

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  A/C BLOWS WARM AIR OR NOT COLD ENOUGH	<b>Service Alert No.:</b> SA-053/21
	<b>Last Issued :</b> 11/08/2021

## BULLETIN NOTES

### APPLICABLE MODEL(S)

2020-2021 CX-30 vehicles with VINs lower than 3MVDM\*\*\*\*\*223943 (produced before Oct. 22, 2020)

## DESCRIPTION

A customer may complain of poor A/C operation (either completely inoperative or not cold enough).

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

## REPAIR PROCEDURE

1. Verify the customer concern.
2. Inspect the A/C system operation according to MGSS online:
  - TROUBLESHOOTING INDEX [MANUAL AIR CONDITIONER]
  - TROUBLESHOOTING INDEX [FULL-AUTO AIR CONDITIONER]
  - If the troubleshooting finds a low system charge, but no leaks are found in the A/C system, inspect the evaporator according to MGSS online EVAPORATOR INSPECTION [(US)].
  - If an evaporator leak is found, replace the evaporator according to MGSS online A/C UNIT DISASSEMBLY/ASSEMBLY [(US)].
3. Confirm the entire HVAC system is operating properly.

## PARTS INFORMATION

Parts Number	Description	Qty.	Notes
BDTS-61-J10	Evaporator	1	Verify the part number before installation.
BBM4-61-J17	O-ring	1	Verify the part number before installation.
****-61-J14	Expansion Valve	1	If expansion valve is leaking, replace it. Verify the correct part number using the VIN in GEPC.
555-FG-00*	Refrigerant	As	Verify the type and quantity required for subject vehicle. If

Page 1 of 2

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		Needed	the label is missing, use the VIN in GEPC to determine if it is HFC-134a or HFO-1234yf.
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**NOTE:** Refer to the Warranty Policy and Procedures Manual section 3.10 for the appropriate part number and instructions on how to claim refrigerant.

#### WARRANTY INFORMATION

Warranty Type	NVLM
Symptom Code	78
Damage Code	9K
Part Number Main Cause	BDTS-61-J10
Quantity	1
Operation Number / Labor Hours:	U0604ARX (EVAPORATOR, R&R) <b>NOTE:</b> Labor time varies slightly by VIN, look up the exact time using Warranty Wizard.

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