

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  <b>HEATED STEERING WHEEL TURNS OFF TOO SOON</b>	<b>Bulletin No.:</b> 06-003/19
	<b>Last Issued:</b> 05/23/2019

## APPLICABLE MODEL(S)/VINS

### US Spec.:

2017-2018 CX-5 vehicles with VINs lower than JM3KF\*\*\*\*\*377540 (produced before Mar. 14, 2018)

### Mexico Spec.:

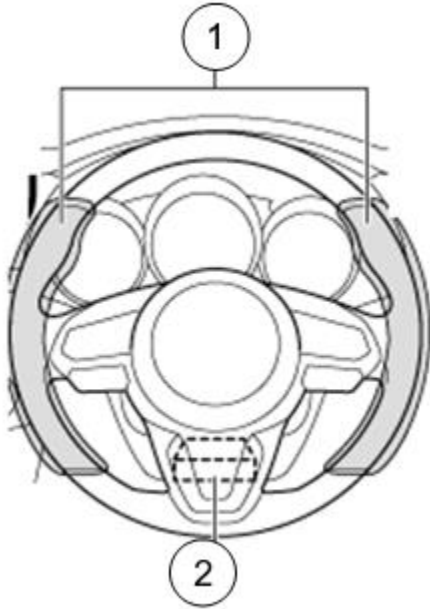
2018 CX-5 vehicles with VINs lower than JM3KF\*\*\*\*\*377539 (produced before Mar. 14, 2018)

## DESCRIPTION

Some customers may notice the heated steering wheel shuts off by itself after approx. 5 - 7 minutes after turning it on. The heated steering wheel is designed to stay on for 30 minutes before shutting off by itself.

This may be due because the temperature around the thermostat is greatly increased due to the incorrect positioning of the steering wheel heating element. This results in the electrical supply to the heater being prematurely shut off. To eliminate this concern, the position of the steering wheel heating element has been changed and aluminum tape has been applied to it.

**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.



1	Heated steering wheel unit
2	Heated steering wheel control unit

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

1. Verify the customer concern.

In this repair, the position of the steering wheel heating element will be adjusted and aluminum tape will be applied to the steering wheel heating element.

### REPOSITIONING OF THE STEERING WHEEL HEATING ELEMENT:

**NOTE:** This repair can be performed without removing the steering wheel.

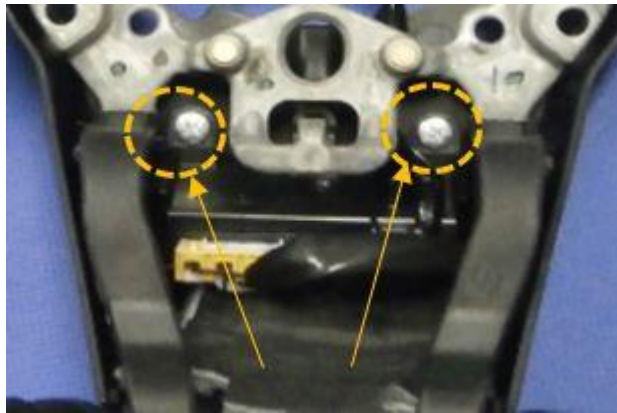
1. Remove the airbag module according to the instructions on MGSS online:

- (DRIVER-SIDE AIR BAG MODULE REMOVAL [TWO-STEP DEPLOYMENT CONTROL SYSTEM - US/CANADA SPEC.]).
- (DRIVER-SIDE AIR BAG MODULE REMOVAL [STANDARD DEPLOYMENT CONTROL SYSTEM - MEXICO SPEC.]).

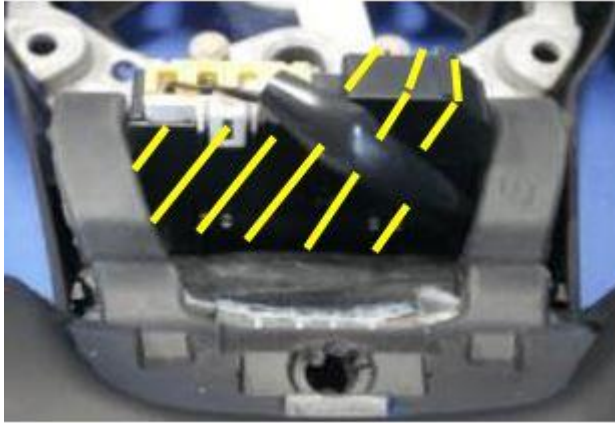
2. Remove the steering wheel bezel according to the instructions on MGSS online (STEERING WHEEL BEZEL REMOVAL/INSTALLATION).

3. Disconnect the heater ECU connector.

4. Remove the screws with a screwdriver.



5. Lift the ECU (shown below with the yellow shading) upward.



6. Disconnect the connector by releasing the lock tab.



7. Move the ECU to the right side.

**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.



8. Peel off the steering wheel heating element from the core cover, as shown below.

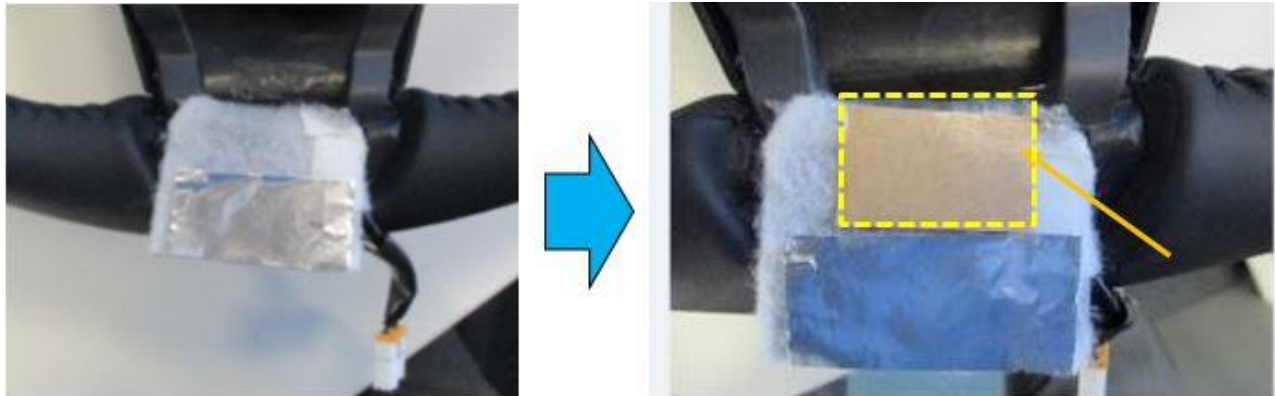


9. Apply the aluminum tape to the lower right corner of the backside of the steering wheel heating element, as shown below.

**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.



10. Apply double-sided adhesive tape to the backside of the steering wheel heating element, as shown below.

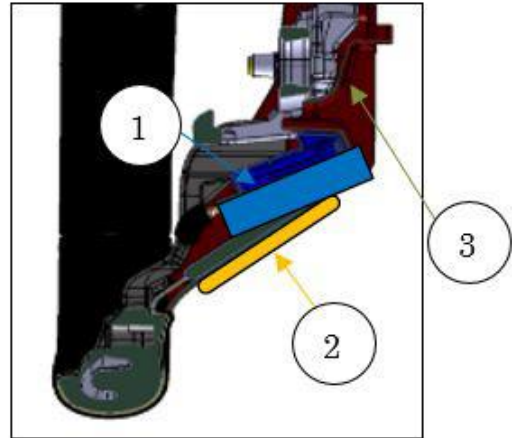
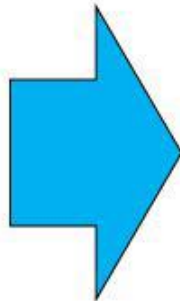


11. Reposition the ECU to the original position and make sure it is on the core cover and secured by tightening the screws.

**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.



12. Reinstall the steering wheel heating element to the core cover.

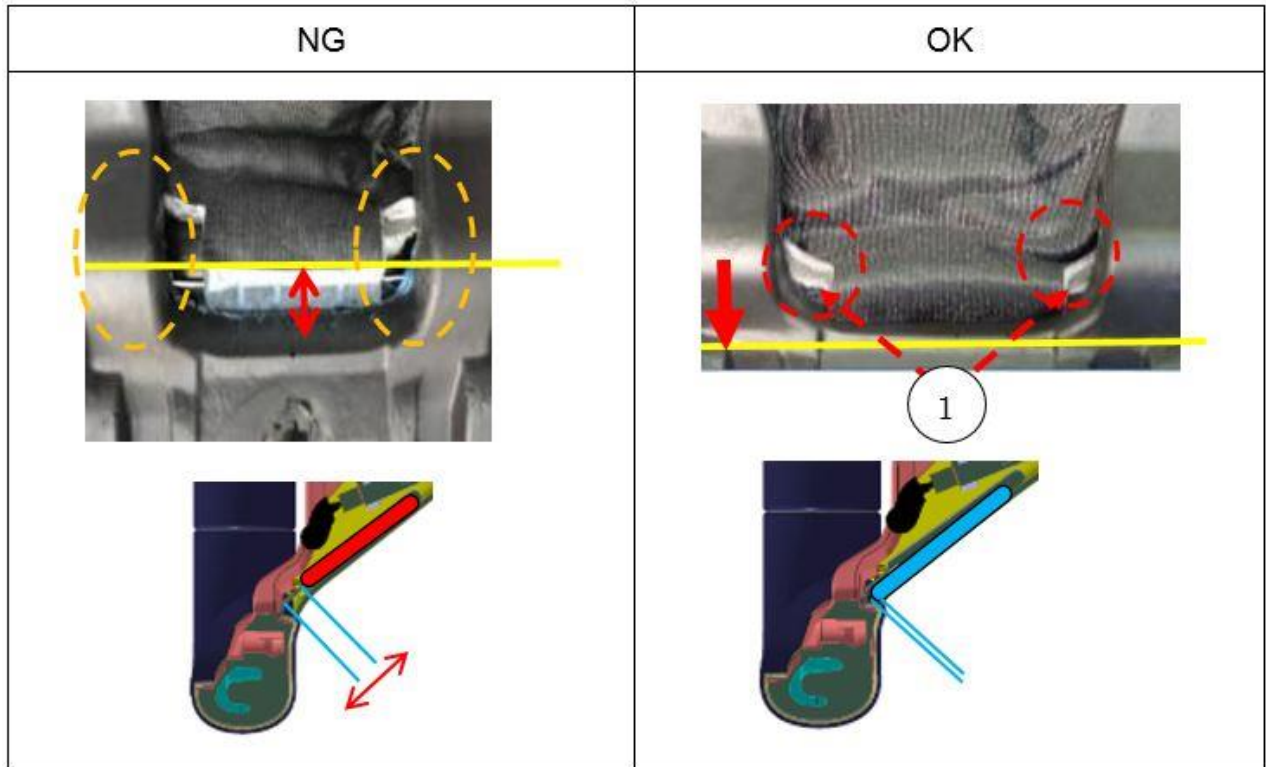


1 ECU

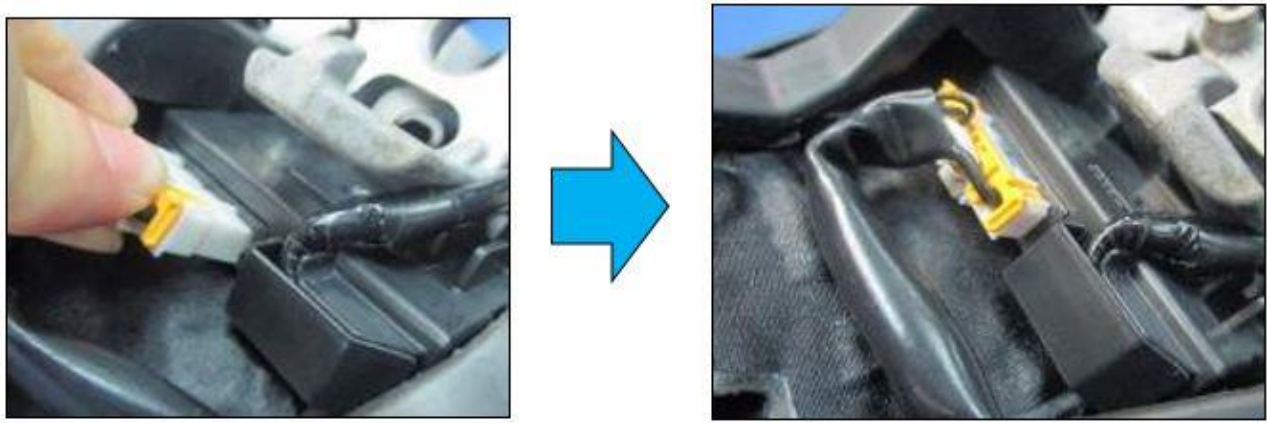
**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." 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.

- 2 Heated steering wheel element
- 3 Core cover

**NOTE:** Pull down the end of the steering wheel heating element (1) in order to avoid a gap.



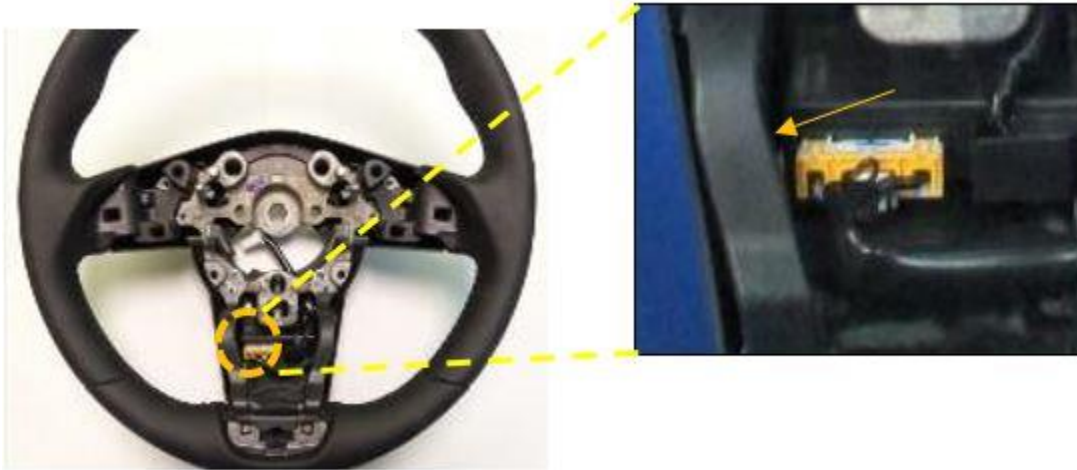
13. Connect the connector to the ECU.



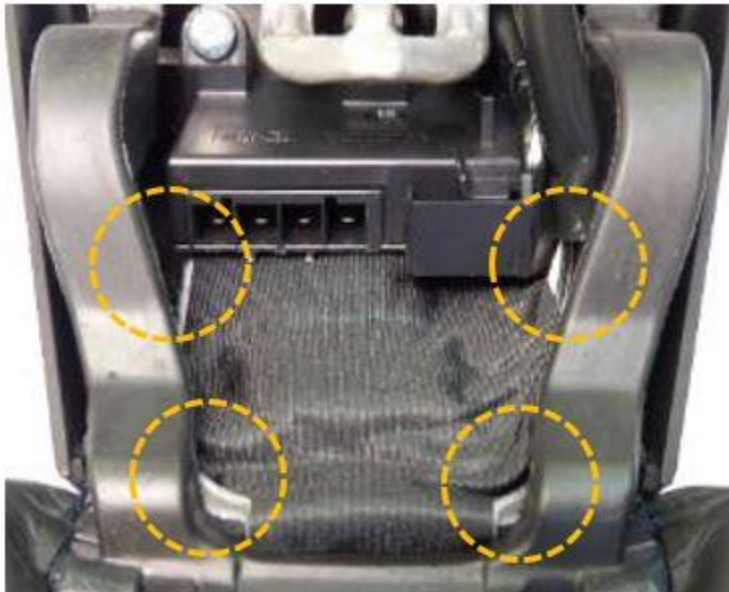
**NOTE:** Confirm the harness is not pinched and it is firmly connected.

**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.





**NOTE:** Do not allow the steering wheel heating element to overlap the side frame.



14. Reinstall steering wheel bezel according to the instructions on MGSS online (STEERING WHEEL BEZEL REMOVAL/INSTALLATION).

15. Reinstall airbag module according to the instructions on MGSS online:

- (DRIVER-SIDE AIR BAG MODULE INSTALLATION [TWO-STEP DEPLOYMENT CONTROL SYSTEM - US/CANADA SPEC.]).
- (DRIVER-SIDE AIR BAG MODULE INSTALLATION [STANDARD DEPLOYMENT CONTROL SYSTEM - MEXICO SPEC.]).

**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.

16. Verify the repair.

**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.

**PARTS INFORMATION**

Part Number	Description	Qty.
K1Y8-32-2A1	Aluminum tape	1
K1Y9-32-2A1	Double-sided tape	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.

Symptom Code	63
Damage Code	9G
Causal Part No.	K1Y8-32-2A1
Quantity	1

**NOTE:** Claim double-sided tape (K1Y9-32-2A1, Qty. = 1) as related part.

**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.