



Subject: 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 : 03/26/2025

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	02/28/25 and 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	Remote control request cannot be executed due to a system error, please try again later.

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In-Vehicle Climate Control
Timer

Climate Control Timer Function Inoperative



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

REPAIR PROCEDURE**Index**

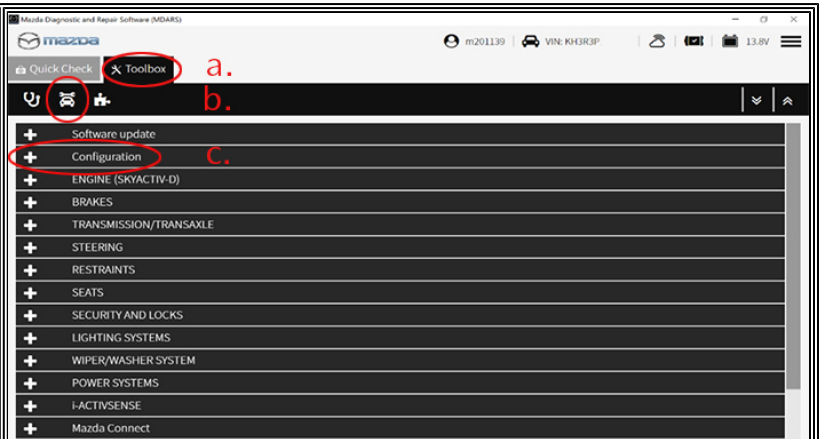
- [Repair Procedure](#)
- [Repair Confirmation](#)

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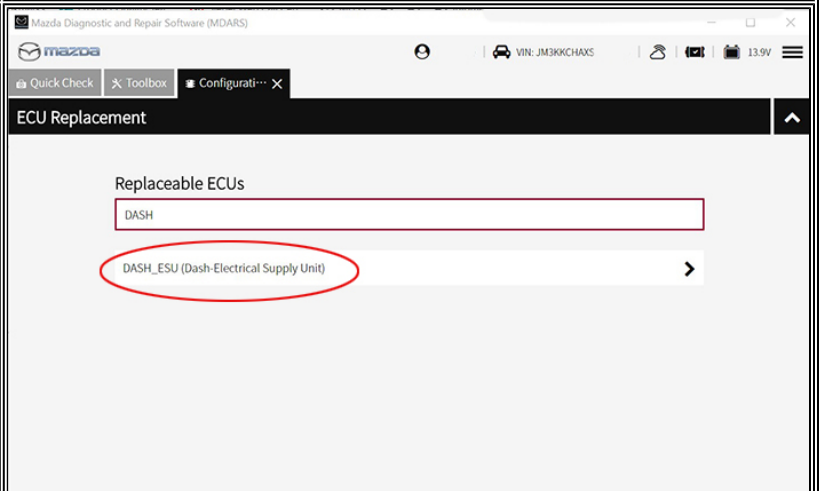
Repair Procedure

1. Using MDARS:

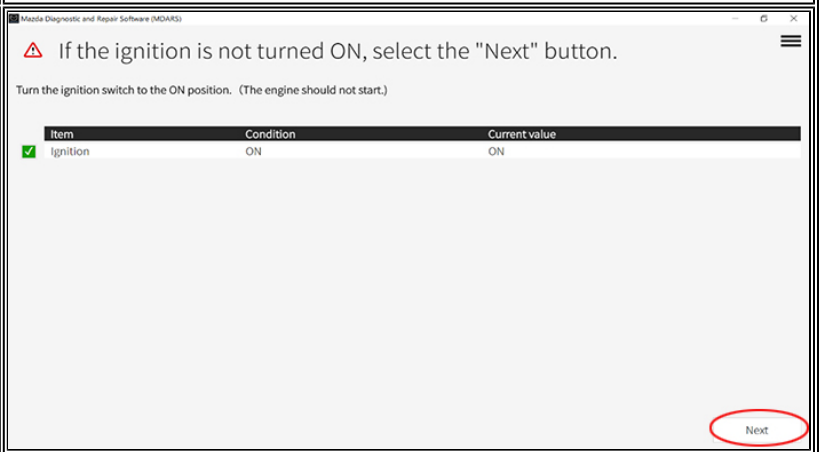
- Select Toolbox
- Select Vehicle icon
- Select Configuration



2. Select Dash_ESU

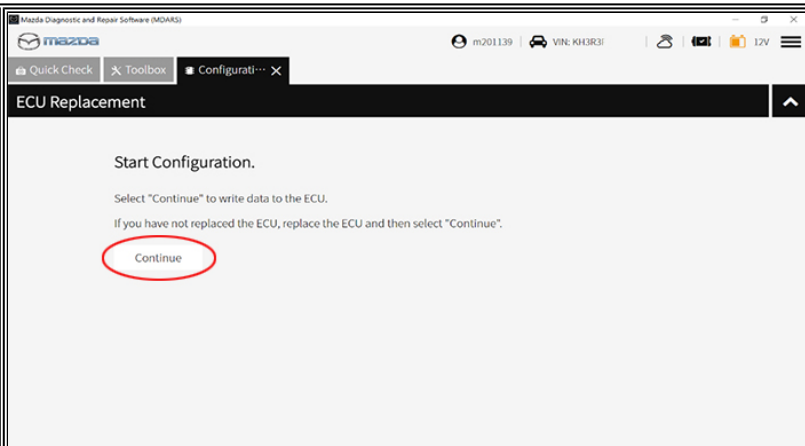


3. Ignition ON Ready, then Select Next

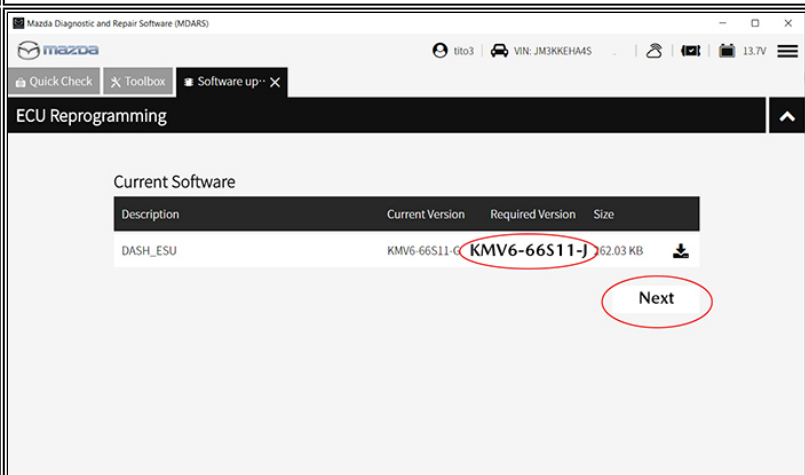


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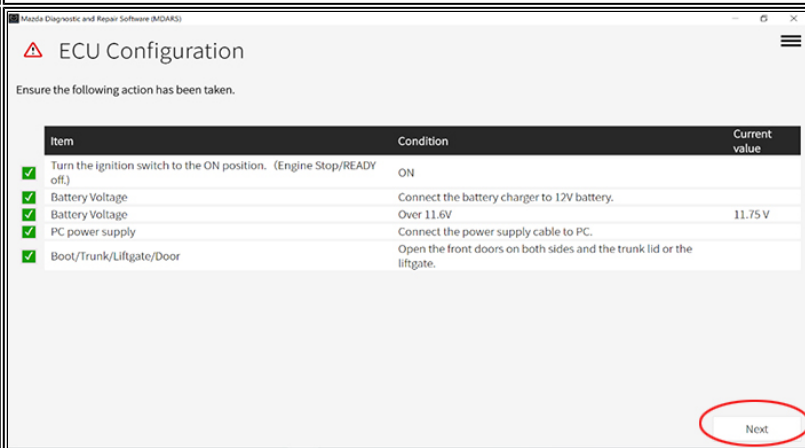
4. Select "Continue"



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

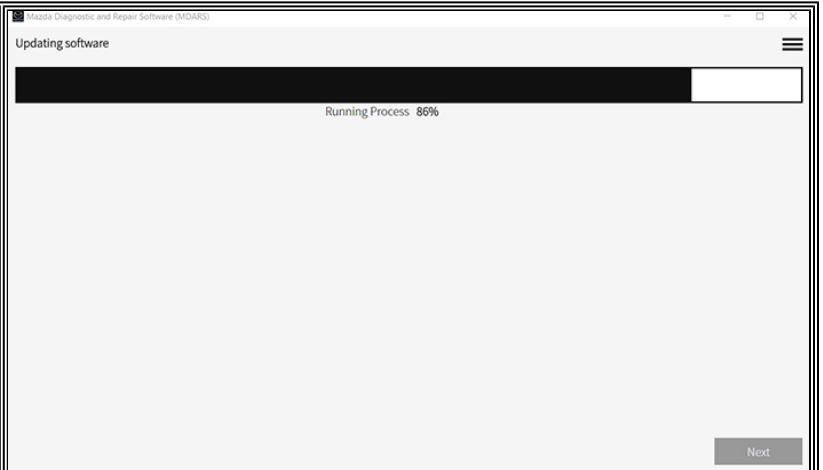


6. Check items, then select "Next"

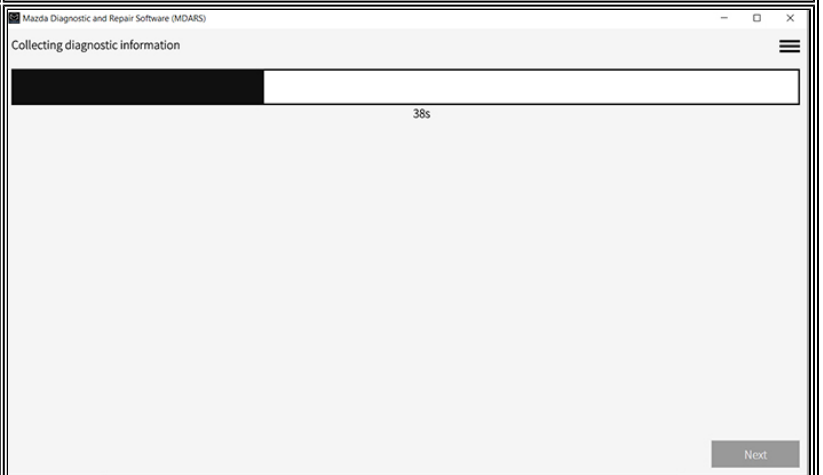


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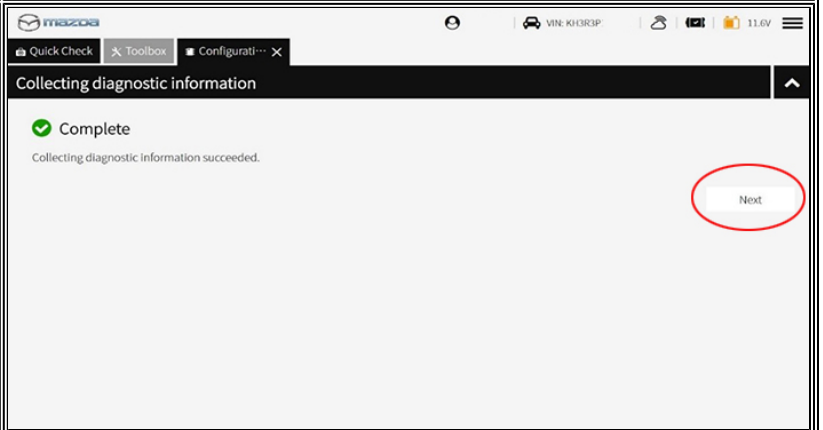
7. Wait for Update Process to Complete. May take about 5 minutes.



8. Wait for diagnostic information to be collected.

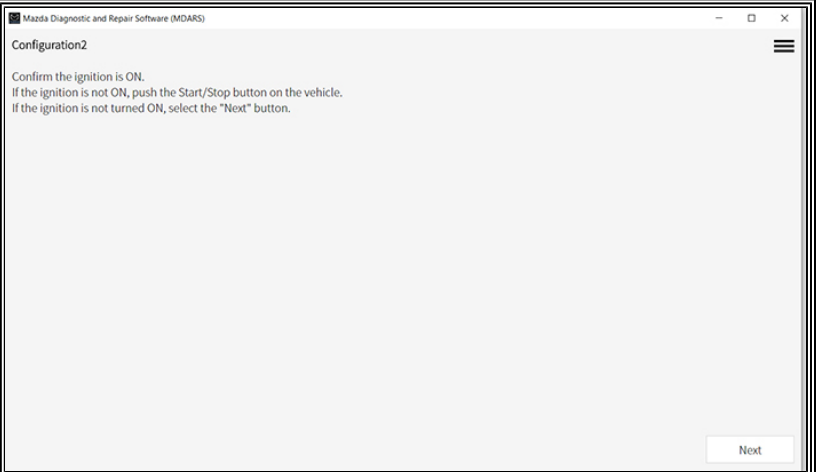


9. When Update Process is Complete, select "Next".

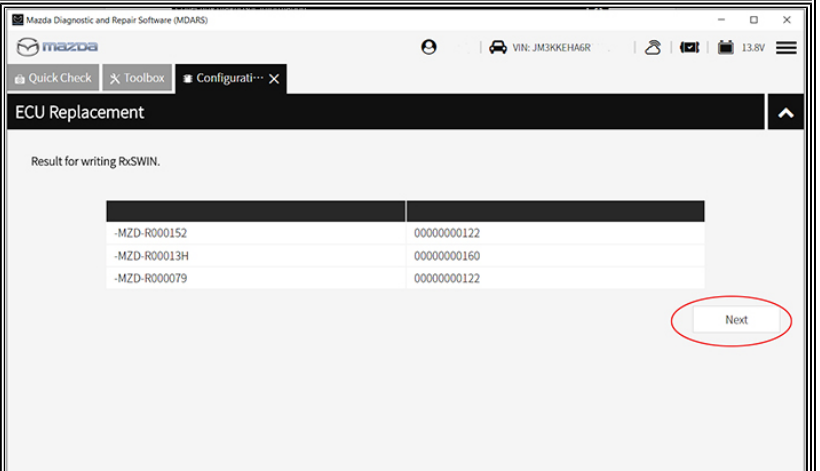


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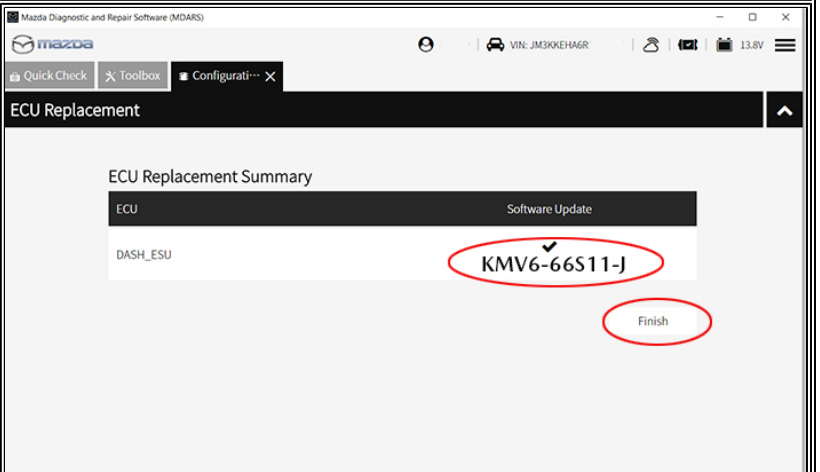
10. Follow the instructions on the screen.



11. Select "Next".

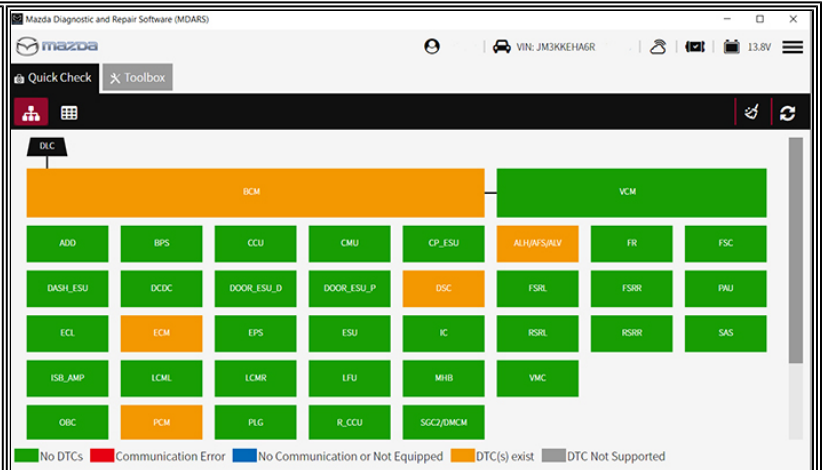


12. Confirm the software version is at "J" level after the Configuration is complete, then select "Finish".

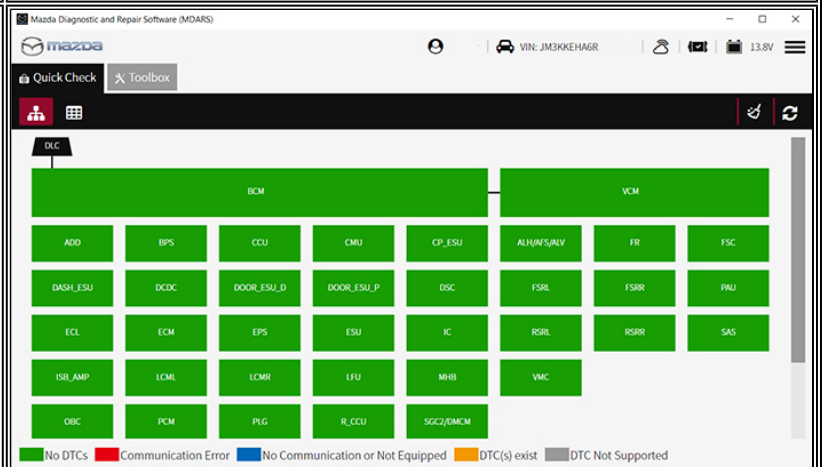


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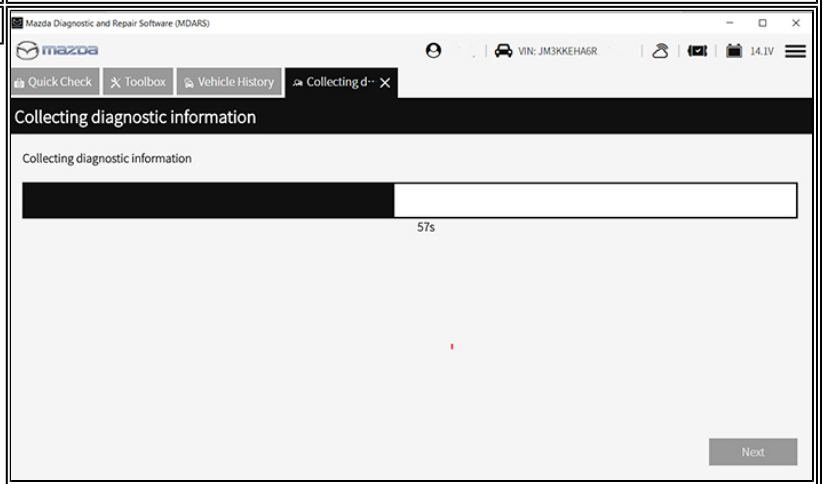
13. Check for DTCs and clear them, close the driver/passenger front doors, and perform liftgate configuration by manually opening the liftgate and then pressing the close button.



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

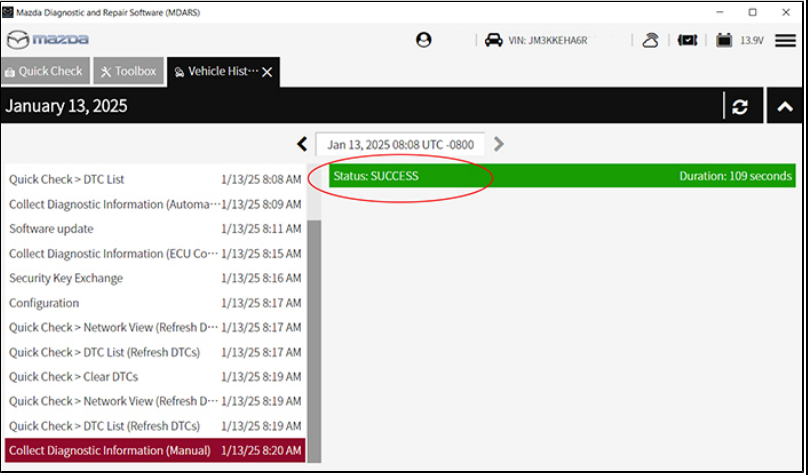
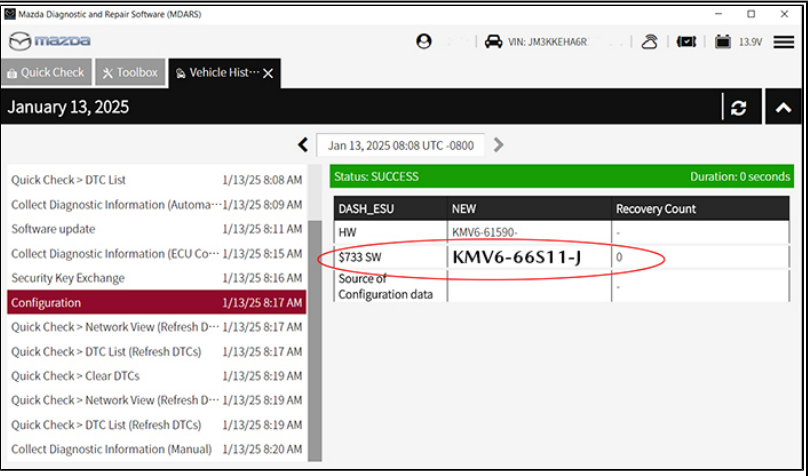
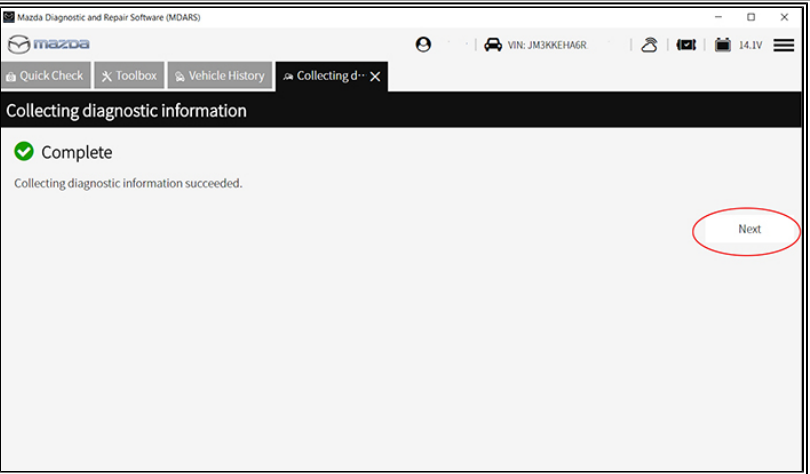


15. Collect Diagnostic Information.



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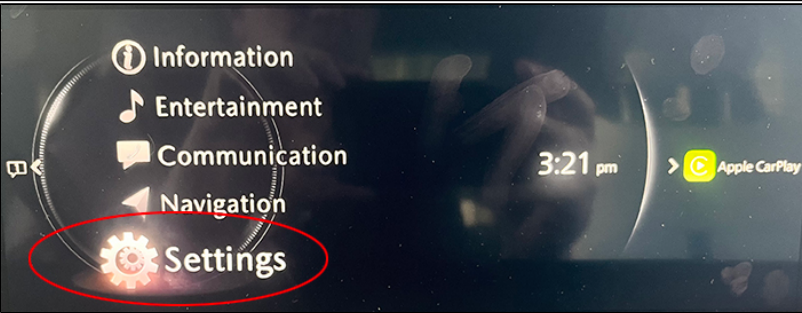

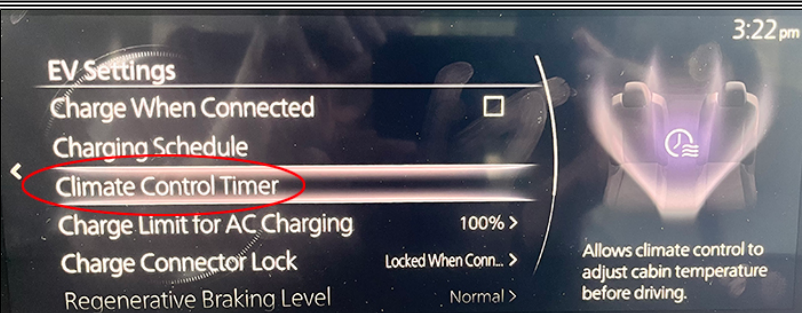
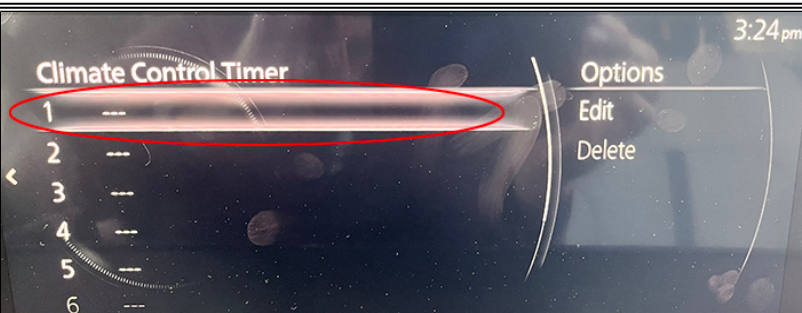
16. Verify the software version and Collect Diagnostic Information (Manual) is successful.



17. Go to [Repair Confirmation](#)

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Repair Confirmation

1. Select "Settings"	
2. Select EV Settings	
3. Select Climate Control Timer	
4. Select a schedule	

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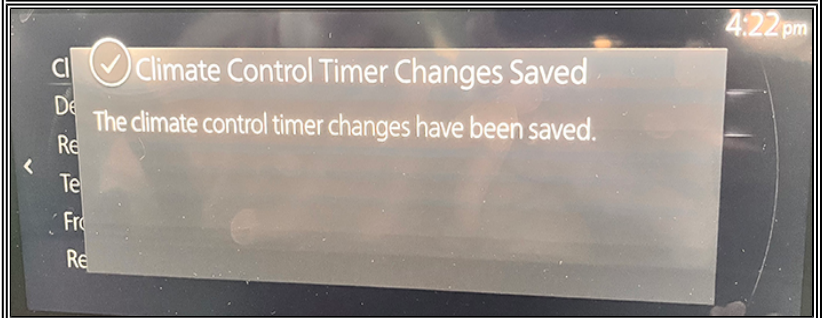
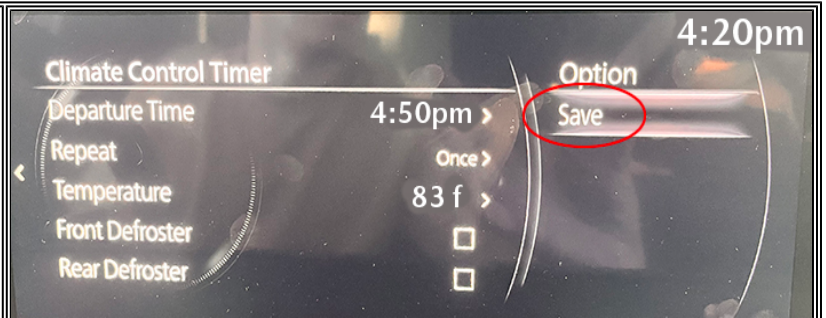
a. Set "Departure Time" 30 minutes after current time.

Example: Image shows current time is 4:20pm, so Departure time is set to 4:50pm

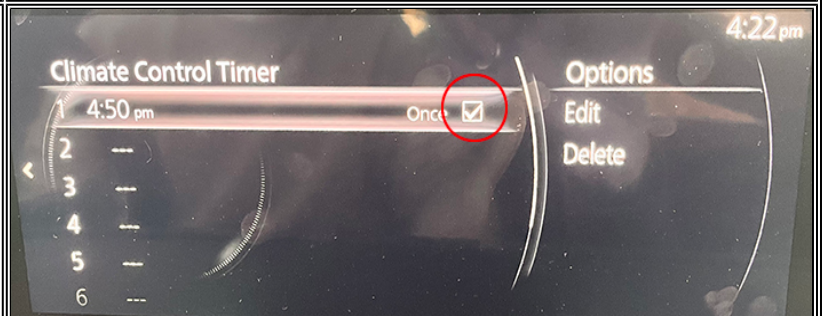
b. Repeat set to Once

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

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