

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b> HVAC SYSTEM BLOWS HOT AIR UNDER ACCELERATION	<b>Service Alert No.:</b> SA-057/20
	<b>Last Issued:</b> 11/17/2020

## BULLETIN NOTES

This service alert supersedes the previously issued service alert listed below. The changes are noted in Red text.

Previous Service Alert	Date(s) Issued
SA-057/20	07/22/20

## APPLICABLE MODEL(S)/VINS

2019-2021 Mazda3  
2020-2021 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

1. Verify customer concern by test driving the vehicle.

**NOTE:** DO NOT attempt any repairs such as system evacuation and recharge as this will not change the performance.

2. Check for DTCs.

**Are any DTCs present?**

- **YES:** Use MGSS to diagnose the vehicle.
- **NO:** Reprogram the PCM to the latest calibration.

3. Verify 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.