

Subject: REPLACEMENT OF WATER PUMP FOR COOLANT LEAK	Service Alert No.: SA-014/26
	Last Issued : 03/11/2026

BULLETIN NOTES

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

Previous SA(s):	Date(s) Issued:	Previous TSB(s):	Date(s) Issued:
SA-035/24	05/31/24	01-022/19	12/13/19
SA-081/23	12/05/23	01-016/16	08/26/16
		01-004/09	02/03/09

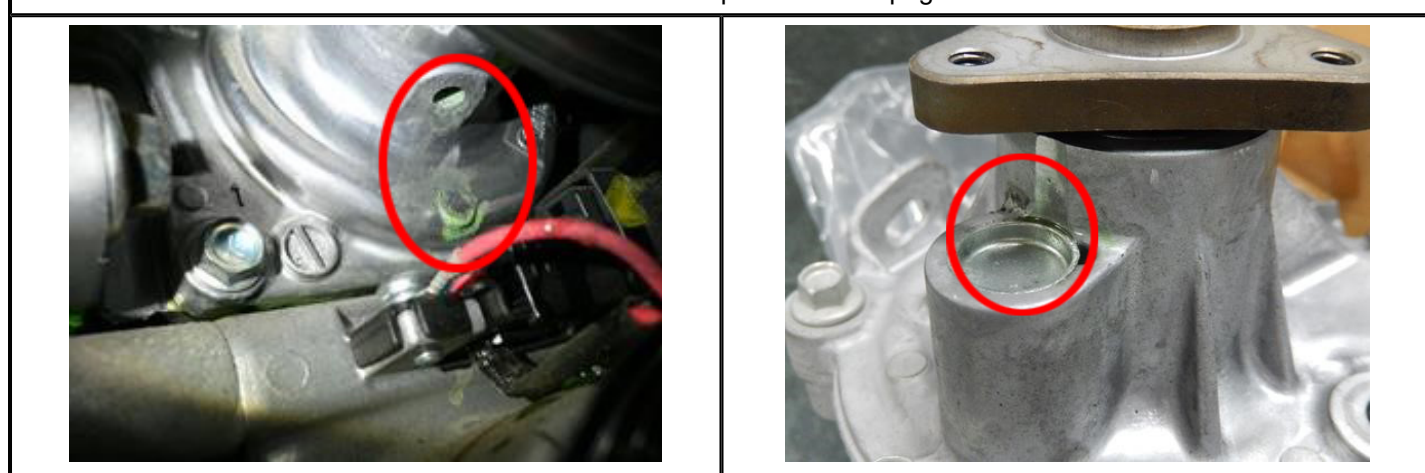
APPLICABLE MODEL(S)/VINS

2018-2026 Mazda3	2018-2026 CX-5	2020-2026 CX-30	2025-2026 CX-70 (All)
2018-2021 Mazda6	2018-2023 CX-9	2023-2026 CX-50 (All)	
2018-2021 CX-3	2018-2024 MX-5	2024-2026 CX-90 (All)	

DESCRIPTION

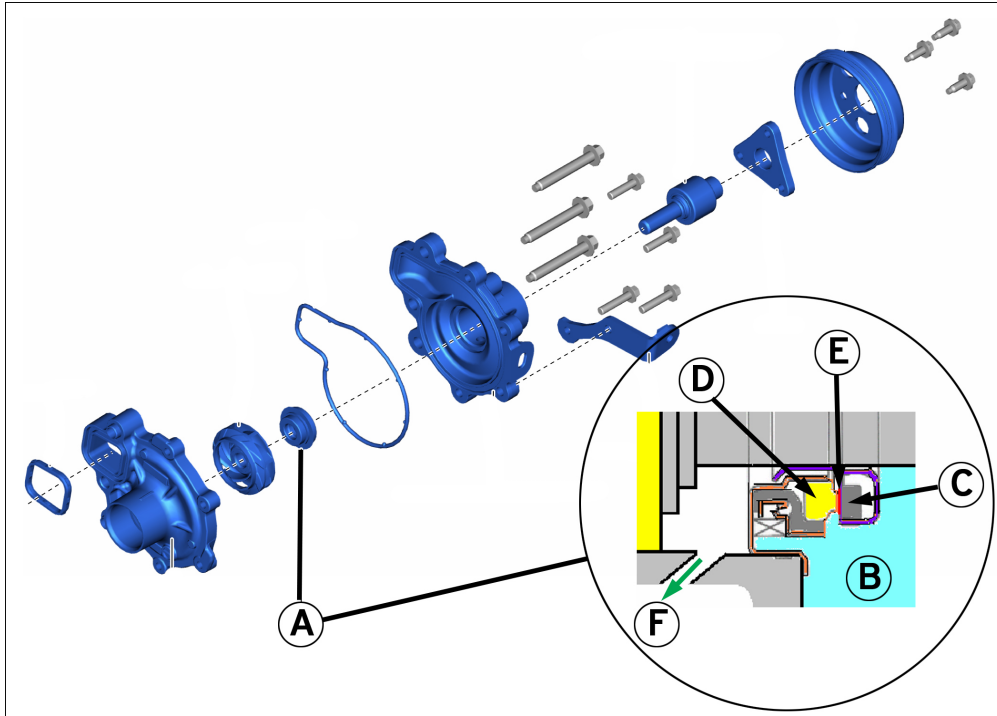
There is a concern that some water pumps are being replaced that are not faulty, due to signs of a very small coolant leak from the bleed hole. This Service Alert is to inform you about the water pump sealing mechanism and the criteria if replacement is necessary or not.

Normal Water Pump Coolant Seepage



CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical--including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

A mechanical seal (A) is used for the water pump. This mechanical seal can seal coolant (B) by sliding a mating ring (C) against a seal ring (D). When the sliding surface temperature of the mechanical seal is more than 248 °F (120 °C) while driving, a small amount of steam (E) is leaked and bleeds through the bleeding hole (F). After drying, the steam leaves a green coolant deposit near the water pump bleed hole (F). This is a normal condition and does not require water pump replacement. The water pump should only be replaced if there is an accumulation of crystallized coolant near the bleed hole.

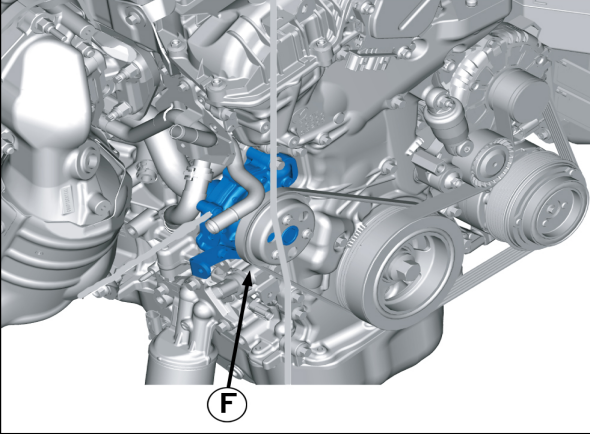



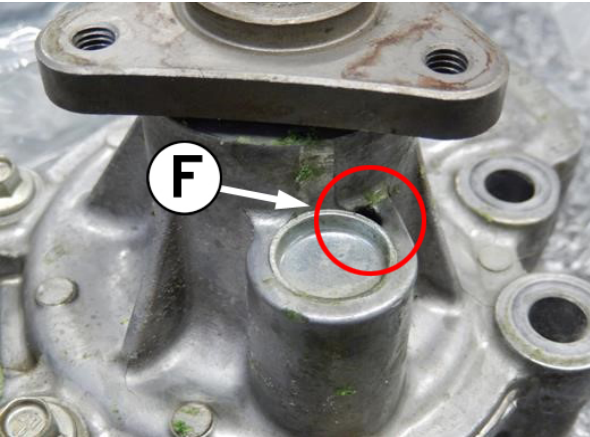
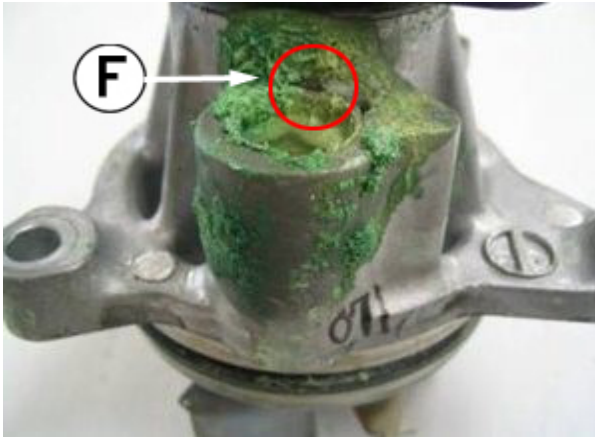
When you encounter a water pump with coolant seepage marks, decide to replace it or not based on the following criteria using sample photos.

NOTE: During the initial period of use*, the sliding surfaces of the seals may not yet be fully settled, which can temporarily increase the amount of leakage. Continued use will allow the surfaces to settle, reducing the leakage. Replacing parts that are already settled with new ones will increase the leakage again until the new parts become conditioned. Therefore, replacement should be avoided in this initial period of use.

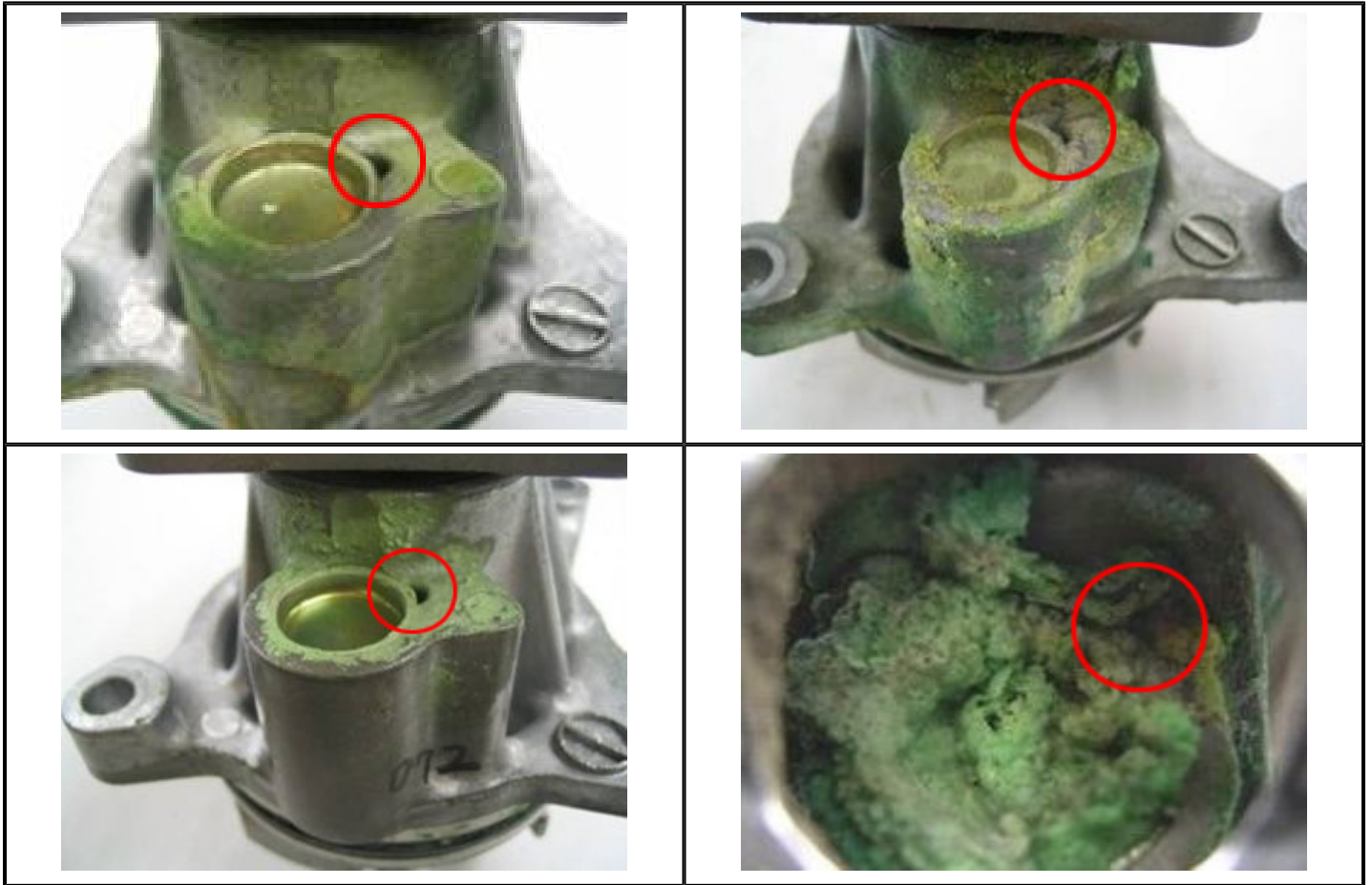
*As a guideline, this applies to vehicles with less than 1,860 miles (3000 km) of mileage.

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

<p>Bleed hole (F) is located under water pump</p>	<p>Dried coolant steam shows as green-color deposit at bleed hole</p>
	

<p>Water Pump Samples:</p>	
<p>GOOD No accumulation of crystallized coolant near the bleed hole (F). DO NOT replace the water pump.</p>	<p>NO GOOD Accumulation of crystallized coolant near the bleed hole (F). REPLACE the water pump.</p>
	

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

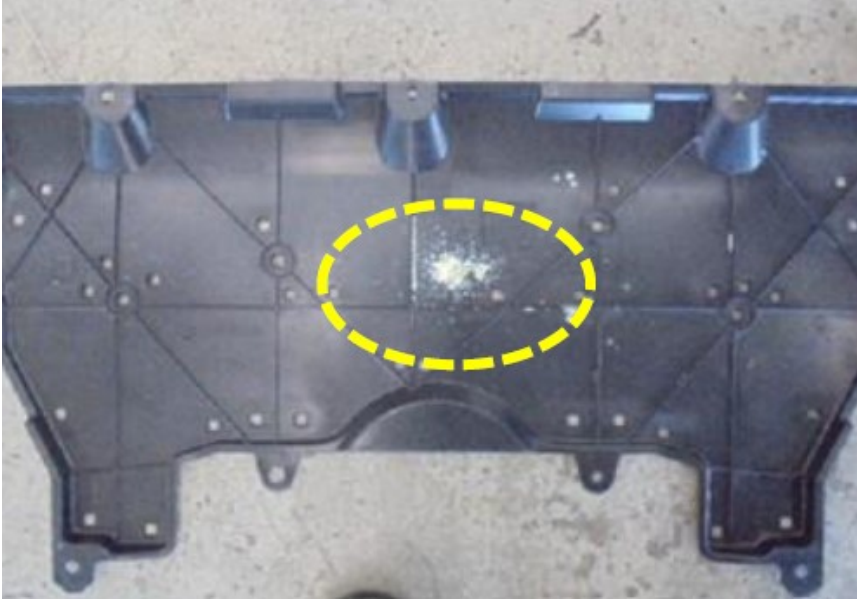
**Drips on Undercover:**

Even with a normal level of leakage, drips may fall onto the undercover. If drips are observed on the undercover, wipe them off.

Mileage under 1,860 miles (3,000 km):

- If the leakage amount is at the level shown in the figure below, replacement is not necessary.

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.



Mileage over 1,860 miles (3,000 km):

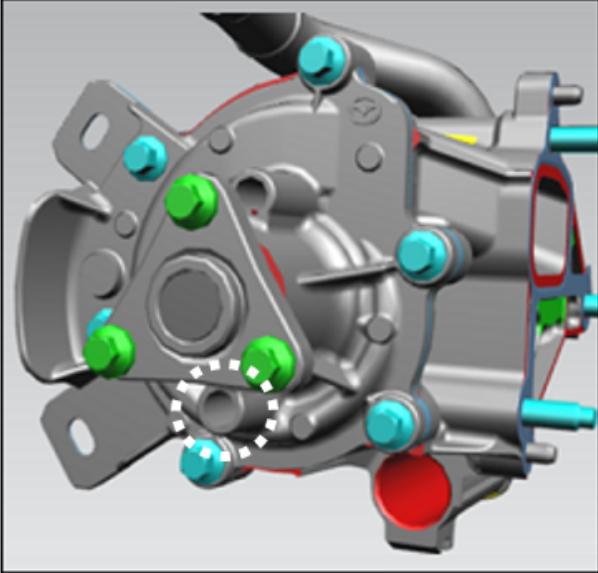
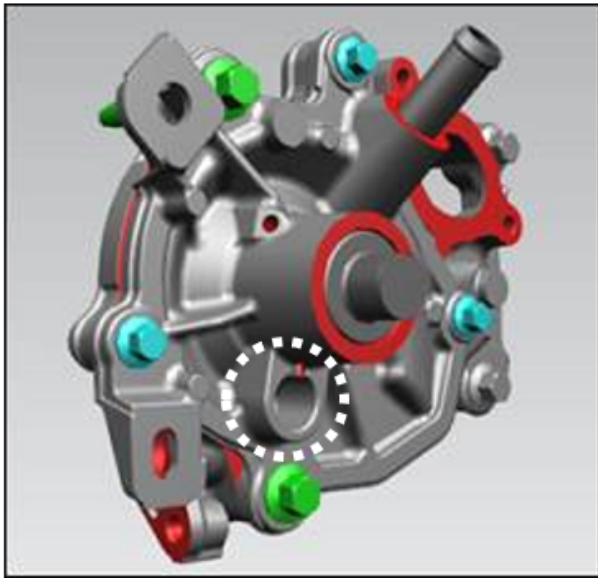
- If the leakage amount is at the level shown in the figure below and the coolant is dry, replacement of the water pump is not necessary. Sample at 31,070 miles (50,000 km).



CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

NOTE:

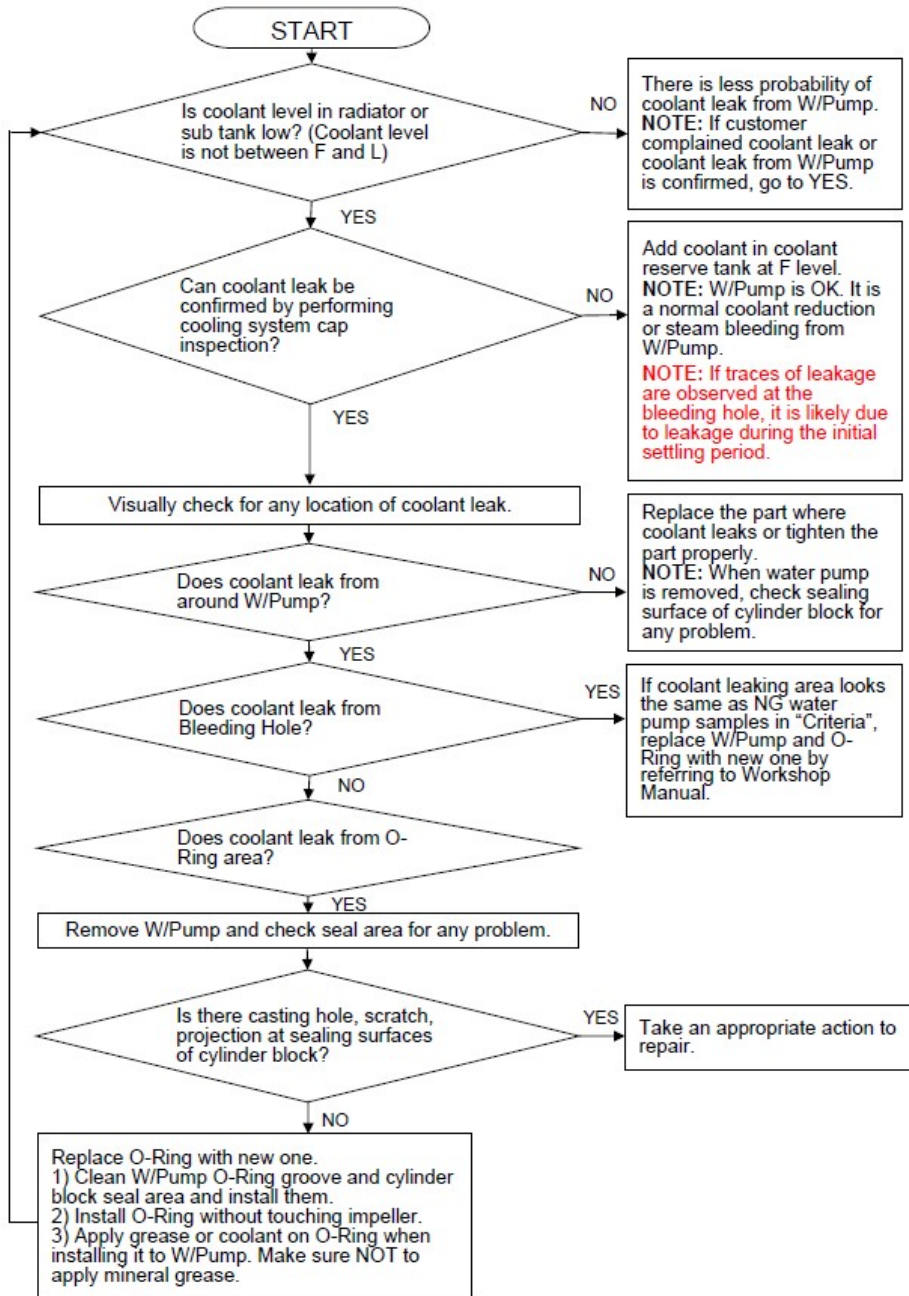
- Regarding the following engines, diagnose whether the water pump requires replacement as with the other engines in this service information.
- Refer to the following images regarding the location of the bleeding hole (white dotted circle).

**SKYACTIV-G 2.5 (PYUL)****SKYACTIV-G 3.3 (H3T)**

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

REPAIR PROCEDURE

1. Verify customer concern.



2. Verify repair.

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical--including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.