Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

Subject:

UNINTENDED SWITCHING OF HEATER CONTROL SETTINGS WITHOUT OPERATION OF TOUCH PANEL DISPLAY

Service Alert No.: SA-073/22

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BULLETIN NOTES

APPLICABLE MODEL(S)/VINS:

2022 MX-30

DESCRIPTION

Some customers may complain that the HVAC system's touch panel switches settings on it's own. When you receive a customer complaint regarding this concern, explain the following characteristics of the touch panel to the customer.
The MX-30 heater control unit uses a capacitive touch screen which may determine that a switch has been pressed because of the close proximity of a hand, even though it has not been touched directly. No repair is necessary unless you confirm abnormal operation different from the description.
NOTE: The heater control unit's operation confirmation sound does not sound if there is another warning or confirmation sound of another system at the same time. Since the confirmation sound of the heater control unit is missing in this special case, some customers may feel that the heater control settings have switched by themselves.



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