

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: WATER HEATER MALFUNCTION / DTC P0AA6:00 IS STORED	Bulletin No.: 07-006/24
	Last Issued : 11/22/2024

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2024-2025 CX-90 PHEV with VINS lower than JM3KK*****172460 (produced before May 8, 2024)

2025 CX-70 PHEV with VINS lower than JM3KJ*****109118 (produced before May 8, 2024)

DESCRIPTION

Some customers may complain that the heater does not work properly and that a warning about a hybrid abnormality appears on the Instrument Cluster. Upon inspection, the vehicle may have DTC P0AA6:00 (High voltage insulation malfunction: Decrease in vehicle insulation resistance) stored in memory. This may be caused by an internal meltdown of the water heater. To eliminate this concern, the water heater heat dissipation performance has been enhanced. Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

1. Verify the customer concern.
2. Use the following procedure to replace the water heater component.

Flow chart

1	CAUTION Before Work: Read and understand "HIGH VOLTAGE SERVICE CAUTIONS".
2	Disconnect the Connector of High Voltage Battery <ol style="list-style-type: none"> a) Disconnect the negative lead-acid battery terminal NOTE: Verify that the charge cable is not connected to the charging port <ol style="list-style-type: none"> b) Remove the 150 W power supply unit c) Remove the service plug d) Remove the undercover e) Drain the engine coolant (Main) f) Disconnect the high voltage connector on the inverter side
3	Remove Water Heater Component
4	Install in the Reverse Order of Removal
5	Add Engine Coolant (Main)
6	Perform Engine Coolant (Main) Air Bleeding
7	Perform Initialization
8	Check for DTCs using M-MDS (MDARS)

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1. CAUTION Before Work - TECHNICIAN MUST BE EV CERTIFIED TO PERFORM THIS REPAIR.

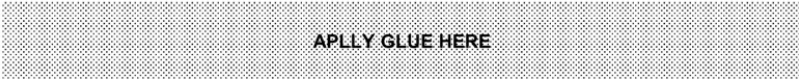
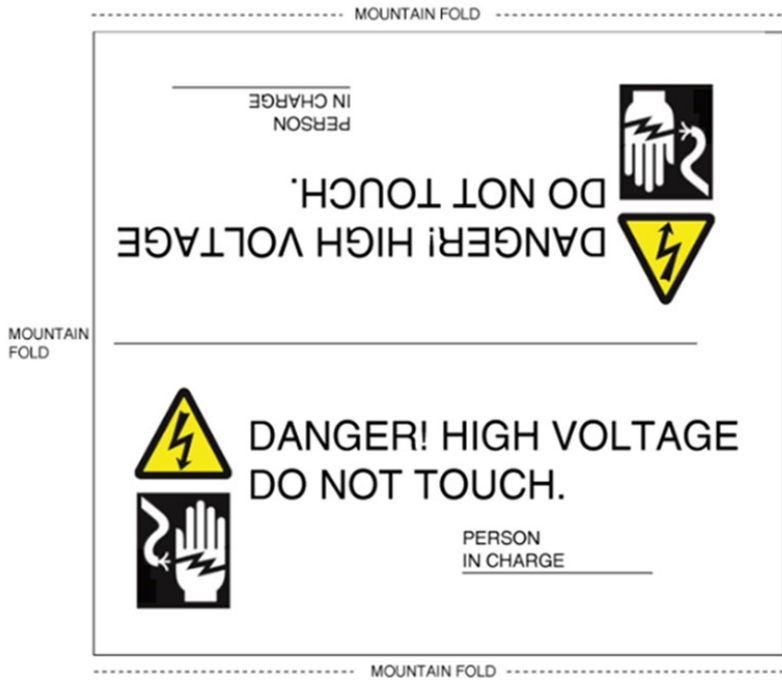
Read and understand "HIGH VOLTAGE SERVICE CAUTIONS"

HIGH VOLTAGE SERVICE CAUTIONS**WARNING (High Voltage):**

- Vehicles damaged in an accident could have electrical leakage due to internal damage of the high voltage battery. If servicing is carried out under electrical leakage conditions, it could cause electrical shock and result in serious injury or, in the worst case, death. When handling a vehicle damaged in an accident, follow the cautions, and perform the correct procedures.
- The inspection and removal/installation of the high voltage parts of this vehicle must be performed by people who have acquired qualifications specified by the laws and regulations.
- The protective equipment indicated is recommended by Mazda. Use equipment specified by the laws and regulations of each country.
- Wear insulating gloves when inspecting or removing/installing the high voltage parts. Touching the high voltage parts without wearing insulating gloves could cause electrical shock and result in serious injury or, in the worst case, death.
- Before inspecting or removing/installing the high voltage parts, remove the service plug and wait until 10 min have elapsed. Servicing without removing the service plug or before 10 min have elapsed after removing the service plug could cause electrical shock and result in serious injury or, in the worst case, death.
- DO NOT spin the tires while inspecting or removing/installing the high voltage parts. If the tires spin, power generation occurs even if the service plug is removed. If power generation occurs, it could cause electrical shock and result in serious injury or, in the worst case, death.
- Verify that the charge connector is not connected to the vehicle when inspecting or removing/installing the high voltage parts. If the charge connector is connected to the vehicle, high voltage may be supplied to the vehicle. If this occurs, it could cause electrical shock and result in serious injury or, in the worst case, death.
- Always observe the following thoroughly to ensure safety when inspecting or removing/installing the high voltage parts. Otherwise, the high voltage circuit may operate on the vehicle regardless of whether the main power is switched OFF or ON (READY off or on). If this occurs, it could cause electrical shock and result in serious injury or, in the worst case, death.
 - DO NOT select high voltage battery cooling on center display after EV system stops.
 - DO NOT open/close doors frequently with main power switched OFF.
 - DO NOT perform normal charging or quick charging.
 - Switch to connected vehicle maintenance mode (My Mazda App connected vehicle).
 - Cancel climate control timer.
 - Operate center display and turn off battery heater operation.

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High Voltage Work Indication

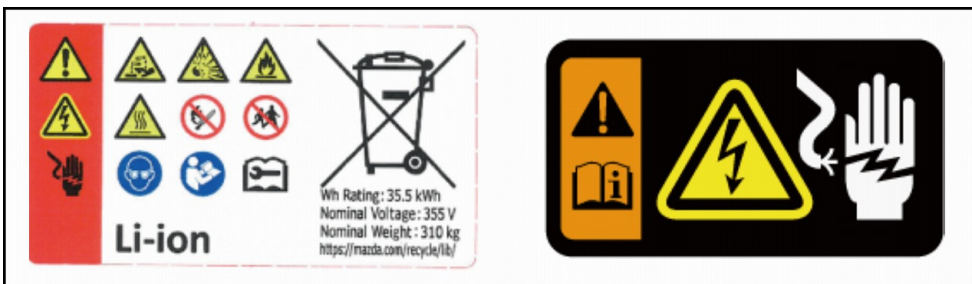


When inspecting or removing/installing the high voltage parts, place a high voltage work sign on the vehicle to alert other workers.

CAUTION (High Voltage): DO NOT switch the main power ON (READY on) after removing the service plug. If the main power is switched ON (READY on) after removing the service plug, a malfunction may occur with the vehicle.

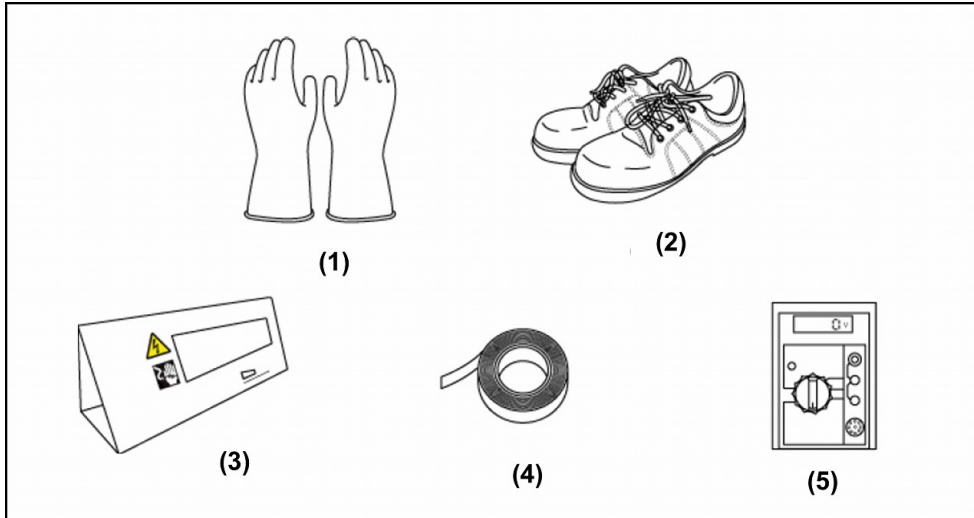
NOTE: The high voltage parts can be identified as follows.

- Parts that are connected using orange wiring harnesses.
- Parts with a high voltage warning label attached.



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Items to be prepared



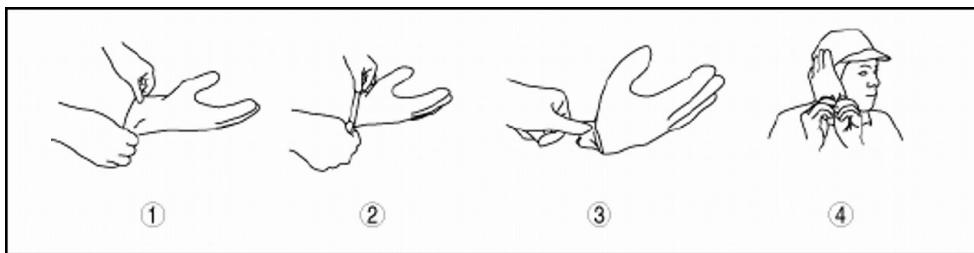
(1)	Insulating Gloves	(4)	Electrical Tape (Insulating Tape)
(2)	Electrical Hazard Safety Shoes	(5)	Voltmeter (Capable of measuring DC 450 V or more)
(3)	High Voltage Work Sign	-	-

Inspection before use

- The person who is going to perform the work must inspect the protective equipment and tools for wear and damage before using them.
- Always verify that the insulating gloves are free of scratches, holes, tears, and cracks before use using the following methods. In addition, DO NOT use wet or damp insulating gloves.

- 1) Visually inspect the entire outer surface of the insulating gloves to verify that they are free of damage.
- 2) Open the cuff of the insulated glove and put air into it. (Fig. 1)
- 3) Fold the cuff and roll it up to the wrist of the glove to prevent air from leaking. (Fig. 2)
- 4) Fold the rolled cuff to seal the air in. (Fig. 3)
- 5) Hold the glove against an ear to verify that there is no air leakage. (Fig. 4)

NOTE: If there is a hole or tear in the insulated glove, an air leaking sound is heard.



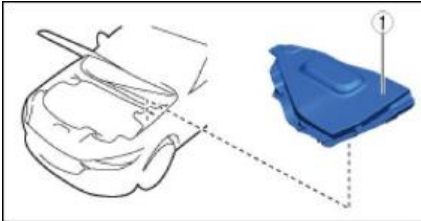
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2. Disconnect the Connector of High Voltage Battery

- a. Disconnect the negative lead-acid battery terminal.
1) Remove the cover assembly (passenger side).

NOTE:

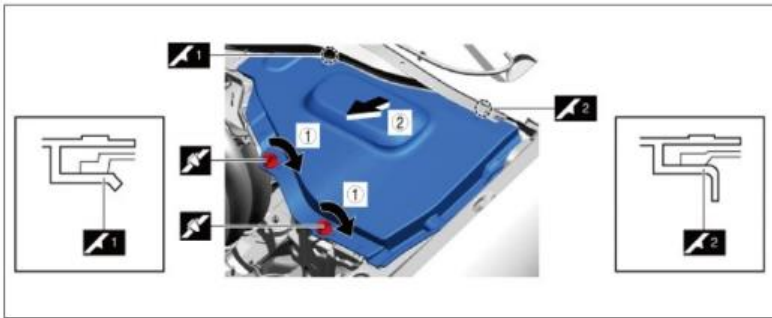
- Remove using the procedure shown in the figure.
- The figure shows the left side (same as right side).



1 Cover assembly (See Cover Assembly Removal NOTE)

Cover Assembly Removal NOTE:

- Release the clips according to the lock/unlock mark on the cowl grille cover.
- Remove the cover assembly as shown in the figure.



1, 2 Servicing procedure

- 2) Disconnect Negative Lead-Acid Battery Terminal

CAUTION:

- If the nut for the current sensor is loosened with the negative lead-acid battery terminal connected to the lead-acid battery, excessive torque will be applied to the negative lead-acid battery terminal and the lead-acid battery terminal will be damaged.
 - When removing the negative lead-acid battery terminal and current sensor, be careful not to damage the lead-acid battery terminal. Be careful not to contact the positive lead-acid battery terminal.
- a) Verify that the charge cable is not connected to the charging port. If the charge cable is connected to the charging port, remove the charge cable.
b) Keep the driver's door open.
c) Keep the hood open.
d) Keep the main power switched ON (READY on) for 3 s or more.

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e) Switch the main power OFF and start measuring the time since the main power was switched OFF using a stopwatch.

CAUTION: If the cooling fan does not stop after 5 min have elapsed since the main power was switched OFF, wait until it stops. If the [Battery cooling] operation notification is displayed on the center display, do not select, and leave it as it is.

f) Switch the main power OFF and wait for 5 min.

CAUTION: If the main power is switched ON (READY on) by mistake, perform the procedure from Step c again.

g) Switch the main power ON (READY off).

WARNING (High voltage): DO NOT use diagnostic equipment other than the M-MDS because the accuracy of the displayed values cannot be guaranteed.

h) Using M-MDS, verify that the voltage of PIDs [DCDC_IN_VOLT] (DCDC (e-SKYACTIV PHEV)) and [CHARGER_DC_VOLT] (OBC) are 50 V or less. (Refer to [PID/DATA MONITOR INSPECTION] in the troubleshooting manual).

- If the monitor value exceeds 50 V, perform the procedure from step (d) again.

i) Switch the main power OFF.

WARNING: Before servicing after disconnecting the negative lead-acid battery terminal, wait for 1 min or more.

CAUTION: If the time since the main power was switched OFF in step (e) to the disconnection of the negative lead-acid battery terminal exceeds 25 min, perform the procedure from step (c) again.

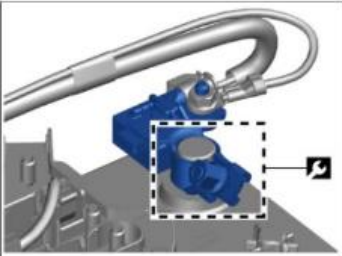
NOTE: In order to prevent it from falling off, the negative lead-acid battery terminal nut cannot be removed. After the negative lead-acid battery is disconnected, there is no restriction on opening/closing the door.

j) Disconnect the negative lead-acid battery terminal within 25 min from switching the main power OFF in step (e) using the following procedure.

i) Disconnect the current sensor connector.

ii) Disconnect the negative lead-acid battery terminal.

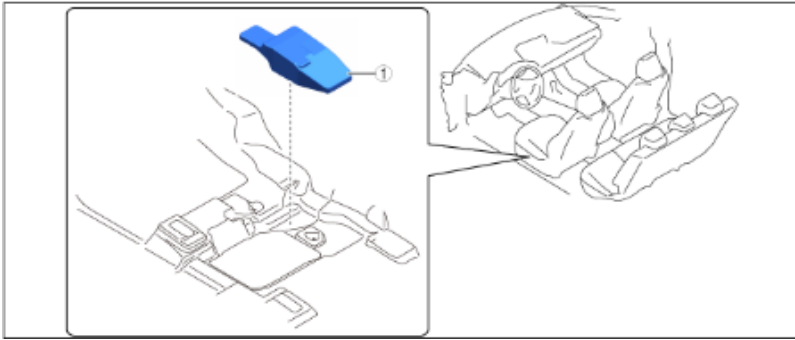
NOTE: When disconnecting a negative lead-acid battery terminal with deformed plastic, expand the gap of the negative lead-acid battery terminal using a flathead screwdriver, and remove the terminal.



44 in·lbf (5 N·m, 51 kgf·cm)

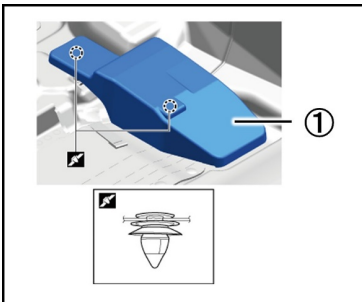
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b. Remove the 150 W power supply unit cover using the procedure shown in the figure.



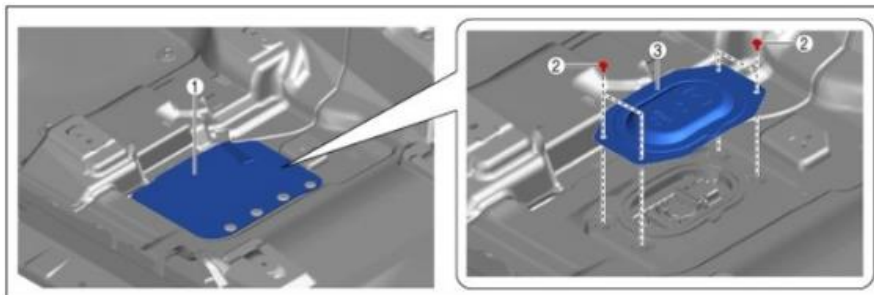
1	Cover (See Cover Removal NOTE)
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Cover Removal NOTE:



c. Remove the service plug.

1) Remove the service hole cover (high voltage battery) in the order indicated in the table.

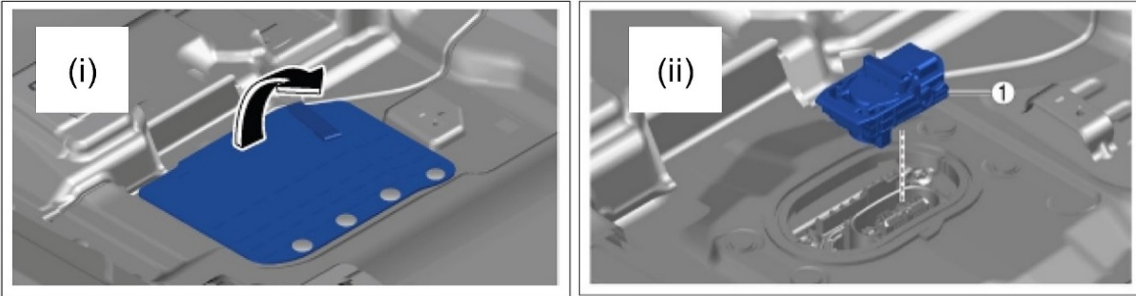


1	Cover (See Cover Removal NOTE)	-
2	Screw	22 in·lbf (2.5 N·m, 25 kgf·cm)
3	Service hole cover (high voltage battery)	-

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Cover Removal NOTE:

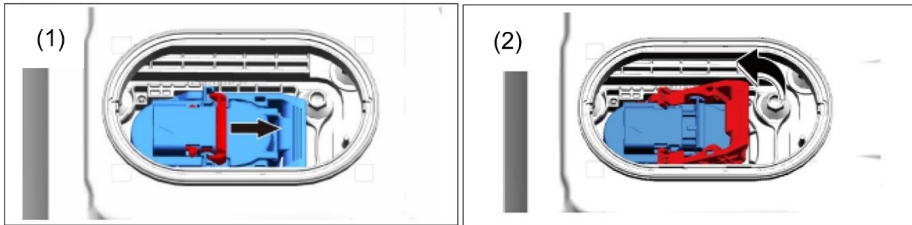
- (1) Partially peel back the cover together with the bottom mat in the direction of the arrow as shown in the figure.
- (2) Remove in the order indicated in the table.



1	Service plug (See Service Plug Removal NOTE) (See Service Plug Installation NOTE)
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Service Plug Removal NOTE:

- (1) Slide the lock in the direction of the arrow shown in the figure (it will not be completely pulled out).
- (2) Raise the lever.



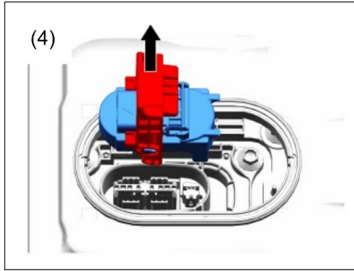
- (3) Press the area indicated by arrow (1) shown in the figure, release the tabs, then raise the lever until it is perpendicular.



1,2	Servicing procedure
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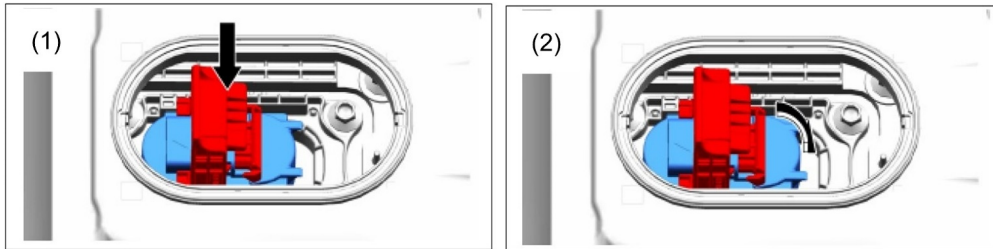
(4) Hold the lever and pull the service plug out straight up.



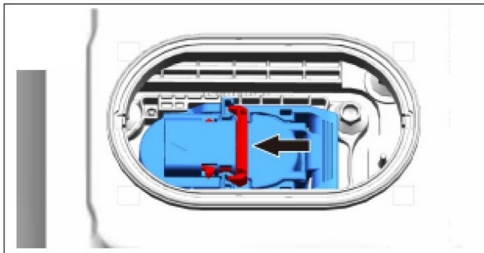
(5) After removing the service plug, leave it for 10 min.

Service Plug Installation NOTE:

- (1) Insert the service plug completely.
- (2) Press the lever down completely.



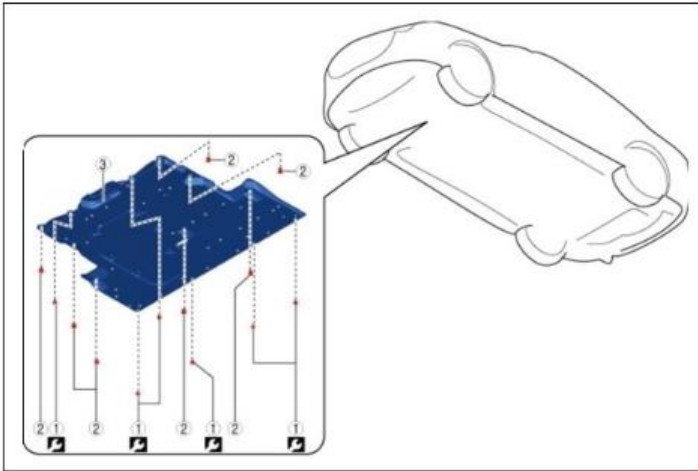
(3) Slide the lock in the direction of the arrow shown in the figure.



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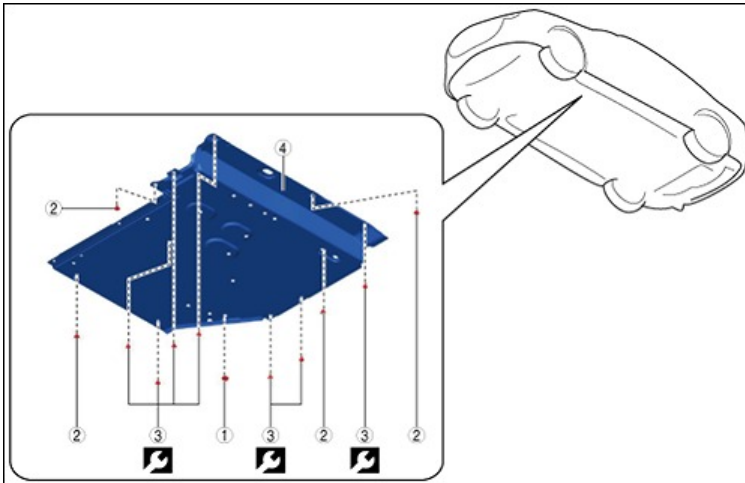
d. Remove the undercover.

1) Remove the front undercover No.3.using the procedure shown in the figure.



1	Bolt	95 in·lbf (11 N·m, 110 kgf·cm)
2	Fastener	
3	Front undercover No.3	

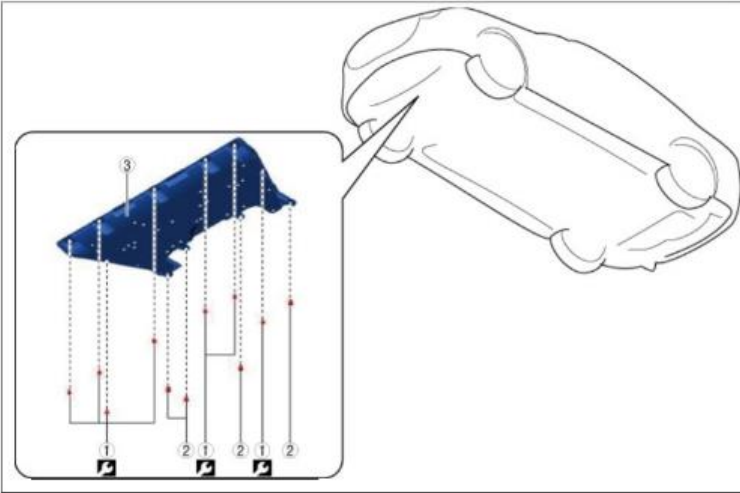
2) Remove the floor undercover (left side) using the procedure shown in the figure.



1	Cap nut	-
2	Fastener	-
3	Bolt	95 in·lbf (11 N·m, 110 kgf·cm)
4	Floor undercover	-

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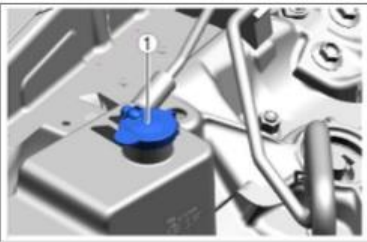
3) Remove the front undercover No.2 using the procedure shown in the figure.



1	Bolt	95 in·lbf (11 N·m, 110 kgf·cm)
2	Fastener	-
3	Front undercover No.2	-

e. Drain the engine coolant (Main).

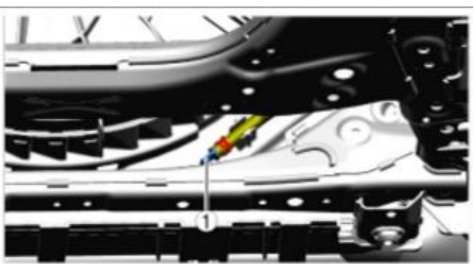
1) Open the coolant reserve tank cap.



1	Coolant reserve tank cap
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2) Drain the engine coolant (main) from the coolant reserve tank.

3) Remove the drain plug (main) and drain the engine coolant (main).



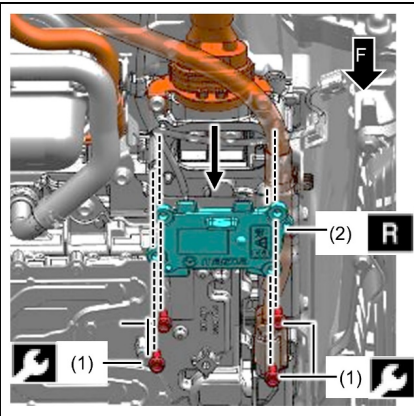
1	Drain plug (main)
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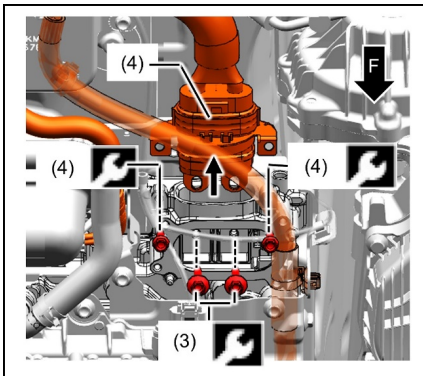
4) Install the drain plug (main).

f. Disconnect the high voltage connector on the inverter side using the procedure shown in the figure.

NOTE: Install a new terminal cover.



(1)	Bolt	-	95 in·lbf (11 N·m, 110 kgf·cm)
(2)	Terminal cover (Inverter side)	Replacement part	-

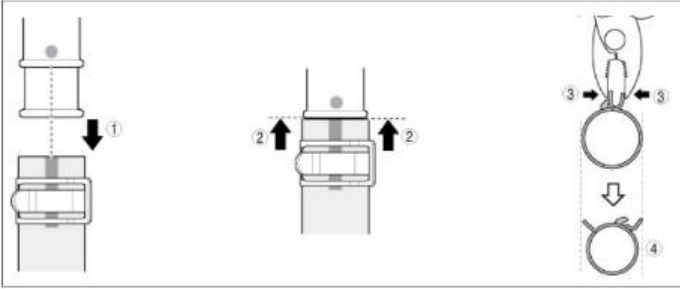


(3)	Bolt	95 in·lbf (11 N·m, 110 kgf·cm)
(4)	Bolt	95 in·lbf (11 N·m, 110 kgf·cm)
(5)	HV connector	-

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Heater Hose Disconnection NOTE: Disconnect the heater hose while releasing the clamps.

Heater Hose Installation NOTE: Install the heater hose as shown in the figure.



□□...

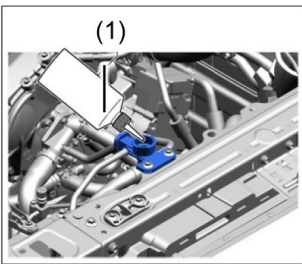
Servicing procedure

4. Install in the Reverse Order of Removal.

- Replace the water heater component with the countermeasure parts and install in the reverse order of removal.

5. Add Engine Coolant (Main).

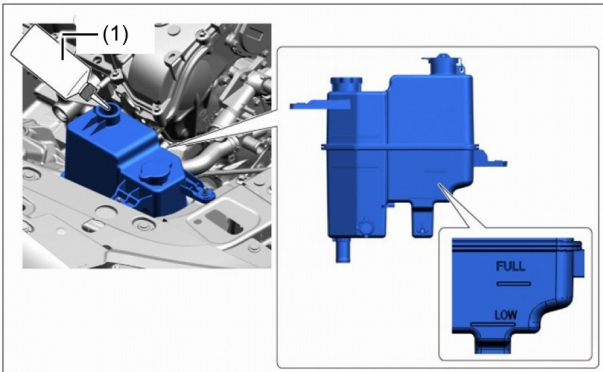
- Add engine coolant (main) to the top surface of the radiator filler port.



(1)

Bottle

- Add engine coolant (main) to the coolant reserve tank up to the FULL line.



(1)

Bottle

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Reference: Total coolant amount

Specification	Capacity
With e-SKYACTIV PHEV	9.1 US qt (8.6 L, 7.6 Imp qt)

6. Perform Engine Coolant (Main) Air Bleeding.

- a. Perform the engine coolant (main) air bleeding using the following procedure.
 - 1) Maintain the engine speed at approx. 2,000 rpm for 5 min.
 - 2) Maintain the engine speed at approx. 2,000 rpm for 10 s.
 - 3) Maintain idling for 30 s.
 - 4) Repeat Steps (2) and (3) 5 times.
 - 5) Maintain the engine speed at approx. 3,000 rpm for 10 s.
 - 6) Maintain idling for 30 s.
 - 7) Repeat Steps (5) and (6) 5 times.
 - 8) Increase the engine speed to approx. 4,000 rpm, and then idle.
 - 9) Maintain the engine speed at approx. 2,000 rpm for 10 s.
 - 10) Maintain idling for 30 s.
 - 11) Repeat Steps (2) to (10) until the air is bled out.
- b. Stop the engine and wait until the engine coolant (main) temperature decreases.
- c. If the engine coolant (main) level is low, add coolant (main) and inspect the coolant level.

7. Perform Initialization.

- a. Perform Power Liftgate Initialization

NOTE: If the negative battery terminal is disconnected with the power liftgate fully opened or half-open, the auto open/close operation of the power liftgate is disabled.

- 1) Close the power liftgate manually.

- b. Initialize Power Outer Mirror Retract/Return Function

NOTE: After reconnecting the negative battery terminal, the power outer mirror retract/return position recognized by the door-electrical supply unit may differ from the power outer mirror retract/return position of the vehicle. For this reason, it may be necessary to initialize the power outer mirror retract/return function.

- Power outer mirrors are in returned position
 - 1) Switch the ignition ON (engine off)/switch the main power ON (READY off).
 - 2) Press the power outer mirror retract/return switch to retract the power outer mirrors.
 - 3) Press the power outer mirror retract/return switch again to return the power outer mirrors.
 - 4) Switch the ignition OFF/switch the main power OFF.
- Power outer mirrors are in retracted position
 - 1) Switch the ignition ON (engine off)/switch the main power ON (READY off).
 - 2) Press the power outer mirror retract/return switch 2 times to return the power outer mirrors.
 - 3) Switch the ignition OFF/switch the main power OFF.

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8. Check for DTCs using M-MDS (MDARS).

- a. Check and erase DTC by using MDARS.
- b. Confirm all DTCs were erased.

NOTE: If any DTCs should remain after performing DTC erase, diagnose the DTCs according to the appropriate troubleshooting section of the Workshop Manual.

- c. Disconnect the MDARS from the DLC-2.

3. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
KMY6-61-310	Heater, Water	1	Replacement parts included.
0000-77-508F-20	Coolant	Suitable amount	Use of FL22 is recommended when refilling coolant.

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	59
Damage Code	96
Part Number Main Cause	KMY6-61-310
Quantity	1
Operation Number / Labor Hours:	XXWXPXR/ 1.2 Hrs.

NOTE: Claim coolant as related parts.

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