

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: INSUFFICIENT A/C PERFORMANCE/LACK OF AIR BLOWING FROM VENTS/DUCTS	Bulletin No.: 07-004/21
	Last Issued : 10/08/2021

APPLICABLE MODEL(S)/VINS

US / Canada Spec.:

2017-2018 CX-5 vehicles with VINs lower than JM3KF*****476357 (produced before Nov. 30, 2018)
2019-2020 CX-5 vehicles with VINs lower than JM3KF*****869654 (produced before Aug. 24, 2020)
2021 CX-5 vehicles (with 8" center display) with VINs lower than JM3KF*****129789 (produced before Mar. 1, 2021)
2021 CX-5 vehicles (with 10.25" center display) with VINs lower than JM3KF*****384968 (produced before Mar. 1, 2021)

Mexico Spec.:

2018 CX-5 vehicles with VINs lower than JM3KF*****472983 (produced before Sep. 18, 2018)
2019-2020 CX-5 vehicles with VINs lower than JM3KF*****869654 (produced before Aug. 24, 2020)
2021 CX-5 vehicles (with 8" center display) with VINs lower than JM3KF*****129789 (produced before Mar. 1, 2021)

DESCRIPTION

Some vehicles may exhibit insufficient A/C performance / insufficient airflow from vents or ducts. These concerns may be caused by an evaporator temperature sensor malfunction due to insufficient water-proofing. This may result in a detection error and therefore, improper operation of the A/C system.

To eliminate this concern, the production process of the evaporator temperature sensor has been modified to ensure proper water-proofing.

Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

1. Verify the customer concern.
2. Diagnose the concern according to MGSS online:
 - **Auto A/C:** INSUFFICIENT AIR (OR NO AIR) BLOWN FROM VENTS [FULL-AUTO AIR CONDITIONER]

Page 1 of 6

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- **Manual A/C:** INSUFFICIENT AIR (OR NO AIR) BLOWN FROM VENTS [MANUAL AIR CONDITIONER]

- If nothing wrong is found, except for the evaporator temperature sensor, proceed to step 3.

NOTE: If the evaporator and the evaporator temperature sensor are found to be frozen, the evaporator temperature sensor most likely is the cause.

3. Inspect the evaporator temperature sensor according to MGSS online:

- **Auto A/C:** EVAPORATOR TEMPERATURE SENSOR INSPECTION [FULL-AUTO AIR CONDITIONER]
- **Manual A/C:** EVAPORATOR TEMPERATURE SENSOR INSPECTION [MANUAL AIR CONDITIONER]

4. If the resistance of the evaporator temperature sensor is not within the proper range, replace the evaporator temperature sensor with a new one according to MGSS online:

- **Auto A/C:** EVAPORATOR TEMPERATURE SENSOR REMOVAL/INSTALLATION [FULL-AUTO AIR CONDITIONER]
- **Manual A/C:** EVAPORATOR TEMPERATURE SENSOR REMOVAL/INSTALLATION [MANUAL AIR CONDITIONER]

5. Verify the repair.

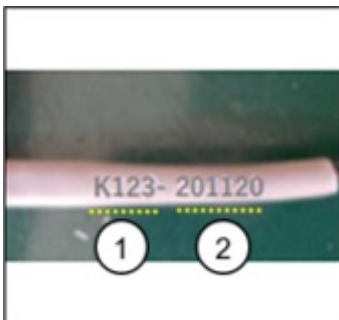
PARTS INFORMATION

Parts Number	Description	Qty.	Notes
K123-61-J22	Sensor, Evap.	1	---

NOTE: The part number has not been changed for the modification. Identify modified sensors by the lot number on the protector tube of the sensor as shown below.

Modified parts: The lot number "K123-201120" (production date: November 20, 2020) and later are modified parts.

Description of the lot number on the evaporator temperature sensor:



(1) First 4 digits of parts number **K123**-61-J22

(2) Production date in YYMMDD format.
"201120" means "November 20, 2020"

Replacement Parts:

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Part Number	Description	Qty.	Notes
KB7W-68-162A	CLIP, TRIM	2	[R] for A-pillar trim
9YA0-11-003A	BOLT	1	[R] for steering wheel
B455-32-099B	BOLT, SHAFT	1	[R] for intermediate shaft lower
KD31-32-099	BOLT, SHAFT	1	[R] for intermediate shaft upper
9YA0-20-682	BOLT	2	[R] for dashboard
BBM4-61-J17	O-RING, COOLING UNIT	1	[R] for cooler hose (LO)
GJ6A-61-J19	O-RING, NO.1	1	[R] for cooler pipe
5555-FG-002 or 5555-FG-003	A/C Refrigerant	As required	Less than Max. of regular amount
-	Compressor oil	As required	(Except Europe) 40 ml max.

NOTE: Recommended compressor oil information.

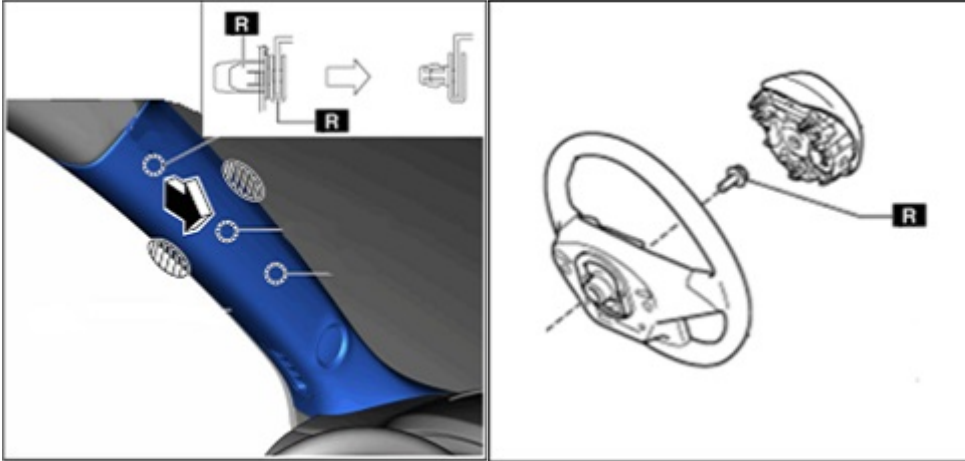
Part Number	Description	Amount per bottle	Notes
E1Y0-61-K39	Compressor oil	210ml	---

Engine type	Refrigerant type	Amount of refrigerant (approx. quantity) (g) {OZ.EN_US}
SKYACTIV-G 2.0 SKYACTIV-G 2.5	HFC-134a (R-134a)	465—515 {16.5—18.1}
	HFO-1234yf (R-1234yf)	475—525 {16.8—18.5}
SKYACTIV-D 2.2	HFC-134a (R-134a)	465—515 {16.5—18.1}
	HFO-1234yf (R-1234yf)	445—495 {15.7—17.4}
SKYACTIV-G 2.5T	HFC-134a (R-134a)	465—515 {16.5—18.1}

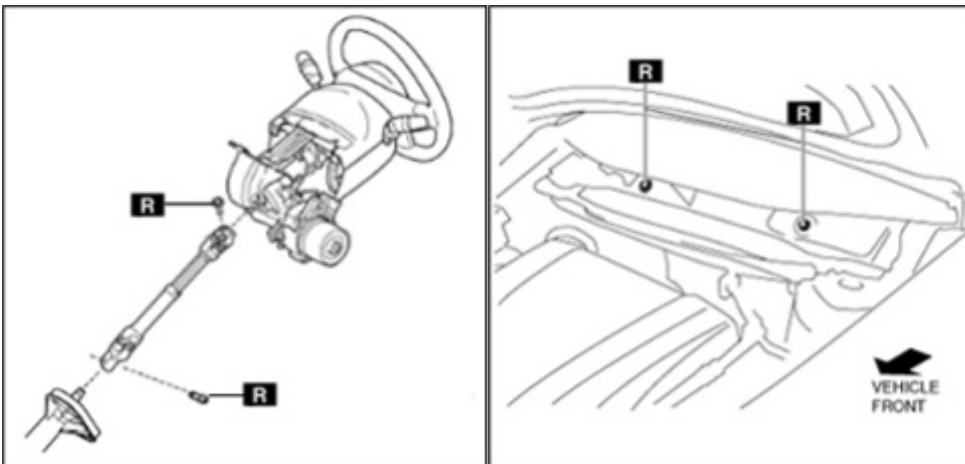
Replacement Parts Location:

- Clip for A-pillar trim
- Bolt for steering wheel

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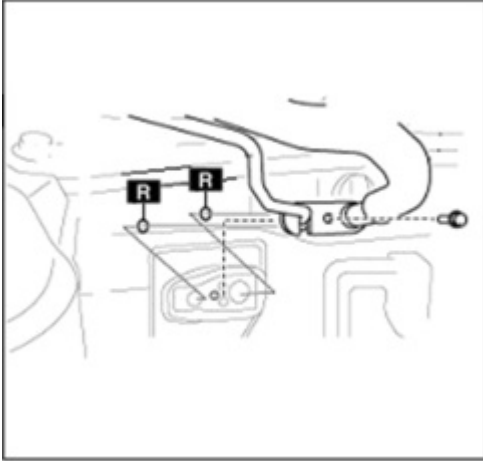


- Bolts for intermediate shaft
- Bolts for dashboard



- O-ring for cooler pipe
- O-ring for cooler hose (LO)

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WARRANTY INFORMATION

Replacement of evaporator temperature sensor (includes A/C refrigerant recharging)

Warranty Type	A
Symptom Code	59
Damage Code	9G
Part Number Main Cause	K123-61-J22
Quantity	1
Related Parts	5555-CP-OIL
Quantity	Qty. 2
Operation Number / Labor Hours:	XXT5CARX / 3.9 Hrs.

NOTE: Submit the replacement parts (other than the evaporator temperature sensor) as related parts.

Replacement of evaporator temperature sensor (A/C refrigerant recharging is outsourced) (*1)

Warranty Type	A
Symptom Code	59
Damage Code	9G
Part Number Main Cause	K123-61-J22
Quantity	1
Related Parts	5555-CP-OIL
Quantity	Qty. 2

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Operation Number / Labor Hours:	XXT5CCRX / 3.1 Hrs.
Sublet	Input sublet invoice number Sublet code: B5 (A/C refrigerant recharging) Sublet amount: Sublet invoice amount for A/C refrigerant recharging

NOTE: Submit the replacement parts (other than the evaporator temperature sensor and A/C refrigerant) as related parts.

(*1): If A/C refrigerant recharging is outsourced (sublet repair performed by independent repair shop), submit the recharging expense as sublet.

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