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| Subject: AUDIO NOISE WHEN USING BLUETOOTH SYSTEM | Bulletin No: 09-013/12 |
| | Last Issued: 11/30/2012 |

BULLETIN NOTE

- This bulletin supersedes the previous bulletin 09-013/12 issued on 03/16/12. The APPLICABLE MODEL(S)/VINS and PART(S) INFORMATION have been revised.
- Changes are noted below in Red beside the change bar.

APPLICABLE MODEL(S)/VINS

2010-2012 CX-7 Bose audio equipped vehicles with VINs lower than JM3ER*****422423 (produced before Dec. 28, 2011)

2011-2012 CX-9 Bose audio equipped vehicles with VINs lower than JM3TB*****346496 (produced before Nov. 10, 2011)

DESCRIPTION

Some Bose audio equipped vehicles may exhibit noise from the speakers when using a Bluetooth enabled device, regardless of sound level. However, the noise **does not** occur when using a portable audio device that is connected to the vehicle's audio system via the auxiliary (AUX) jack.

This concern may be caused by an incorrect Bluetooth unit music output level.

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

REPAIR PROCEDURE

1. Verify customer concern.
2. If the customer has not already done so, contact the Bluetooth Hotline (refer to TSB 09-014/12 "HANDS-FREE BLUETOOTH MODULE TROUBLESHOOTING PROCEDURE")
3. Replace the Bluetooth unit (with an exchange unit available through Exchange Central on the MX Connect website) according to the MS3 online instructions or the Workshop Manual.
 - CX-7: (section 09-20 Bluetooth UNIT REMOVAL/INSTALLATION).
 - CX-9: (section 09-20 Bluetooth UNIT REMOVAL/INSTALLATION).
4. 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.

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PART(S) INFORMATION

| Part Number | Description | Qty. | Notes |
|--------------|----------------------------------|------|----------------------------------|
| EH44-66-DHXB | Bluetooth Unit - (exchange unit) | 1 | 2010 and later CX-7 with NAVI |
| EH45-66-DHXA | Bluetooth Unit - (exchange unit) | 1 | 2011 and later CX-7 without NAVI |
| TG18-66-DHXA | Bluetooth Unit - (exchange unit) | 1 | CX-9 |

NOTE: Exchange units are available through Exchange Central on the MX Connect website.

WARRANTY INFORMATION

NOTE:

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

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| Warranty Type | A |
| Symptom Code | 57 |
| Damage Code | 9W |
| Part Number Main Cause | ****-66-DHXA |
| Quantity | 0 (exchange unit) |
| Operation Number / Labor Hours: | XXH2UXX / 0.2 Hrs. |