



Subject: ACTIVE AIR SHUTTER (AAS) REMAINS CLOSED AFTER STARTUP WITHOUT SETTING A DTC	Service Alert No.: SA-065/20
	Last Issued: 09/09/2020

APPLICABLE MODEL(S)/VINS

2019-2021 Mazda3

2020-2021 CX-30

DESCRIPTION

Some customer's may complain that the HVAC system only blows warm to cool air (not cold) after starting the vehicle and not moving right away. This may be caused by a closed Active Air Shutter (AAS). Under specific circumstances, the AAS has a "learning issue" where AAS is kept *closed* after startup even if the PCM requests it to be *open*. The shutters will *open* and work correctly as soon as the vehicle speed exceeds 6.25 MPH (10 KPH). NO DTC will be set when this happens.

REPAIR PROCEDURE

1. Check for DTC and follow WSM steps as needed.
 2. After all DTC's are resolved, update the PCM to the latest calibration.
- NOTE:** This does not resolve any A/C concerns when moving, this only resolves poor A/C performance when parked after startup.

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.