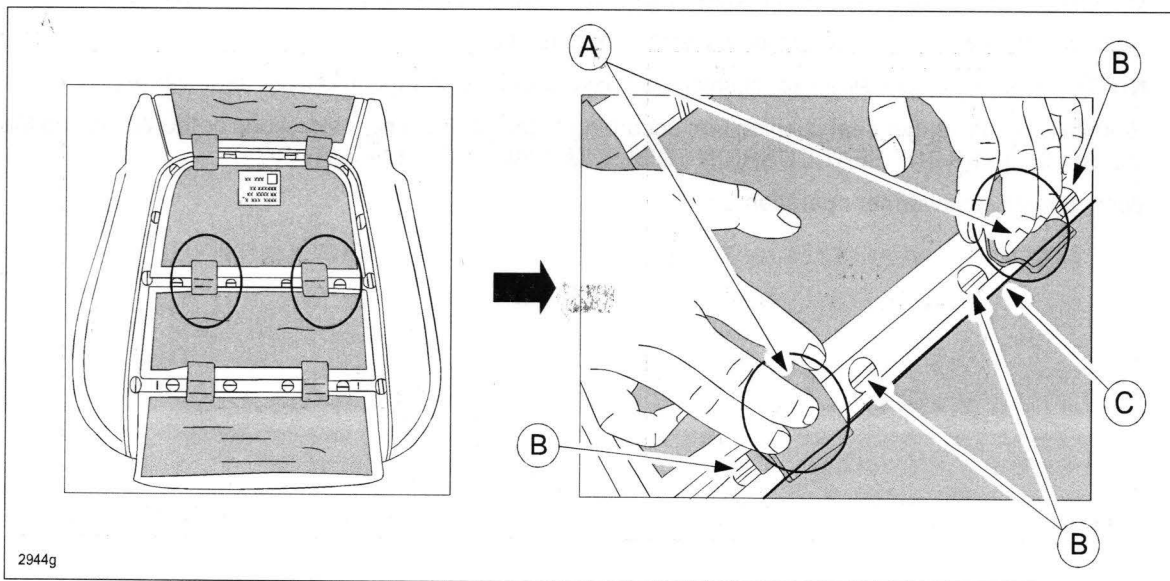


4. Press the two (2) seat warmer bridges (A) into the groove in the pad.

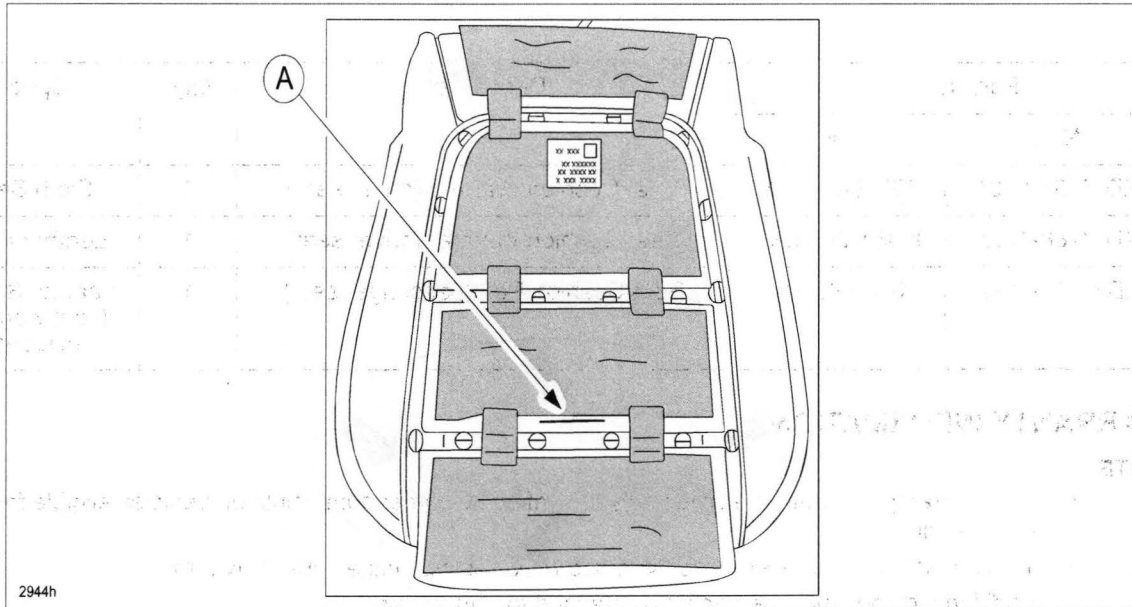
NOTE:

- DO NOT allow too much tension or too much slack in the seat warmer bridges (A).
- DO NOT place the seat warmer bridges (A) over the pad wires (B).

5. Align the edge of the seat warmer (C) in parallel to the line of the pad groove. Press the seat warmer to affix it to the pad.



NOTE: Disregard the groove (A) in the pad shown below. It is not used during the repair.



6. Affix the remaining (upper and lower) sections of the seat warmer to the seat cushion in the same manner as described above in Steps 3 ~ 5.
7. Reinstall the driver seat cushion trim according to the MS3 online instructions or the Workshop Manual (section 09-13 FRONT SEAT CUSHION TRIM REMOVAL/INSTALLATION).
8. Verify proper seat warmer operation.

PASSENGER SEAT:

1. Verify the seat warmer in the passenger seat is inoperative.
2. Remove the seat cushion trim from the passenger seat according to the MS3 online instructions or the Workshop Manual (section 09-13 FRONT SEAT CUSHION TRIM REMOVAL/INSTALLATION).
3. Replace the seat cushion pad assembly with a modified part.

NOTE: The passenger side seat cushion pad assembly includes the improved seat warmer.

4. Reinstall the passenger seat cushion trim according to the MS3 online instructions or the Workshop Manual (section 09-13 FRONT SEAT CUSHION TRIM REMOVAL/INSTALLATION).
5. Verify proper seat warmer operation.

PART(S) INFORMATION

| Part Number | | Description | Qty. | Spec. |
|--------------|--------------|-----------------------------------|------|--|
| New | Old | | | |
| KD49-88-123A | KD49-88-16X | Seat Cushion Warmer (driver seat) | 1 | Cloth Seat |
| KD51-88-123A | KD51-88-16XA | Seat Cushion Warmer (driver seat) | 1 | Leather Seat |
| KD35-88-11XA | KD35-88-11X | Seat Cushion Pad (passenger seat) | 1 | Leather Seat - (seat warmer included) |

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.

| | Driver Seat - (Seat Warmer Replacement) | Passenger Seat - (Seat Cushion Replacement) |
|---------------------------------|--|---|
| Warranty Type | A | A |
| Symptom Code | 61 | 61 |
| Damage Code | 9S | 9S |
| Part Number Main Cause | KD49-88-123A (Cloth) or KD51-88-123A (Leather) | KD35-88-11XA |
| Quantity | 1 | 1 |
| Operation Number / Labor Hours: | XXK7TARX / 1.1 Hrs | XXK7TBRX / 1.1 Hrs. |