

<b>Subject:</b>  A/C IS NOT COLD ENOUGH DUE TO LOW REFRIGERANT	<b>Bulletin No.:</b> 07-002/25
	<b>Last Issued :</b> 01/10/2025

## BULLETIN NOTES

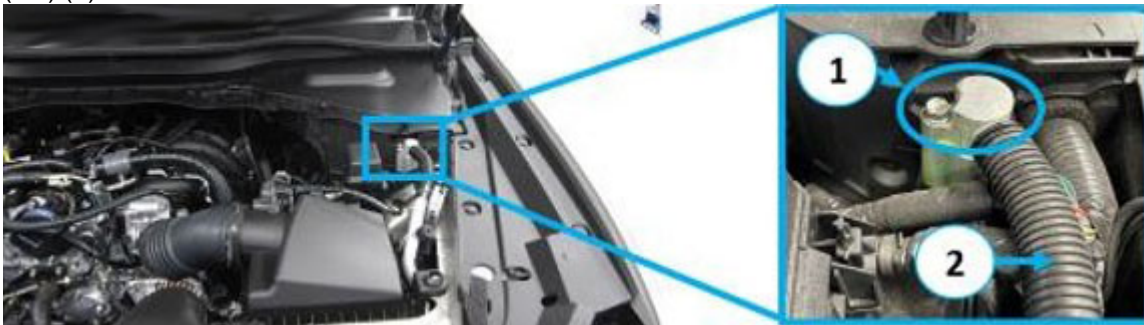
### APPLICABLE MODEL(S)/VINS

2024-2025 CX-90

2025 CX-70

### DESCRIPTION

Some customers may complain that the A/C is not cold enough. Upon inspection, a coolant leak (1) from the cooler hose (LO) (2) is confirmed.



This may be caused by foreign material present on the block side at the cooler hose (LO) connection point. To eliminate this concern, an inspection process for foreign materials was added to the parts manufacturing process as a temporary measure. A permanent measure is under study.

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

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**REPAIR PROCEDURE**

1. Verify the customer concern.

**Required Tools:**

Tool and materials	Notes
Plastic bag	-
Parts cleaner	-
Non-woven cloth	-
Ear plug or sponge	Recommended size for ear plug: 16 to 18mm (diameter) x 28mm (height). If using a sponge, cut the sponge beforehand: 18mm x 18 mm x 28mm
Sponge sandpaper (1200 to 1500 grit)	Locally sourced. Can be reused for 3 times each side.

**CAUTION:****Refrigerant handling**

- DO NOT allow the refrigerant gas to leak near fire or any kind of heat. A poisonous gas may be generated if the refrigerant gas contacts fire or heat such as from cigarettes and heaters. When carrying out any operation that can cause refrigerant gas leakage, extinguish or remove the above-mentioned heat sources and maintain adequate ventilation.
- Handling liquid refrigerant is dangerous. A drop of it on the skin can result in localized frostbite. When handling the liquid refrigerant, wear gloves and safety goggles. If liquid refrigerant splashes into the eyes, immediately wash them with clean water and consult a doctor.

**Refrigerant storage**

- The refrigerant container is kept at high pressure and if it is exposed to high temperatures, it could burst and metal fragments or liquid refrigerant could scatter, resulting in serious injury. Store the refrigerant at a temperature of 104°F (40°C) or less.

2. Recover the refrigerant.

**NOTE:**

- Correctly collect the refrigerant following the instructions for the chlorofluorocarbon (CFC) recovery device being used.
- When collecting the refrigerant, weigh the exhausted compressor oil.

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3. Remove the bolt attaching the cooler hose (1).



4. Remove the foreign material from the cooler hose (LO) on the block side (1).

a. Lift the cooler hose (LO) joint (2) and cover it with a plastic bag to prevent compressor oil and fluorescent agent from being spilled.

**NOTE:** Fix the cooler hose (LO) (2) in a position that does not interfere with the cleaning procedure.

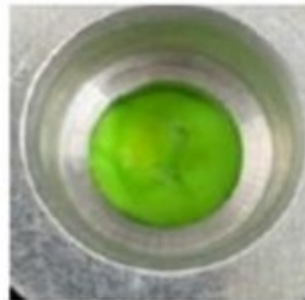
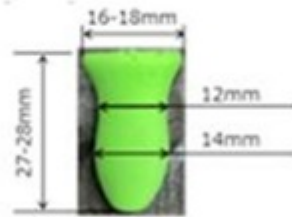
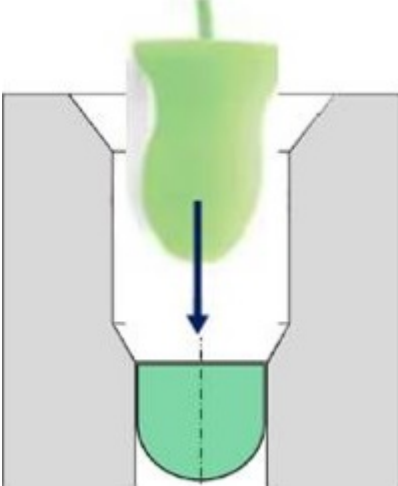


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- b. Using a cloth with parts cleaner on it, clean inside and the joint of the cooler hose (LO) on the block side.  
**NOTE:** After cleaning using a cloth with parts cleaner, wipe the parts with a dry cloth and leave them for at least 30 seconds to dry.



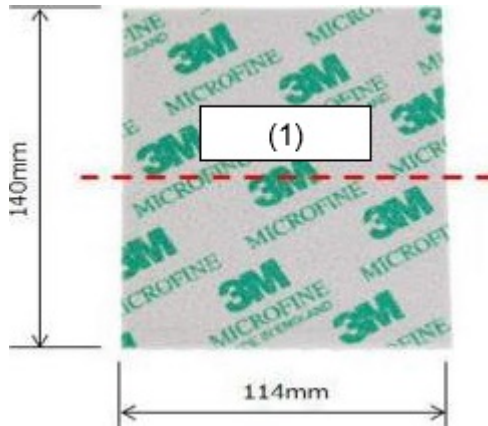
- c. Insert an ear plug into the cooler hose (LO) on the block side to prevent dust from entering the hole.  
**NOTE:** For ear plugs with string, cut the string so that around 0.1 in (3mm) of string is left with the ear plug. It may be helpful when removing the ear plug after work.  
**CAUTION:** DO NOT insert the ear plug too deep as it may get stuck in the hole.



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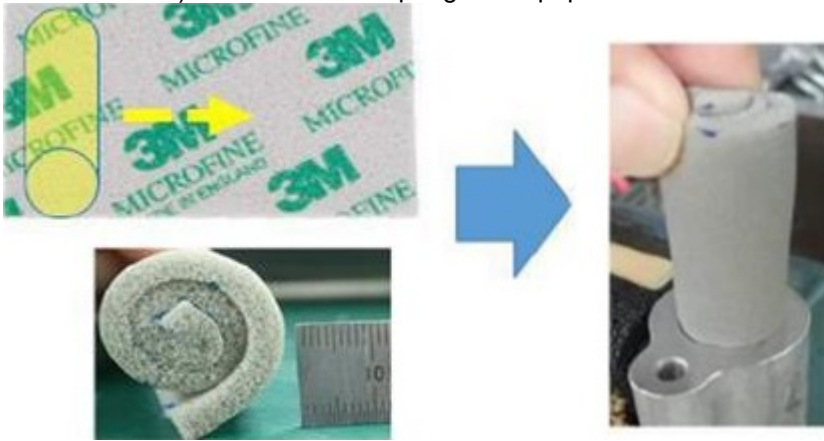
d. Polish the cooler hose (LO) on the block side and remove any impurities.

1) Cut the sponge sandpaper (1200-1500 grit) in half (1) to the size 4.5 in x 2.8 in (114 x 70 mm).

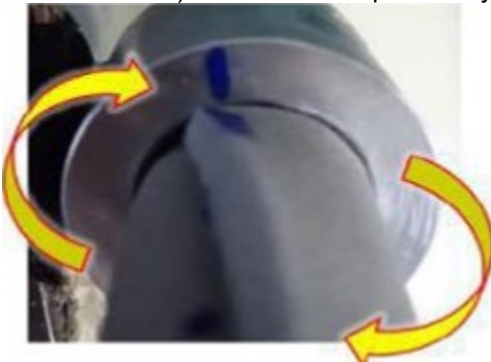


2) Roll the sponge sandpaper with sanding side turned outside.

3) Insert the rolled sponge sandpaper into the hole.

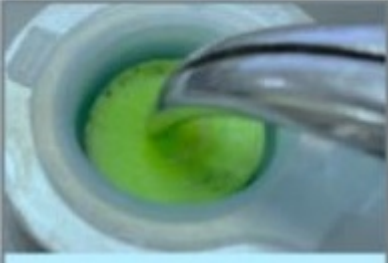


4) Remove the impurities by rotating the sponge sandpaper for 20 to 30 times inside the hole.

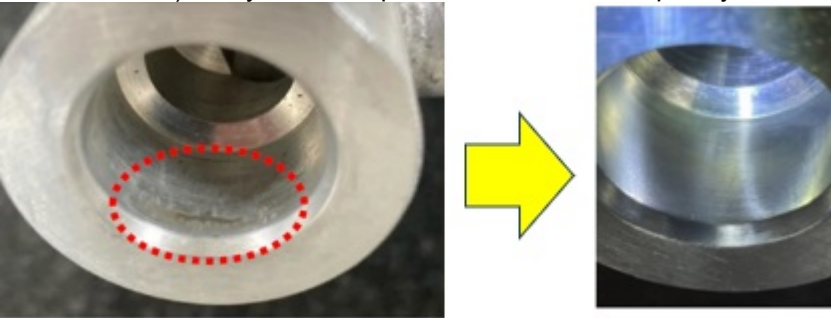


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- 5) Using a cloth with parts cleaner on it, clean inside and the joint of cooler hose (LO) on the block side.  
**NOTE:** After cleaning using a cloth with parts cleaner, wipe the parts with a dry cloth and leave them for at least 30 seconds to dry.  
 6) Remove the ear plug.



- 7) Using a cloth with parts cleaner on it, clean inside and the joint of cooler hose (LO) on the block side.  
 8) Verify that all impurities have been completely removed.



5. Replace the O-ring with a new one.

- a. Clean the cooler hose (LO) joint using a with parts cleaner on it.



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b. Remove the O-ring.

**ATTENTION:** DO NOT damage the groove for the O-ring by using metal tools. Use wood or plastic.



c. Clean the groove for O-ring using a cloth with parts cleaner on it.



d. Apply the appropriate compressor oil (matched to the powertrain of the vehicle) to the O-ring and install it to the groove.



6. Check that both the cooler hose (LO) on the block side, the cooler hose (LO) joint, and the O-ring are free of impurities and assemble them.

**Tightening torque: 7 lb-ft (9.5 Nm, 97 kgf.cm)**

7. Recharge the refrigerant referring to the instructions in MGSS (REFRIGERANT CHARGING).

**CAUTION (PHEV only):** DO NOT add fluorescent dye to the system, otherwise system damage may occur. MHEV (inline6) does not need dye added to the system, however, it will not damage the system if accidentally added..

8. Verify the repair.

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**PARTS INFORMATION**

Parts Number	Description	Qty.	Notes
BBM4-61-J17	Ring, 'O' - Cooling Unit	1	[R]

[R]: Replacement parts

**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	78
Damage Code	93
Part Number Main Cause	BBM4-61-J17
Quantity	1
Operation Number / Labor Hours:	XXWYTXRX / 0.5 Hrs. (Foreign material removal) U0002XCX / 0.2 Hrs. (Refrigerant leak check) U0003XRX / 0.5 Hrs. (Refrigerant recover & recharge)

**NOTE:**

- If purchased, claim the sponge sandpaper and the ear plug as related parts with sublet code "Z9".
- Operation Labor Hours □ Combined total for removing the foreign material (0.5H) and Refrigerant recover & recharge (0.7H).
- When the "Refrigerant recover & recharge" is performed at external repair shop, claim the actual invoice amount with the sublet code "C1".
- Warranty policy requires a copy of all sublet invoices be attached to the submitted claim.

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