

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: SEAT WARMERS DO NOT STAY ON WHEN VEHICLE IS RESTARTED	Service Alert No.: SA-008/19
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APPLICABLE MODEL(S)/VINS

2018 Mazda6
2019 CX-9
2019 Mazda3

DESCRIPTION

Some customers may complain that their seat warmers do not turn on when the engine is restarted after being left on when turning off the engine. The logic has changed from previous Mazdas where the seat warmers automatically turned on when the engine was restarted. Customers in cold weather are more likely to complain about this if their vehicle is equipped with Mazda Mobile Start (MMS) because the MMS accessory instructions state the seat warmers **WILL** turn on when the engine is restarted. This information is incorrect for these vehicles.

NOTE: The instructions in the vehicle owner's manual are correct.

2019 Mazda3 only:

The seat warmers can be linked to the climate control so the seat warmers turn on when the engine is restarted if the climate control is left on before turning off the engine. But note, the level of heat for the seater warmer is based on the climate control setting.

Approximate Climate Control Temperature	Seat Warmer Level
Lower than 74	Off
74-79	Level 1
80-89	Level 2
90	Level 3

NOTE: For the passenger side seat warmer to turn on, a passenger must be seated with the seat belt fastened.

To link/unlink the seat warmers to the climate control:

1. Select "Settings" from the MAZDA CONNECT home screen.

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2. Select "Vehicle Settings".
3. Enable/disable "Link Seat and Climate Control Temperatures".

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