

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: HVAC SYSTEM BLOWS HOT AIR UNDER ACCELERATION	Service Alert No.: SA-057/20
	Last Issued: 07/22/2020

APPLICABLE MODEL(S)/VINS

2019-2021 Mazda3
2020 CX-30

DESCRIPTION

Some customers may complain that the HVAC system blows hot air on occasion (blows cold air, then hot air, then cold air again). The customer may notice that it is more pronounced when they first start driving the vehicle and/or when accelerating.

REPAIR PROCEDURE

Verify customer concern by test driving the vehicle.

NOTE: If you are not familiar with the operation of the Mazda3 and CX-30 HVAC system, drive a known good vehicle first to familiarize yourself with what is normal.

Was anything out of the ordinary found during the test drive as compared to a known good vehicle?

- **YES:** Check for DTCs and use MGSS to diagnose the vehicle. If a root cause cannot be found within 30 minutes, contact Hotline for assistance.
- **NO:** Explain to the customer that the vehicle is designed to cut the A/C compressor on acceleration to increase available engine power. If needed, test drive another known good vehicle with them.
NOTE: DO NOT attempt any repairs such as system evacuation and recharge as this will not change the performance.

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.