

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

WATER, SOAP, OR WASHER FLUID ENTERING THE HVAC SYSTEM

Service Alert No.: SA-031/25

Last Issued : 06/17/2025

BULLETIN NOTES

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

Previous SA:	Date(s) Issued:
SA-012/23	03/01/23

APPLICABLE MODEL(S)

2013- 2025 CX-5	2016- 2025 CX-3	2022-2023 MX-30
2014- 2025 Mazda3	2016-2023 CX-9	2023- 2025 CX-50 (All)
2014-2021 Mazda6	2016- 2025 MX-5	2024-2025 CX-90 (All)
2016- 2025 Mazda2 (PR and Mexico spec)	2020- 2025 CX-30	2025 CX-70 (All)

DESCRIPTION

Some customers may report an odor or water in the HVAC system and upon inspection, the cabin air filter may be found to be wet.

REPAIR PROCEDURE

1. Verify the HVAC and cowl drains are not restricted by debris or have hoses detached.
 - a. Pour some water onto the cowl and make sure the water drains correctly. If the water drains out slowly, verify the drains are not restricted.
 - b. Verify all drain hoses are attached to the HVAC unit and not restricted. If the cabin air filter is wet, replace it.
2. Because some car washes may use too much soap or have the water pressure set too high, instruct the customer to do the one of the following before entering a car wash
 - Set the HVAC system to recirculate with the blower at the lowest setting.
 - Turn off the HVAC system (until they exit the car wash).

NOTE: If water continues to enter the HVAC system after following the instructions in step 2, contact Mazda Technical Hotline.

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WARRANTY INFORMATION

If the drains are disconnected this is covered under warranty, otherwise customer pay. Use DSA if blocked by debris, CAF replacement.

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