

<b>Subject:</b> <b>MYMAZDA APP REMOTE CLIMATE CONTROL AND IN-VEHICLE CLIMATE CONTROL TIMER FUNCTIONS ARE INOPERATIVE AFTER DASH_ESU SOFTWARE UPDATE</b>	<b>Service Alert No.: SA-002/25</b>
	<b>Last Issued : 01/16/2025</b>


## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS

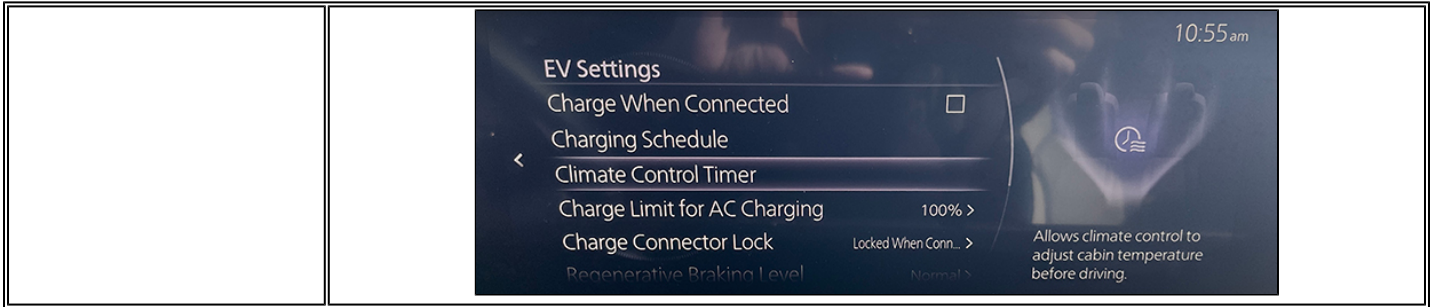
2025 CX-70 (KJ) PHEV  
2024-2025 CX-90 (KK) PHEV

## DESCRIPTION

Some customers may experience the MyMazda App Remote Climate Control and the In-Vehicle Climate Control Timer functions are inoperative after DASH\_ESU software update to "H" level.

<p>MyMazda App Remote Climate Control</p>	<p>Remote control request cannot be executed due to a system error, please try again later.</p> 
<p>In-Vehicle Climate Control Timer</p>	<p>Climate Control Timer Function Inoperative</p>

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

**NOTE:** This is a temporary repair and will only recover heat (warm air). Final repair information to fix both heat and cold air will be available at a later date.

## REPAIR PROCEDURE

### Index

- [Preparation](#)
- [Repair Procedure](#)
- [Repair Confirmation](#)

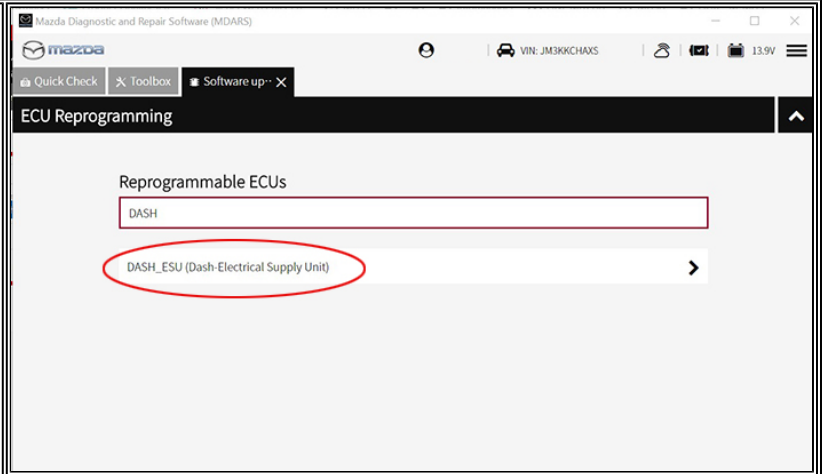
### Preparation

1. Check DASH\_ESU software version using MDARS.

- a. Select Toolbox
- b. Select Vehicle icon
- c. Select Software update
- d. Select "Run"

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e. Select DASH\_ESU



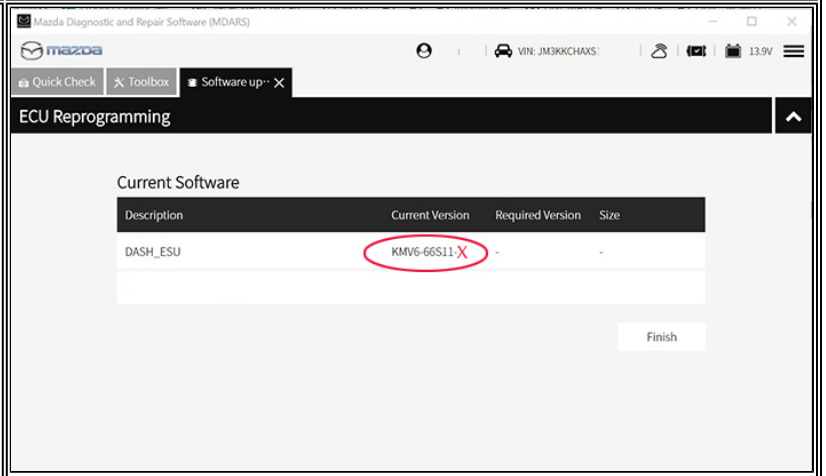
f. Document DASH\_ESU software version

- KMV6-66S11-G

This Service Alert does not apply.  
Go to [SA-017/24](#) troubleshooting.

- KMV6-66S11-H

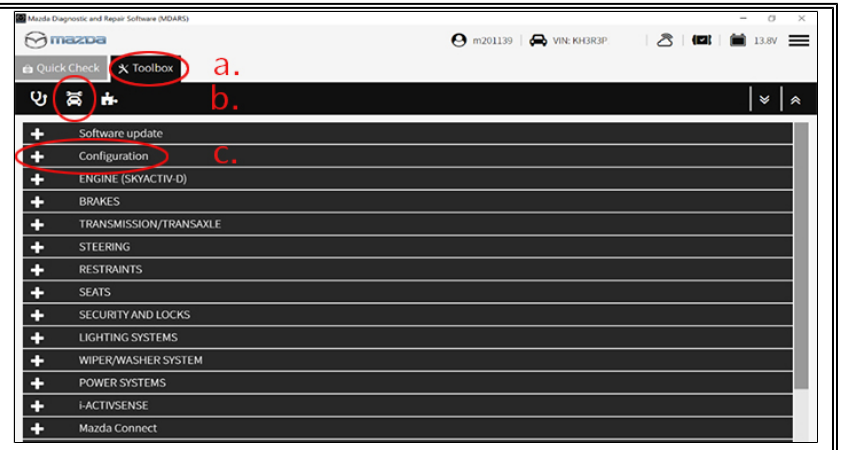
Perform - [Repair Procedure](#)



**Repair Procedure**

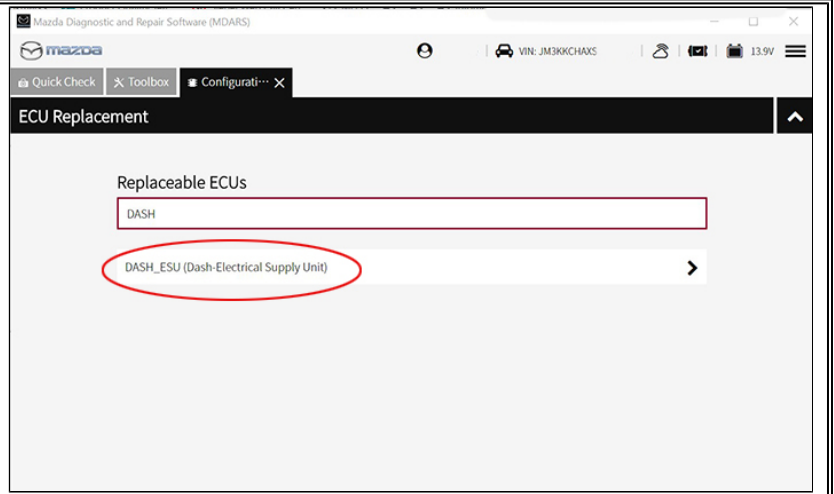
1. Using MDARS:

- Select Toolbox
- Select Vehicle icon
- Select Configuration

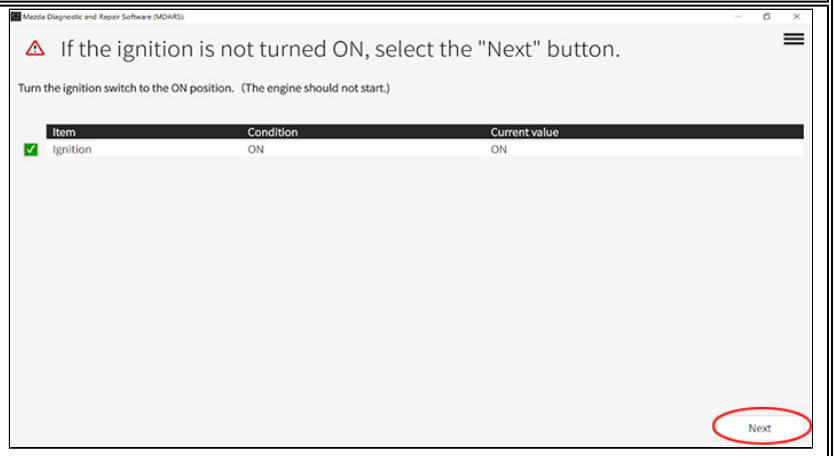


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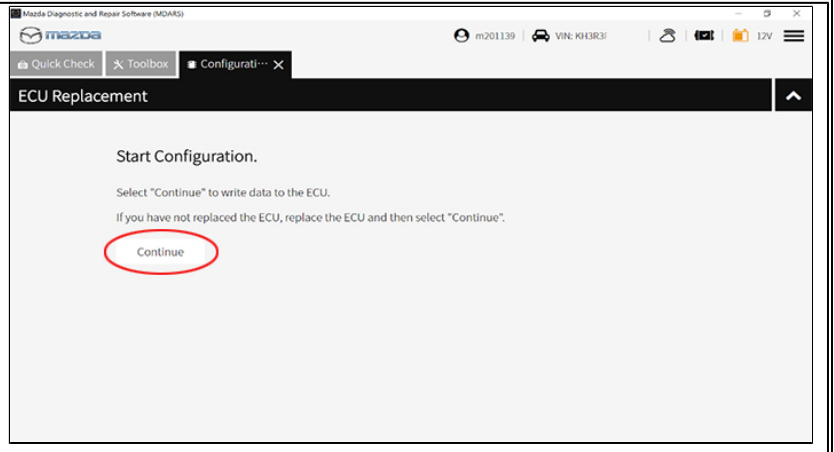
2. Select Dash\_ESU



3. Ignition ON Ready, then Select Next

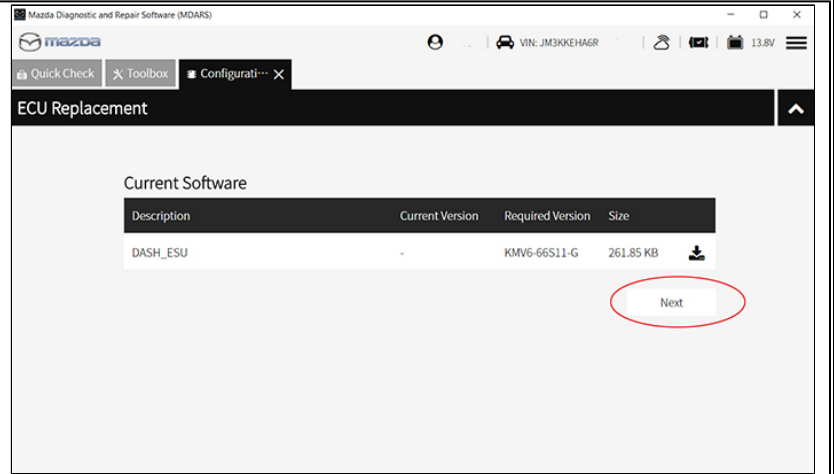


4. Select "Continue"

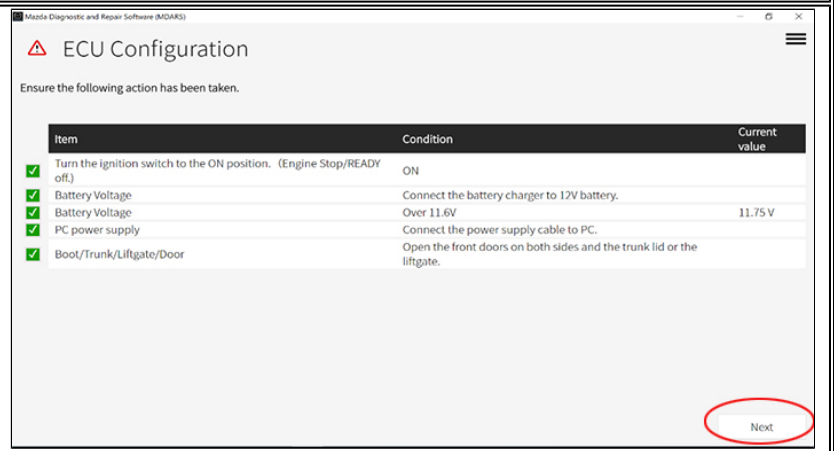


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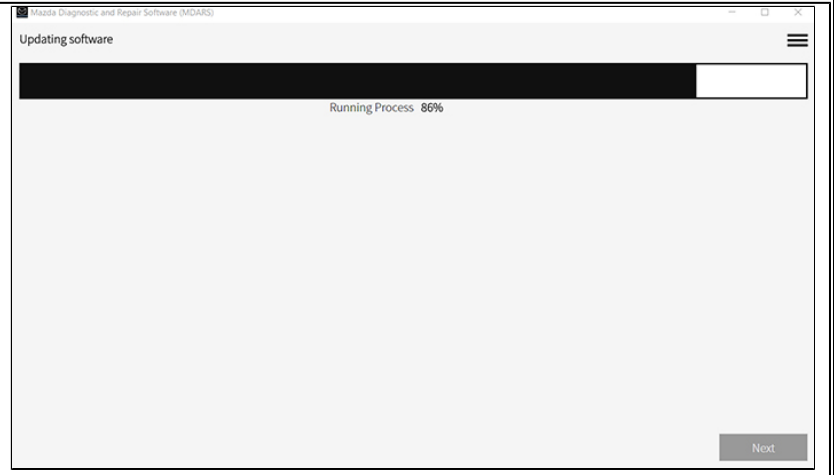
5. Confirm DASH-ESU Required Version is KMV6-66S11-G, then select "Next"



6. Check items, then select "Next"



7. Wait for Update Process to Complete. May take about 5 minutes.

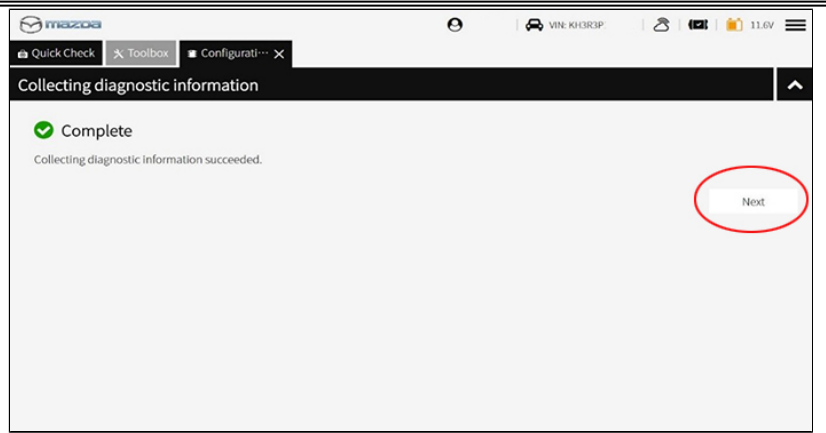


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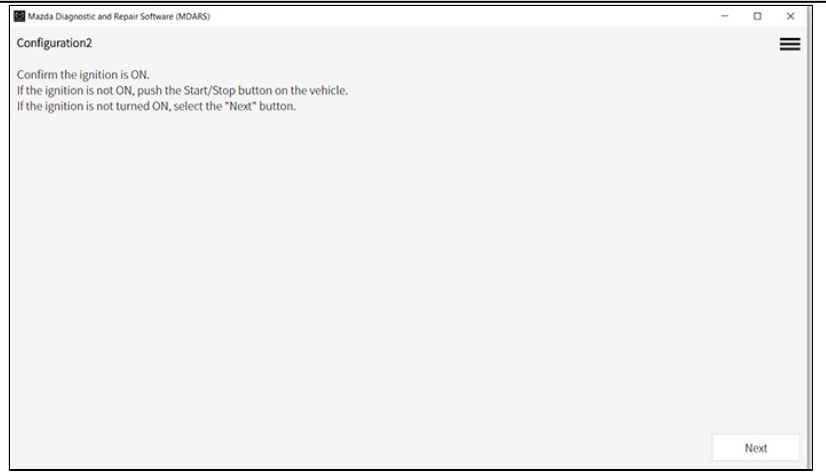
8. Wait for diagnostic information to be collected.



9. When Update Process is Complete, select "Next".

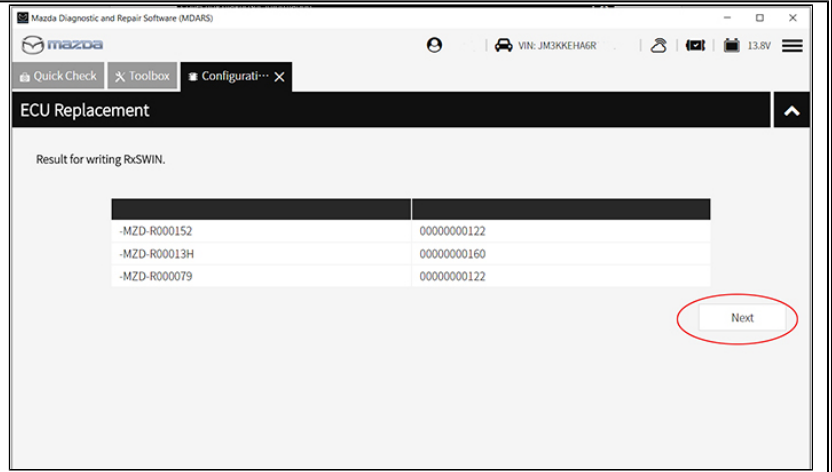


10. Follow the instructions on the screen.

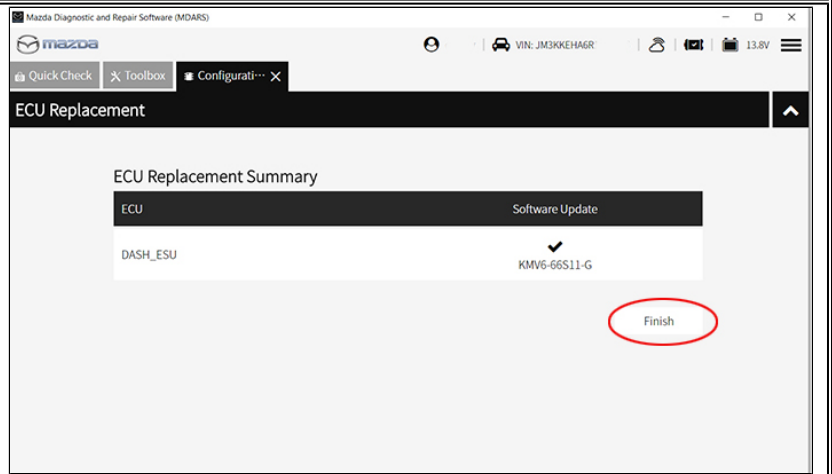


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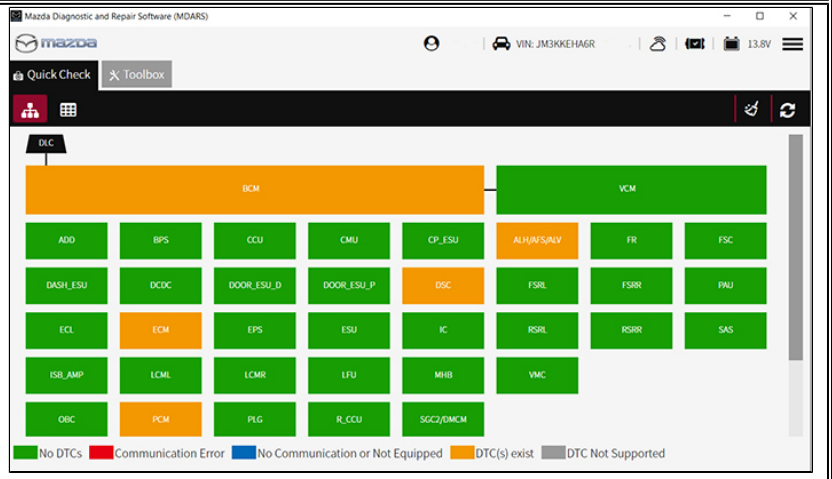
11. Select "Next".



12. Confirm the software version is at "G" level after the Configuration is complete, then select "Finish".

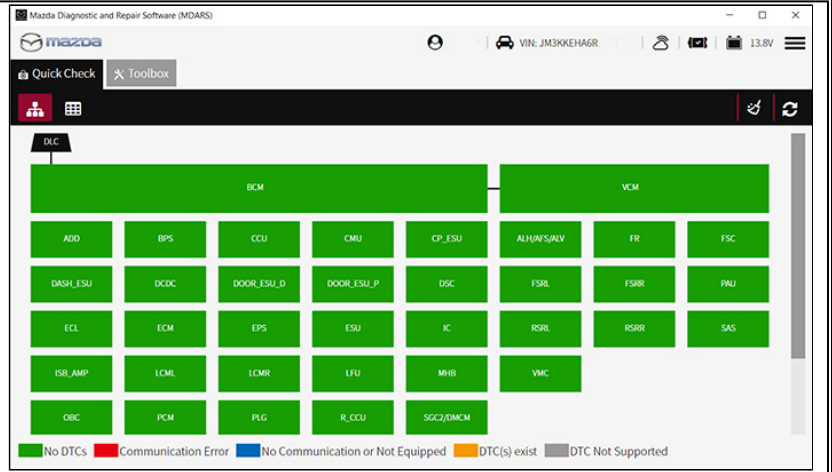


13. Check for DTCs and clear them, close the driver/passenger front doors, and perform liftgate configuration by manually opening the liftgate and then pressing the close button.

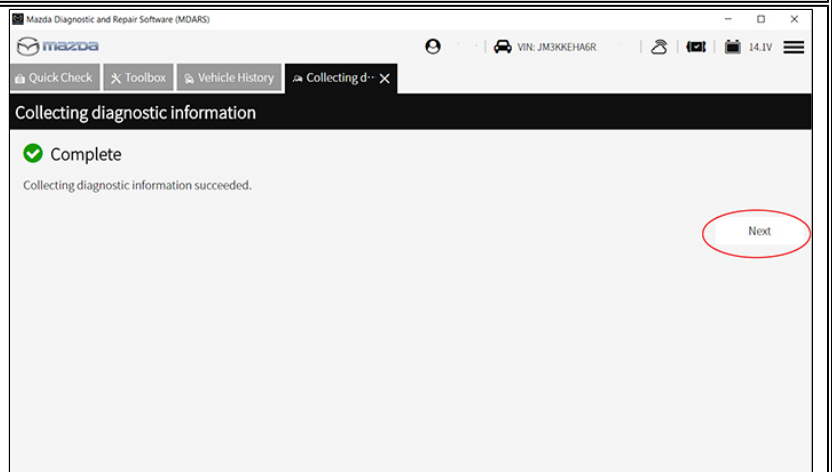
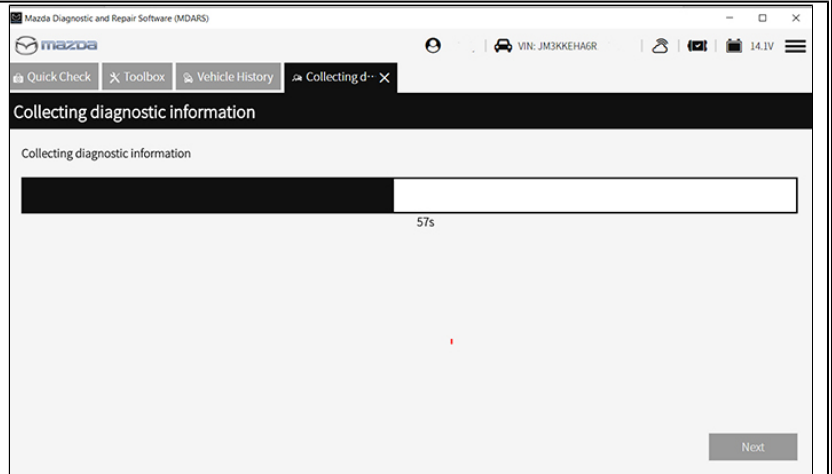


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14. After the DTCs have been cleared, all boxes will turn green.

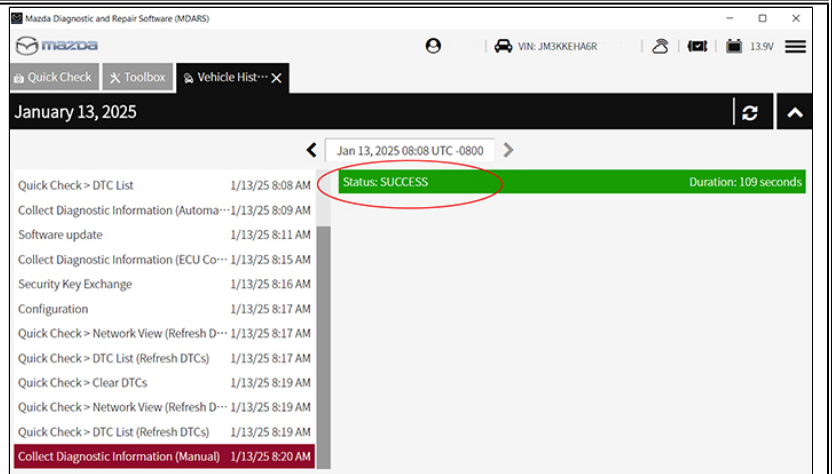
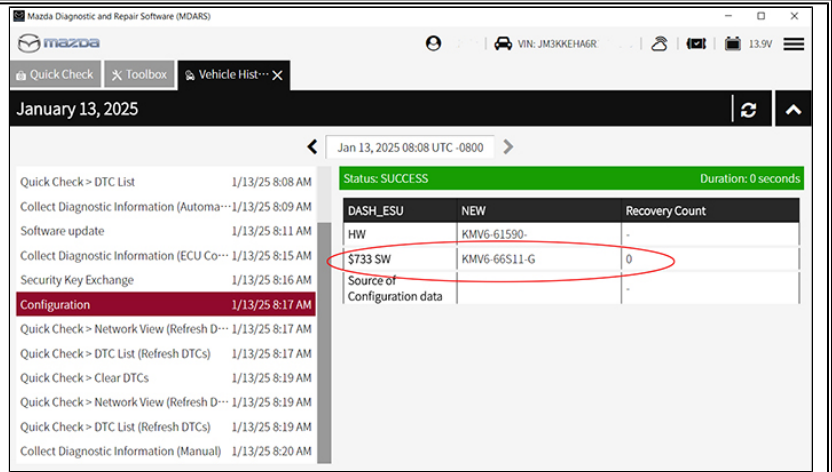


15. Collect Diagnostic Information.



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16. Verify the software version and Collect Diagnostic Information (Manual) is successful.

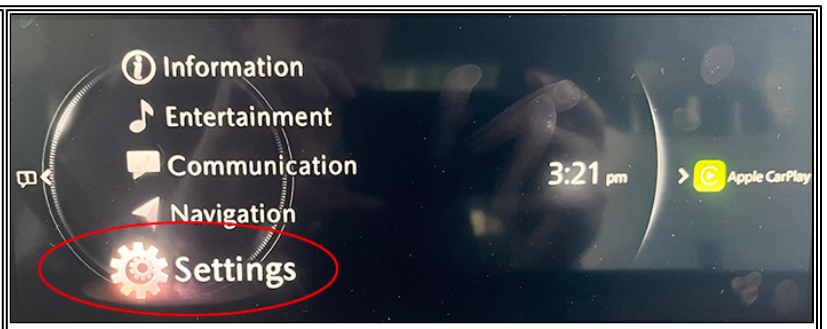


17. Go to [Repair Confirmation](#)

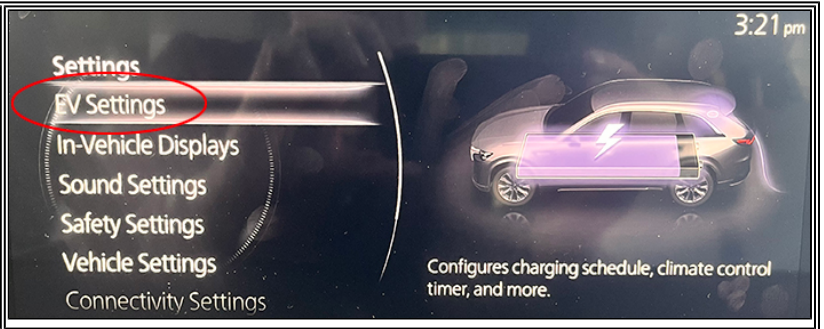

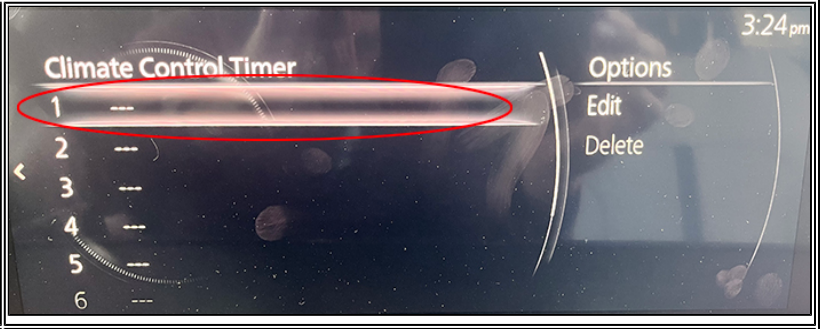

**NOTE:** Some customers may experience a Check Engine Light On with DTC P0531 (Refrigerant pressure sensor No.1 system: Function malfunction) stored. Erase the DTC and inform the customer that Mazda is aware of this DTC and is currently working on a resolution.

**Repair Confirmation**


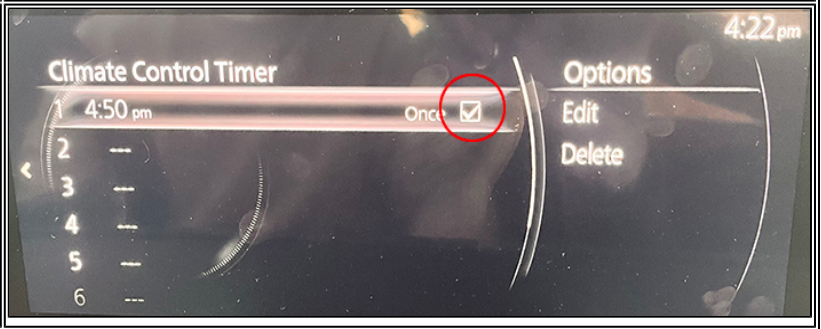

1. Select "Settings"



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<p>2. Select EV Settings</p>	
<p>3. Select Climate Control Timer</p>	
<p>4. Select a schedule</p>	
<p>5</p> <p>a. Set "Departure Time" 30 minutes after current time.  <b>Example:</b> Image shows current time is 4:20pm, so Departure time is set to 4:50pm          b. Repeat set to Once          c. Set Temperature to 83 f as shown          d. Select "Save"</p>	

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<p>6. Check the schedule "Once" box.</p>	
<p>7. Exit and lock the vehicle. Make sure not to leave the key in the vehicle.</p>	<p style="text-align: center;">---</p>
<p>8. 10 minutes before "Departure Time", feel the outside of the windshield. (A) windshield should feel cool (B) windshield should feel warm</p> <p><b>NOTE:</b> At customer pickup, the customer can also confirm operation using the MyMazda App Remote Climate Control Heat operation.</p>	

**WARRANTY INFORMATION**

Use the following claim information below.

**NOTE:** If the vehicle has more than 36K miles use DSA or submit the claim "Authorized By" Warranty Department and refer to the Service alert in the text.

Warranty Type	A
Symptom Code	60
Damage Code	9W

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Part Number Main Cause	KMV6-61-590
Quantity	0
Operation Number / Labor Hours:	U0308XRX / 0.4 Hrs

Text: Backdated software from "H" level to "G" level

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