

Subject: HVAC LOW AIRFLOW OR NOISY OPERATION	Service Alert No.: SA-072/22
	Last Issued : 11/03/2022

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS:

2019-2021 Mazda3 (Japan and Mexico build)

DESCRIPTION

Customers may complain about the HVAC system is not blowing air and/or excessive noise from HVAC system.

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

REPAIR PROCEDURE

- Is the vehicle production date *before* 2020/03/01 (March 01, 2020)?
YES - Follow the instructions below to repair the vehicle.
NO - Use the WSM to diagnose and repair the vehicle.
- Remove the cabin air filter using the **AIR FILTER REMOVAL/INSTALLATION [(US)]** procedure.
- Remove the blower motor using the **BLOWER MOTOR REMOVAL/INSTALLATION [(US)]** procedure.
- Clean all water and debris from the blower motor housing.
- Replace the blower motor.
- Is the cabin air filter dirty or wet?
YES - Replace the cabin air filter as customer pay.
NO - Continue to STEP 7.
- Reassemble the vehicle and release it back to the customer.

PARTS INFORMATION

Part Number	Description	Qty.	Notes
BDGF-61-B10	MOTOR,FAN-BLOWER UNIT	1	Japan build
BDTS-61-B10	MOTOR,FAN-BLOWER UNIT	1	Mexico build
BDGF-61-J6X	FILTER,COOLING UNIT	1	Cabin Filter (Customer Pay)

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.

WARRANTY INFORMATION**NOTE:**

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	64
Damage Code	9W
Part Number Main Cause	BDTS-61-B10 or BDGF-61-B10
Quantity	1
Operation Number / Labor Hours:	U0304ARX / 0.4 Hrs.

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