Tony Lawrence

From:

Chris Ciz

Sent:

Thursday, December 19, 2013 1:39 PM All Dirs All Rgns - PT; All Dirs All Rgns - SR

To: Subject:

MAZDA DEALER NOTICE - SERVICE BULLETIN RELEASE

SERVICE BULLETIN RELEASE - 12/19/2013

2013 INDEX: http://www.mstore2000.com/PDF Files/index12-19-13.pdf

The following Service Bulletin has just been issued.

- For latest MS3 postings, click here: https://portal.mazdausa.com/m173/service/esi/MazdaServiceShop
- For printable PDF files from MStore, click on the link below each TSB title:
- * If the links do not automatically take you directly to the document, cut and paste the link into your internet browser address window and press enter.

NEW BULLETIN

09-038/13 - 2014 MAZDA3 (WITH MAZDA CONNECT) - VARIOUS AUDIO SYSTEM CONCERNS WITH TUNER AND AMP UNIT (TAU)

http://www.mstore2000.com/PDF Files/09-038-13-2863.pdf

UPDATED BULLETIN

09-039/13 - MULTI-MODEL - CHATTERING NOISE / UNABLE TO ADJUST DRIVER-SIDE MANUAL SEAT LIFT

http://www.mstore2000.com/PDF Files/09-039-13-2852.pdf

- · Please distribute this information to all parts and service personnel.
- If you no longer wish to receive Mazda bulletins, please contact the IT Administrator at your dealership and ask them
 to remove your email address from under the EMDCS application.

Service Bulletin

Mazda North American Operations Irvine, CA 92618-2922



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Subject:
VARIOUS AUDIO SYSTEM CONCERNS WITH TUNER AND AMP UNIT (TAU)

Last Issued: 12/19/2013

APPLICABLE MODEL(S)/VINS

2014 Mazda3 vehicles (with MAZDA CONNECT) with VINs lower than JM1BM******109600 (produced before September 1, 2013)

DESCRIPTION

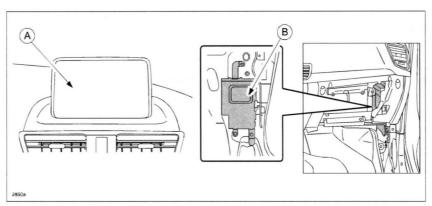
Some vehicle may experience any one of the symptoms below that can be resolved with a modified TAU.

- AM/FM/XM cannot be selected as they are grayed out
- · Radio station returns to 87.9MHz on its own
- · Audio sound setting resets on its own
- · TAU version is displayed as "not available"

Customers having any of these concerns should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

- 1. Verify customer concern.
- On vehicle with a touchscreen (A), remove the TAU (B) and replace with a modified one. Refer to MS3
 online instructions or Workshop manual (section 09-20 TUNER AND AMP UNIT (TAU) REMOVAL/INSTALLATION).



NOTE: When replacing the tuner and amp unit (TAU) with a new one for any reason, refer to TSB 09-030/ 13 SIRIUSXM REGISTRATION AFTER TUNER AND AMP UNIT (TAU) REPLACEMENT.

3. Verify repair.

Page 1 of 2

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.

Bulletin No: 09-038/13	Last Issued: 12/19/2013
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PART(S) INFORMATION

Use exchange unit only. DO NOT automatically order a new part for warranty replacement.

Part Number	Description	Qty.	Notes
BHP1-66-DRX*	TAU	1	Confirm the part number in the EPC for the subject VIN.
BHP5-66-DRX*	TAU	1	EPC for the subject viiv.
BJD5-66-DRX*	TAU (w/ XM Radio)	1	
BJD6-66-DRX*	TAU (w/ XM Radio)	1	

^{*} Any suffix

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	Α	
Symptom Code	61	
Damage Code	9H	
Part Number Main Cause	****-66-DRX	
Quantity	0	
Operation Number / Labor Hours:	XXK2C2XRX / 0.3 Hrs.	