

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 09-019/13 "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.

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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.

Warranty Type	A
Symptom Code	57
Damage Code	9W
Part Number Main Cause	****-66-DHXA
Quantity	0 (exchange unit)
Operation Number / Labor Hours:	XXH2UXRX / 0.2 Hrs.