

<b>Subject:</b> MYMAZDA APP REMOTE CLIMATE CONTROL AND IN-VEHICLE CLIMATE CONTROL TIMER FUNCTIONS ARE INOPERATIVE AFTER DASH_ESU SOFTWARE UPDATE	Service Alert No.: SA-002/25
	Last Issued : 02/28/2025

## BULLETIN NOTES

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

Previous SAs:	Date(s) Issued:
SA-002/25	01/16/25

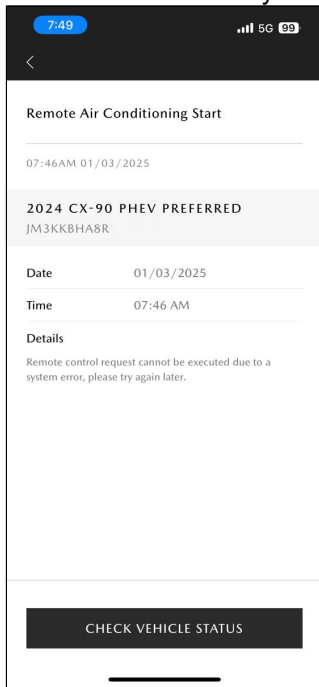
## APPLICABLE MODEL(S)/VINS

2024-2025 CX-90 PHEV

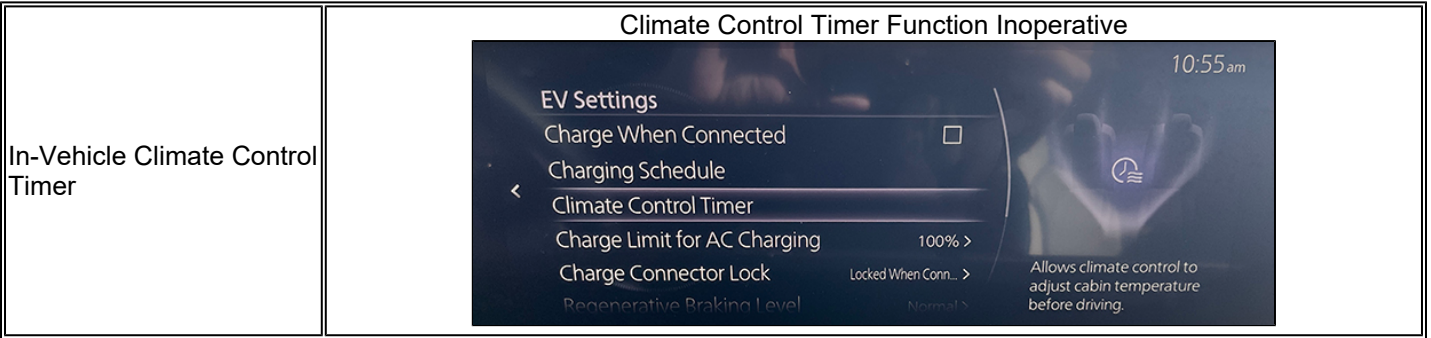
2025 CX-70 PHEV

## 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.

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

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. Is the vehicle a PHEV or 3.3L HT3?

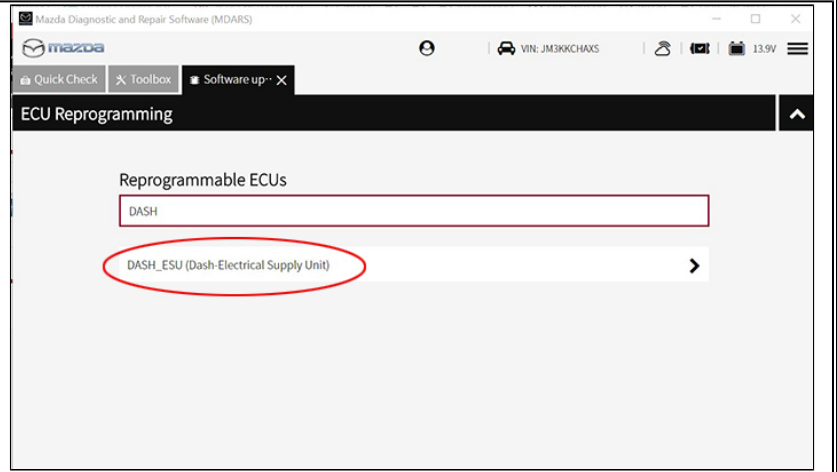
- PHEV - Go to next step.
- 3.3L HT3 - This Service Alert does not apply.

2. 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



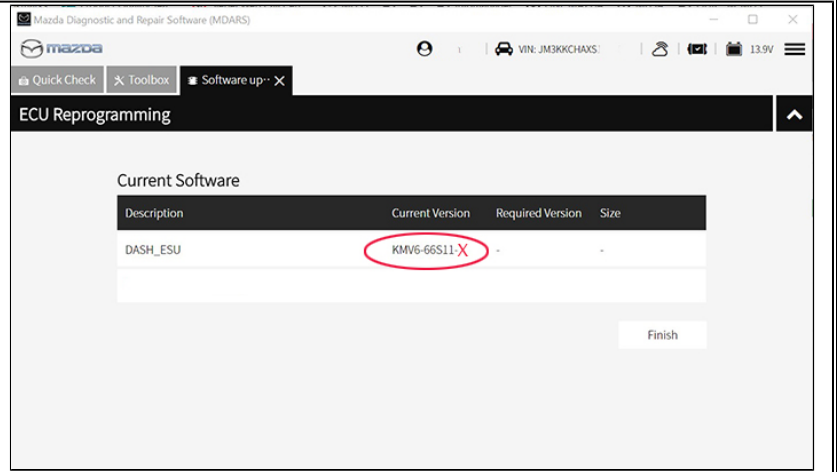
f. Document DASH\_ESU software version

- KMV6-66S11-G

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

- KMV6-66S11-H

Go to next step.



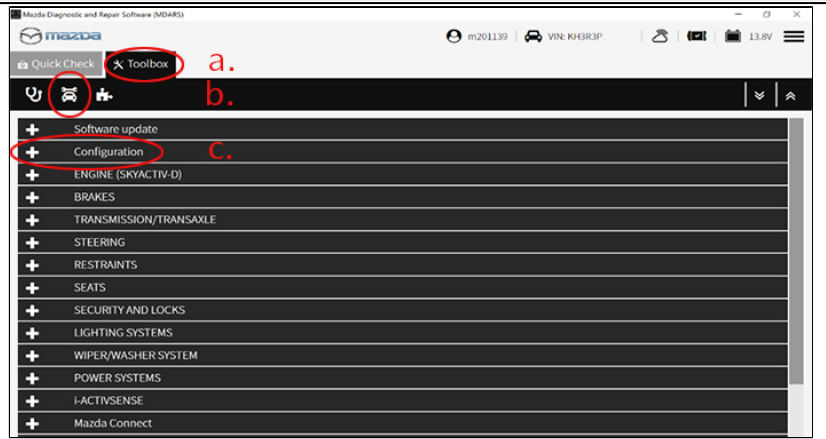
3. Is the Production Date after 11/15/2024?

- Yes - Vehicles with factory DASH\_ESU "H" level software cannot be configured back to "G" level using MDARS. Contact the Technical Hotline for additional support.
- No - Perform - [Repair Procedure](#)

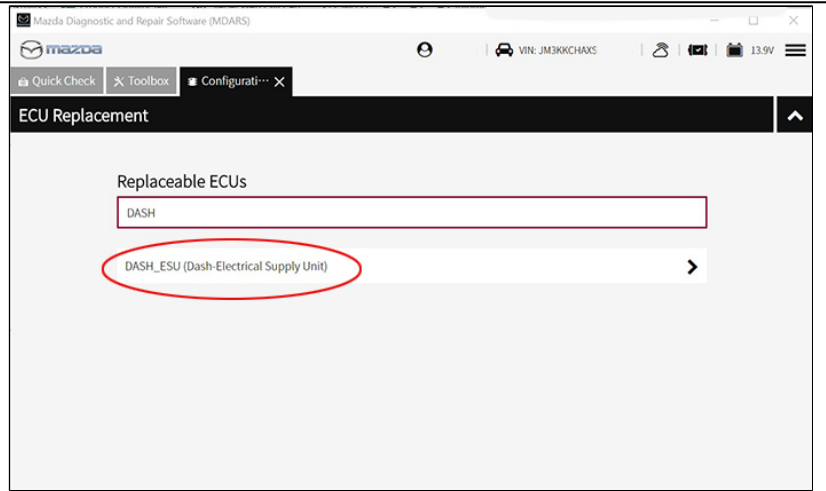
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**Repair Procedure**

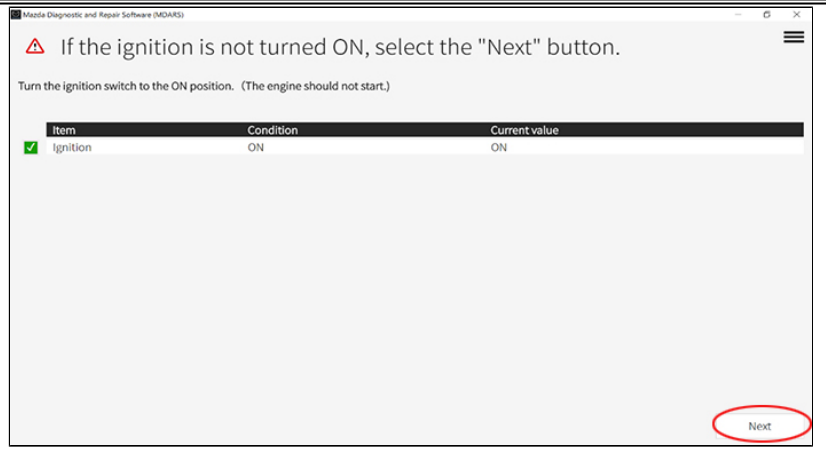
1. Using MDARS:  
 a. Select Toolbox  
 b. Select Vehicle icon  
 c. Select Configuration



2. Select Dash\_ESU

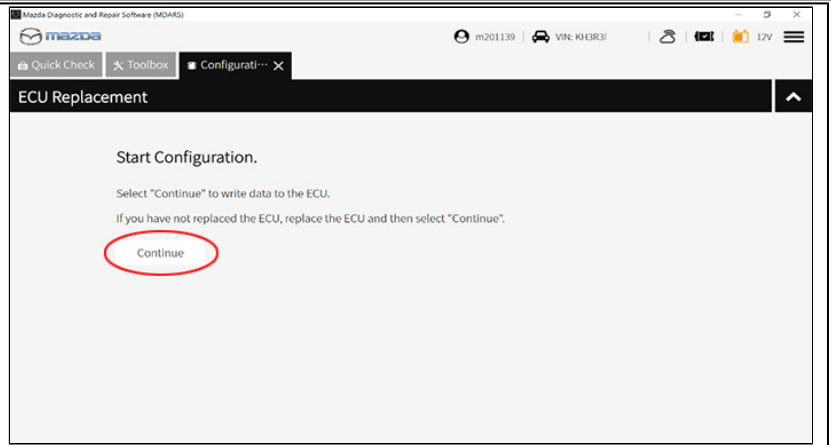


3. Ignition ON Ready, then Select Next

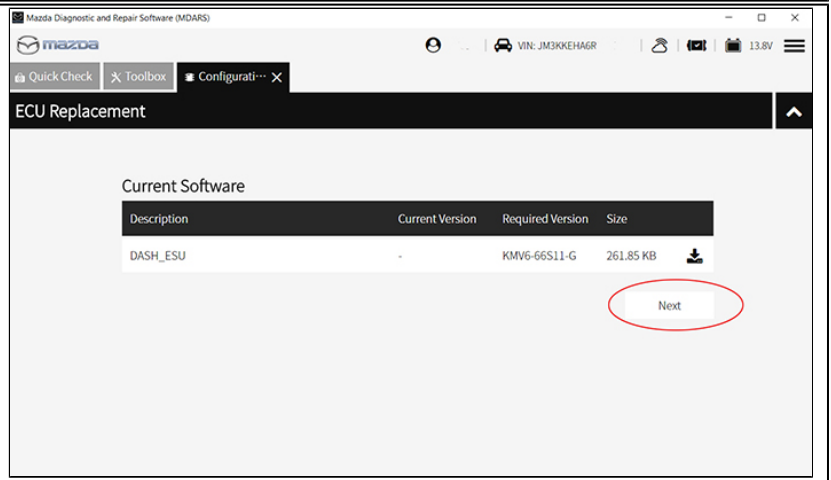


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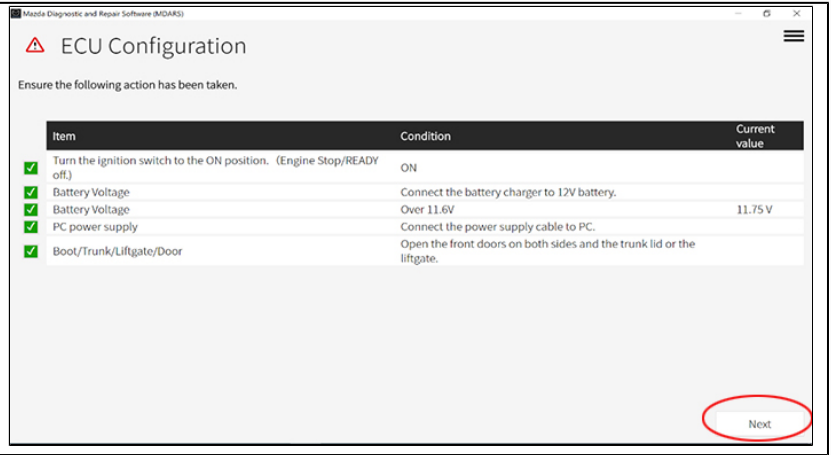
4. Select "Continue"



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

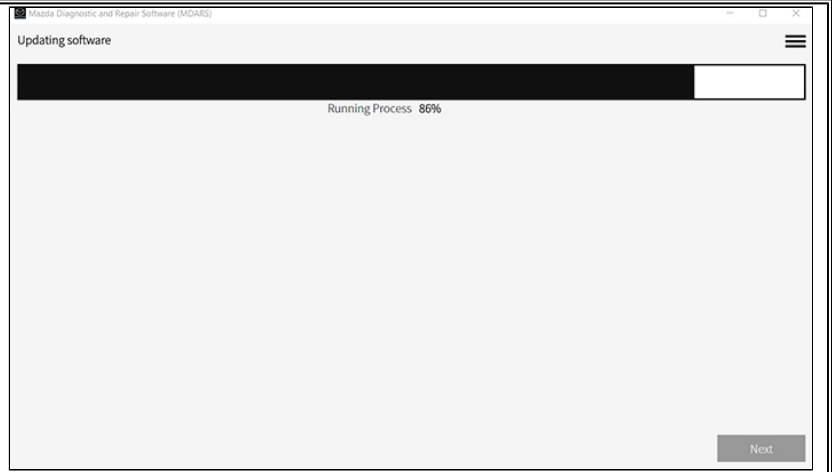


6. Check items, then select "Next"

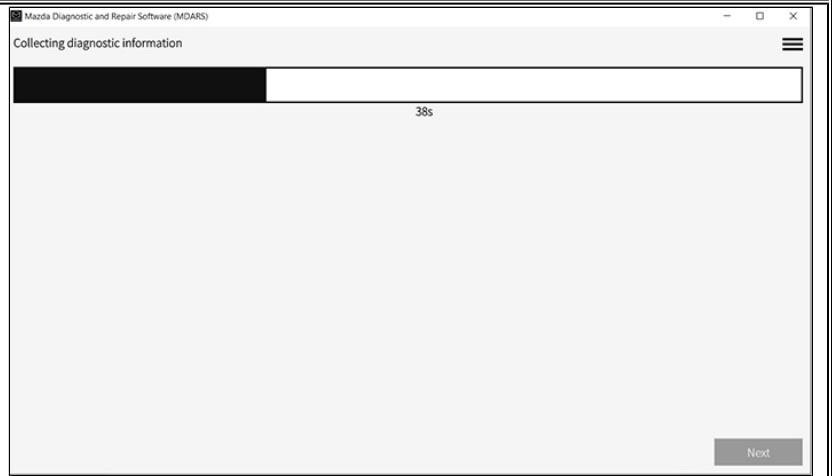


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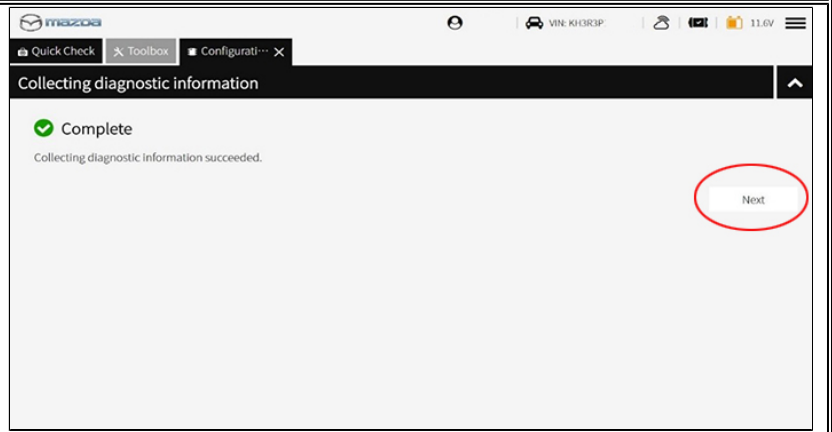
7. Wait for Update Process to Complete. May take about 5 minutes.



8. Wait for diagnostic information to be collected.

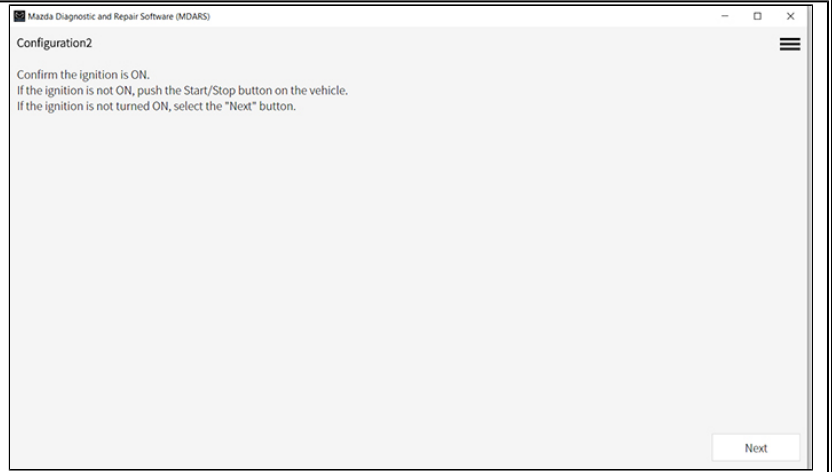


9. When Update Process is Complete, select "Next".

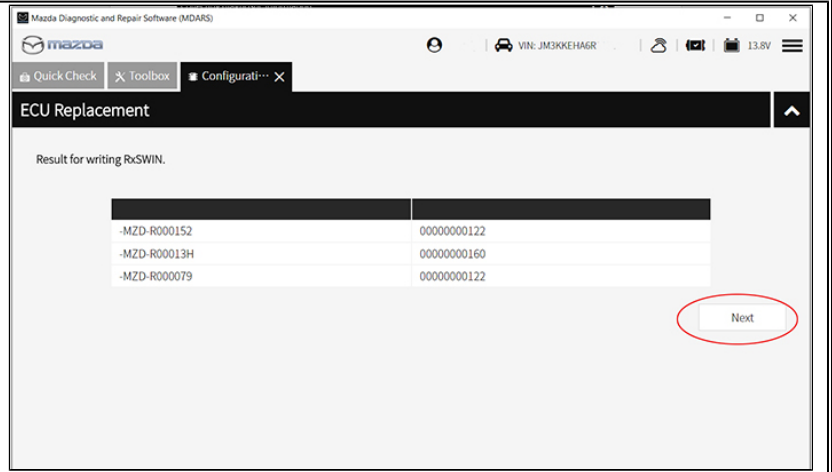


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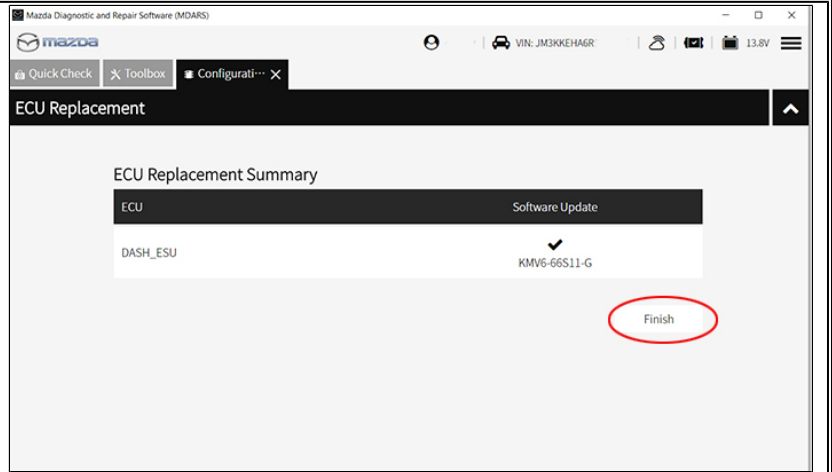
10. Follow the instructions on the screen.



11. Select "Next".

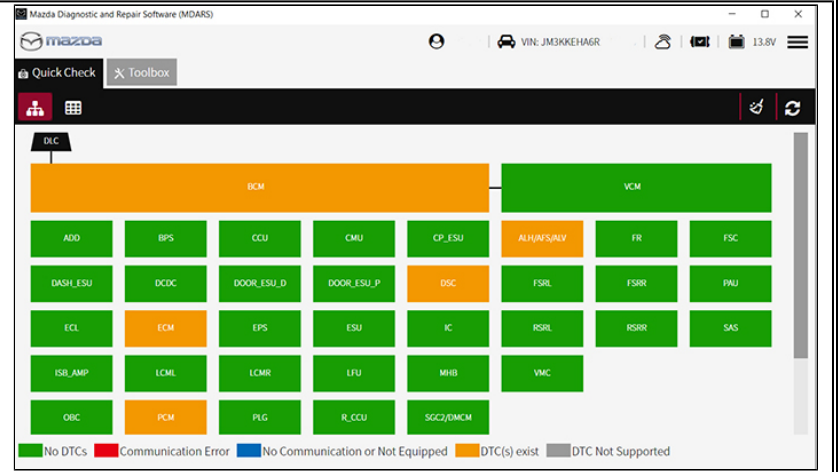


12. Confirm the software version is at "G" level after the Configuration is complete, then select "Finish".

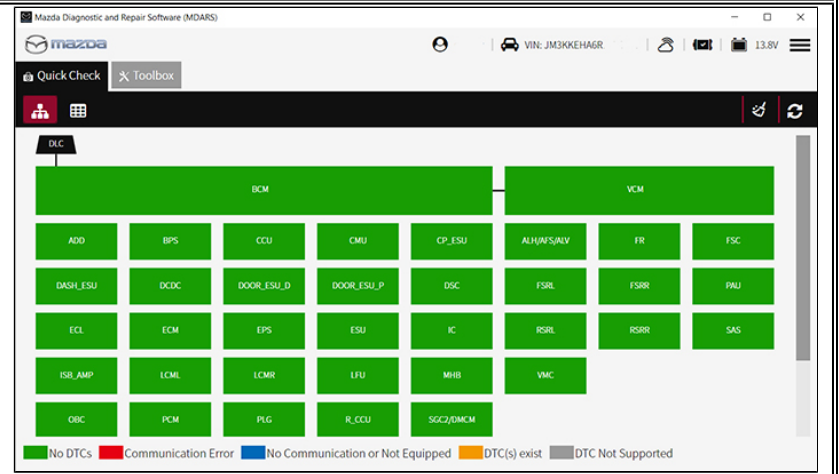


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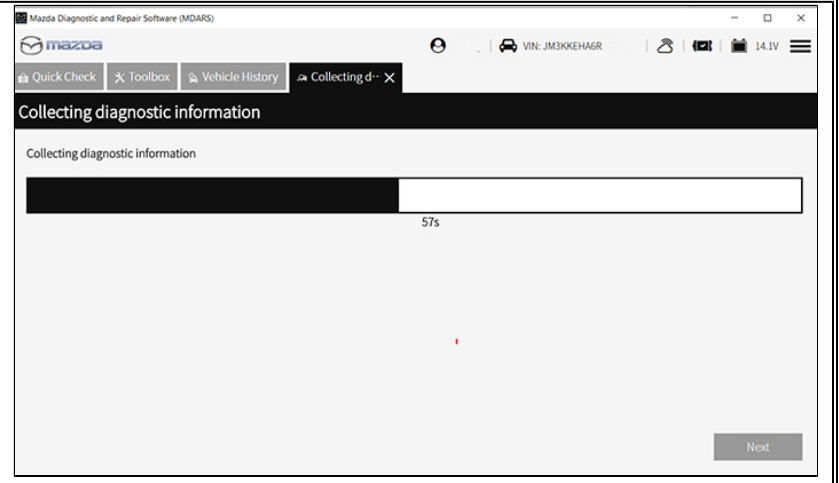
13. Check for DTCs and clear them, close the driver/passenger front doors, and perform liftgate configuration by manually opening the liftgate and then pressing the close button.



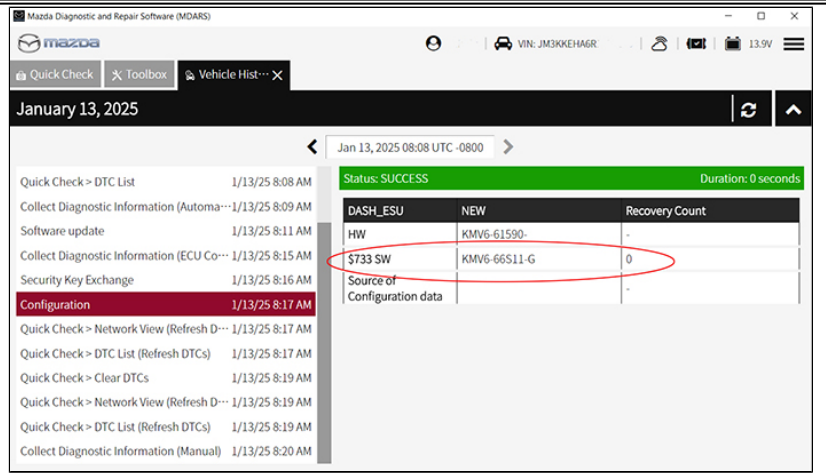
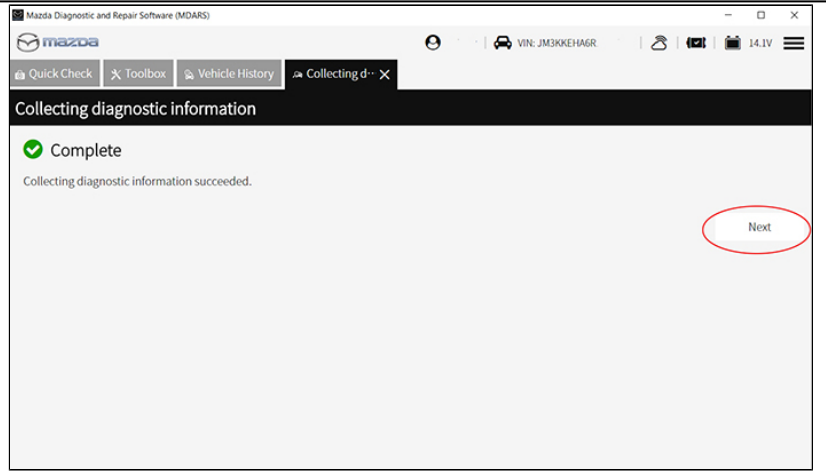
14. After the DTCs have been cleared, all boxes will turn green.



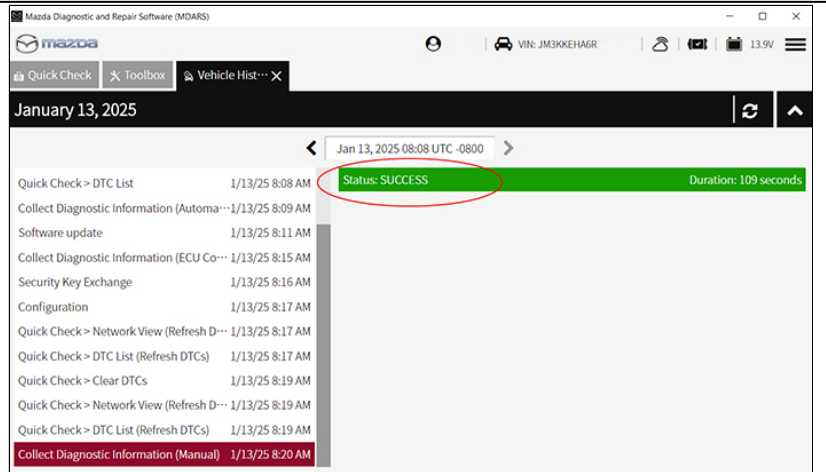
15. Collect Diagnostic Information.



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



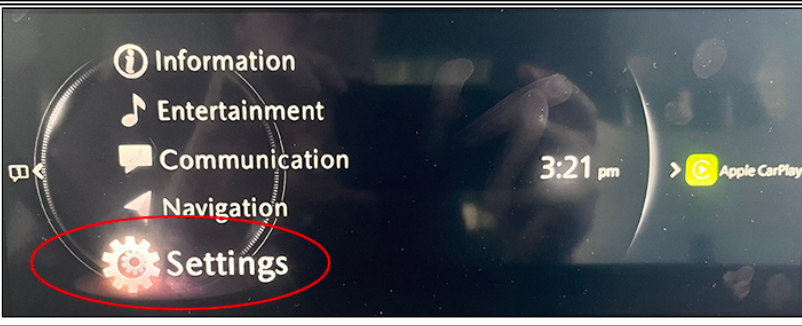


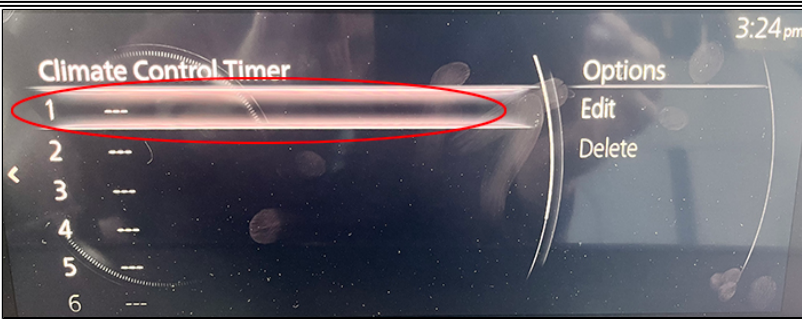
17. Go to [Repair Confirmation](#)

**NOTE:** Some customers may experience a Check Engine Light On with DTC P0531 (Refrigerant pressure sensor No.1

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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**

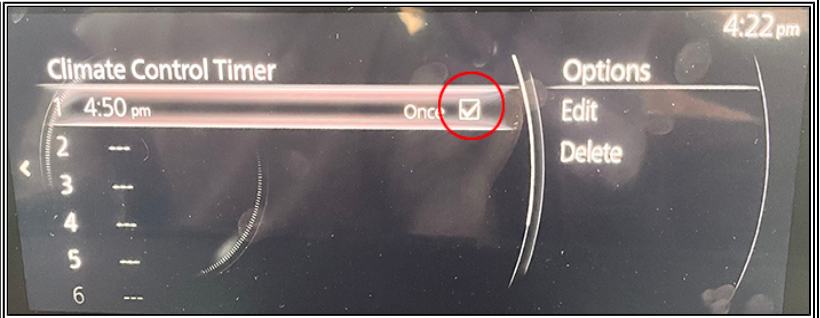
<p>1. Select "Settings"</p>	
<p>2. Select EV Settings</p>	
<p>3. Select Climate Control Timer</p>	
<p>4. Select a schedule</p>	

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5  
 a. Set "Departure Time" 30 minutes after current time.  
**Example:** 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"



6. Check the schedule "Once" box.

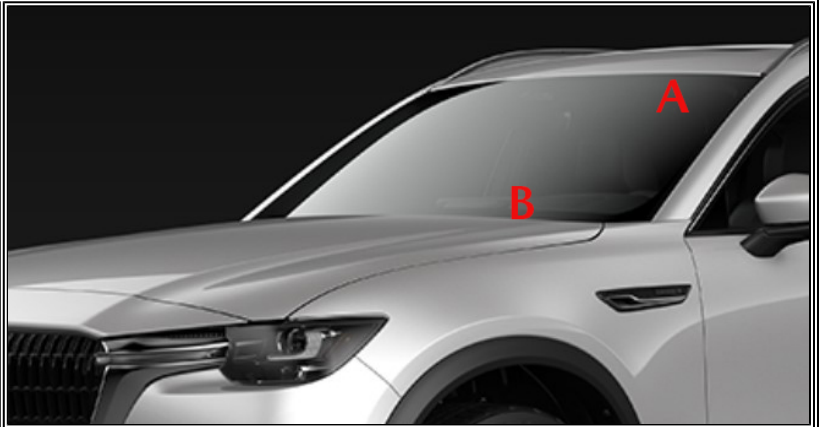


7. Exit and lock the vehicle.  
 Make sure not to leave the key in the vehicle.



8. 10 minutes before "Departure Time", feel the outside of the windshield.  
 (A) windshield should feel cool  
 (B) windshield should feel warm

**NOTE:** At customer pickup, the customer can also confirm operation using the MyMazda App Remote Climate Control Heat operation.



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**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
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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