

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b> <b>SEAT WARMERS DO NOT STAY ON WHEN VEHICLE IS RESTARTED</b>	<b>Service Alert No.:</b> SA-007/21
	<b>Last Issued:</b> 01/22/2021

## BULLETIN NOTES

This Service Alert supersedes the previously issued bulletin(s) listed below. The changes are noted in Red text.

Previous Service Alerts:	Date(s) Issued:
SA-016/20	01/23/20
SA-008/19	02/20/19

## APPLICABLE MODEL(S)/VINS

2018-2021 Mazda6  
2019-2021 CX-9  
2019-2021 CX-5

## DESCRIPTION

Some customers may complain that their seat warmers or seat ventilation 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 and seat ventilation automatically turned on when the engine was restarted.

**NOTE:** Customers in cold weather are more likely to complain about this if their vehicle is equipped with Mazda Mobile Start (MMS) (not available on Mazda3 or CX-30) because the MMS accessory instructions state the seat warmers **WILL** turn on when the engine is restarted. The same can happen in the hotter weather with the seat ventilation. This information is incorrect for these vehicles. Both features will now require a manual setting every time the vehicles are restarted after being turned off. Refer to the vehicle owner's manual for more details on proper seat warmer/seat ventilation operation.

**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.

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.

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