

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



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|---|---------------------------------|
| Subject: SEAT WARMER DOES NOT OPERATE WHEN TURNING IGNITION ON WHILE CABIN TEMPERATURE AND/OR SEAT IS WARM | Bulletin No.: 09-012/23 |
| | Last Issued : 07/10/2023 |

BULLETIN NOTES

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

| Previous TSBs: | Date(s) Issued: |
|----------------|-----------------------|
| 09-012/23 | 03/22/23 and 02/09/23 |
| 09-044/22 | 11/15/22 |

APPLICABLE MODEL(S)/VINS:

2019-2023 Mazda3 (Japan built) vehicles with VINs lower than JMI BP**** ** 604379 (Produced before Oct. 1, 2022)
2019-2022 Mazda3 (Mexico built) vehicles with VINs lower than 3MZ BP**** ** 317705 (Produced before Oct. 4, 2022)
2020-2023 CX-30 vehicles with VINs lower than 3MV DM**** ** 500022 (Produced before Oct. 4, 2022)

NOTE: This service information applies to vehicles equipped with seat warmers.

DESCRIPTION

Some customers may complain that the seat warmer does not operate when turning the ignition on while the seat is warm but when turning the ignition off then on again, the seat warmer begins to operate appropriately. DTCs "B1030:13" and/or "B1032:13" are stored. This is caused by the seat warmers fail-safe mode which prevents it from working during the initial drive cycle. To correct this issue, the seat warmer has been modified to optimize the temperature control.

- B1030:13 Seat warmer unit (LH) circuit malfunction (Heater side)
- B1032:13 Seat warmer unit (RH) circuit malfunction (Heater side)

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

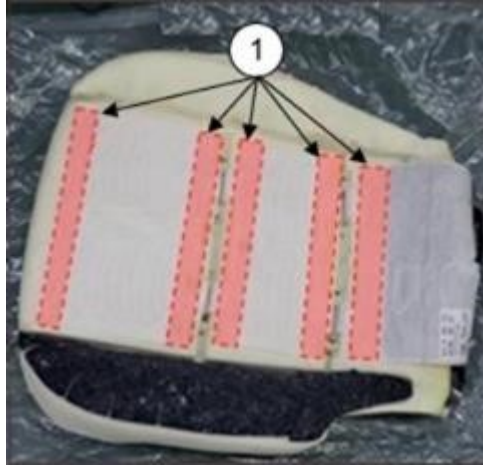
REPAIR PROCEDURE

1. Verify the customer concern.
2. Remove the front seat cushion trim and the front seat back trim according to the MGSS online:

- Mazda3
 - [FRONT SEAT BACK TRIM REMOVAL/INSTALLATION](#)
 - [FRONT SEAT CUSHION TRIM REMOVAL/INSTALLATION](#)
- CX-30
 - [FRONT SEAT BACK TRIM REMOVAL/INSTALLATION](#)
 - [FRONT SEAT CUSHION TRIM REMOVAL/INSTALLATION](#)

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- 3. Replace the seat warmer unit of the seat cushion side according to the following steps.
 - a. Remove the heater mat gently while using a hair dryer or an iron to warm up the adhesive parts (1).



NOTE: If the adhesive surface is not warmed up sufficiently, the urethane pad may be damaged (example image below).

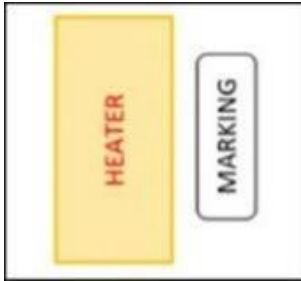


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b. Remove the 5 release papers on the seat warmer unit, then apply it to the the urethane pad along the markings on the pad (Refer to the procedure below).

NOTE: Align with the seat warmer and the markings on the urethane pad.

Marking A: DO NOT cover the marking with the adhesive tape on the seat warmer unit.



Good

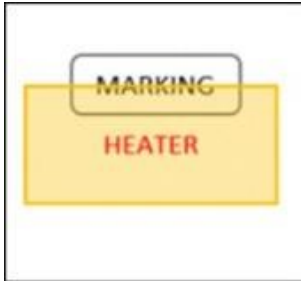


No Good



No Good

Marking B: Apply the edge the adhesive tape of the set warmer unit on the marking.



Good

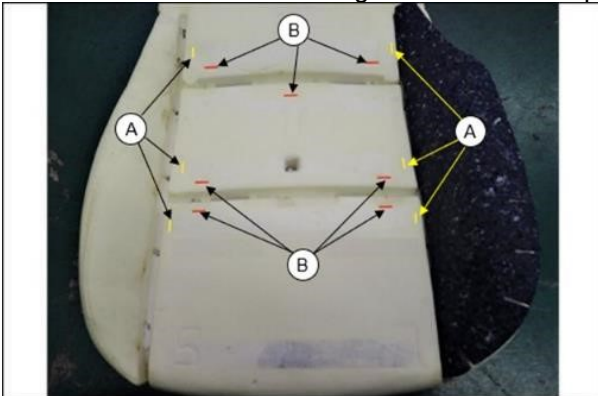


No Good



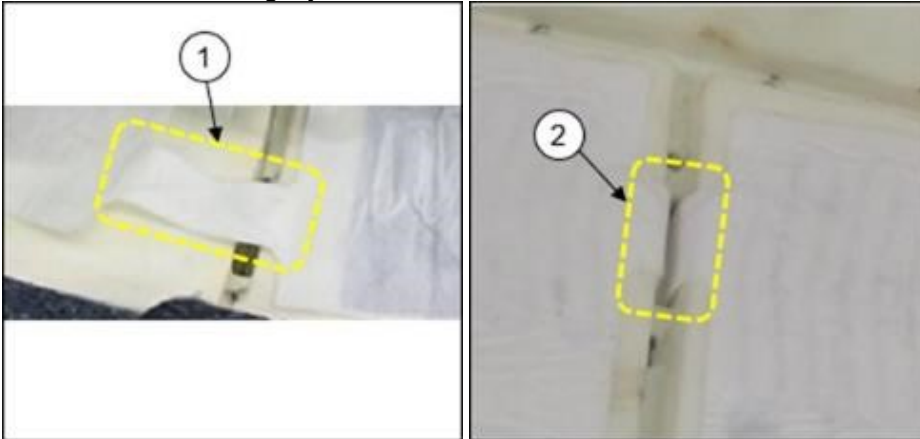
No Good

NOTE: Location of the markings on the urethane pad

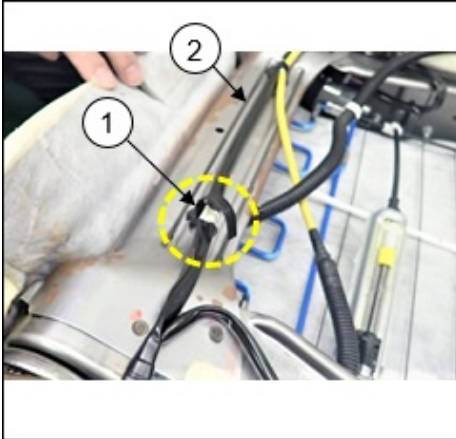


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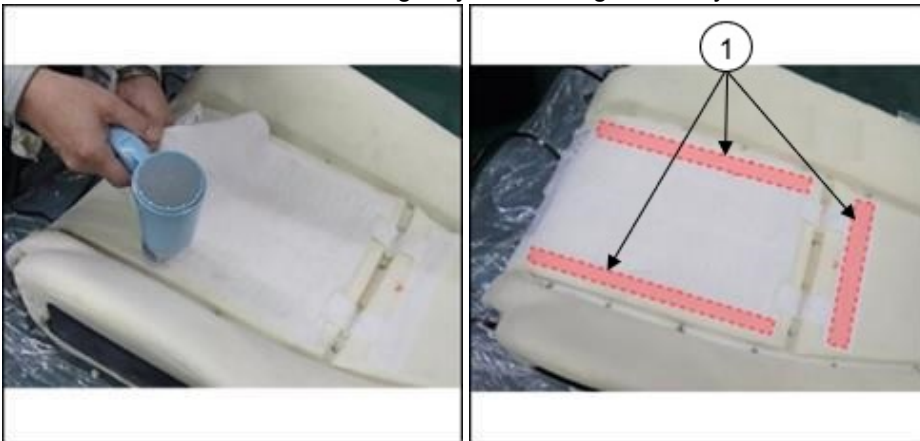
NOTE: Pulling-over portions (1) of the seat warmer unit must be in the through hole of the cushion pad (2). DO NOT pull the seat warmer unit tightly so that the unit is not stretched.



4. Replace the seat warmer unit of the seat back side according to the following steps.
- Cut the band (1) fixed with the wire (2) of the seat warmer unit.



- Remove the heater mat gently while using a hair dryer or an iron to warm up the adhesive parts (1).



NOTE: If the adhesive surface is not warmed up sufficiently, the urethane pad may be damaged.

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c. Remove the three release papers on the seat warmer unit, and then apply it to the the urethane pad according to the markings on the pad (Refer to the procedure below).

NOTE: Align with the seat warmer and the markings on the urethane pad.

Marking A: DO NOT cover the marking with the adhesive tape on the seat warmer unit.



Good

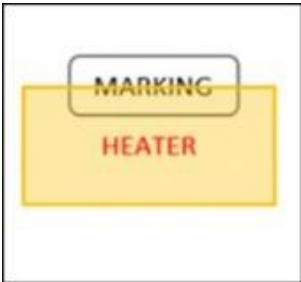


No Good



No Good

Marking B: Apply the edge the adhesive tape of the set warmer unit on the marking.



Good

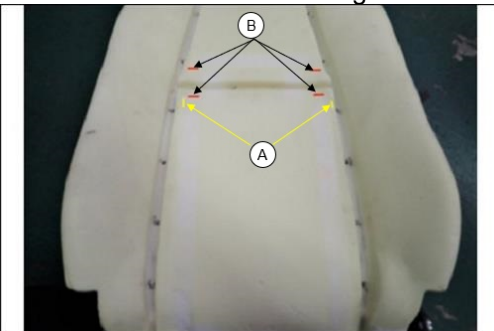


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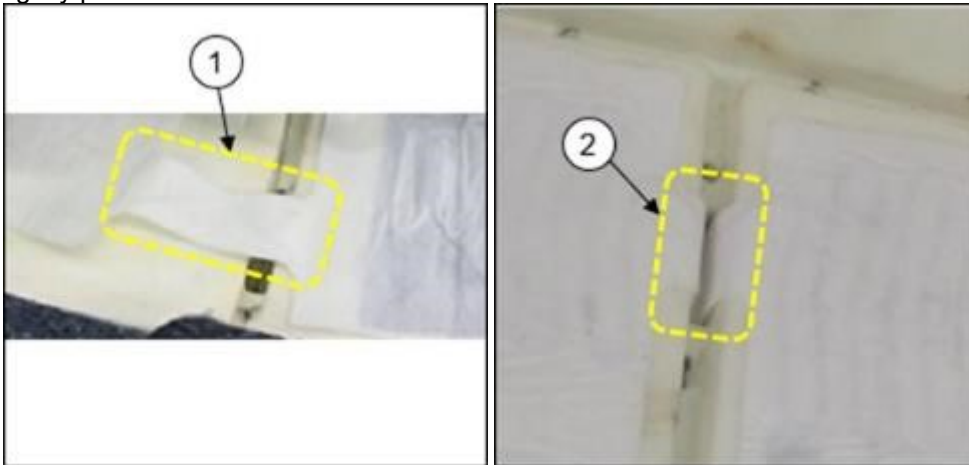
No Good

NOTE: Location of the markings of the urethane pad



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NOTE: Pulling-over portions (1) of the seat warmer unit must be in the through hole of the cushion pad (2). DO NOT tightly pull the seat warmer unit so it's not stretched.



5. Install the front seat cushion trim and the front seat back trim in the reverse order of removal.
6. Verify the repair.

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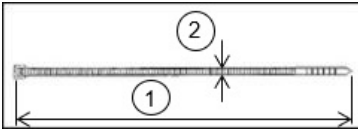
PARTS INFORMATION

Vehicles equipped with power seat adjuster:

| Model | Part Number | Description | Qty. | Notes |
|--------|--------------|-------------|------|----------------------------------|
| Mazda3 | BDEM-88-121 | HEATER-ST | 1 | For Driver Seat Bottom |
| | BDGJ-88-121A | HEATER-ST | 1 | For Passenger Seat Bottom |
| | BDGG-88-122A | HEATER-ST | 2 | For Driver & Passenger Seat Back |
| CX-30 | BDEM-88-121 | HEATER-ST | 1 | For Driver Seat Bottom |
| | D41V-88-121 | HEATER-ST | 1 | For Passenger Seat Bottom |
| | DFS6-88-122 | HEATER-ST | 2 | For Driver & Passenger Seat Back |

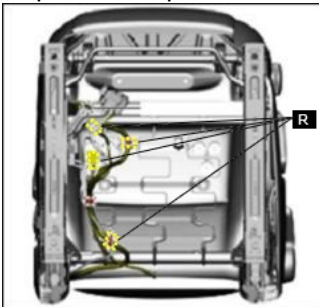
Vehicles equipped with manual seat adjuster:

| Model | Part Number | Description | Qty. | Notes |
|--------|--------------|-------------|------|----------------------------------|
| Mazda3 | BDGJ-88-121A | HEATER-ST | 1 | For Driver Seat Bottom |
| | BDEM-88-121 | HEATER-ST | 1 | For Passenger Seat Bottom |
| | BDGG-88-122A | HEATER-ST | 2 | For Driver & Passenger Seat Back |
| CX-30 | D41V-88-121 | HEATER-ST | 1 | For Driver Seat Bottom |
| | BDEM-88-121 | HEATER-ST | 1 | For Passenger Seat Bottom |
| | DFS6-88-122 | HEATER-ST | 2 | For Driver & Passenger Seat Back |

NOTE: B25H-88-244 can be substituted with multi-purpose zip-ties at the following specifications:

Length = 120 - 150 mm {4.7 - 5.9 inch} Width = 2.5 - 3.5 mm {0.1 - 0.13 inch} Material: Nylon 66 (Polyamide 66)

Replacement parts location:



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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 | W |
| Symptom Code | 61 |
| Damage Code | 9W |
| Part Number Main Cause | ****-88-121* |
| Quantity | 1 |
| Operation Number / Labor Hours: | With Power Seat - XXW7XBRX / 2.5 Hrs. Without Power Seat - XXW7XDRX / 2.6 Hrs. |

NOTE:

- Enter C-rings in Related Parts, if replacing.
- If using multi-purpose zip-ties, **claim them as a sublet expense with sublet code "H9"**.

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