

**Tony Lawrence**

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**From:** Chris Ciz  
**Sent:** Thursday, December 19, 2013 1:39 PM  
**To:** All Dirs All Rgns - PT; All Dirs All Rgns - SR  
**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](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](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](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.

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<b>Subject:</b> VARIOUS AUDIO SYSTEM CONCERNS WITH TUNER AND AMP UNIT (TAU)	<b>Bulletin No:</b> 09-038/13
	<b>Last Issued:</b> 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

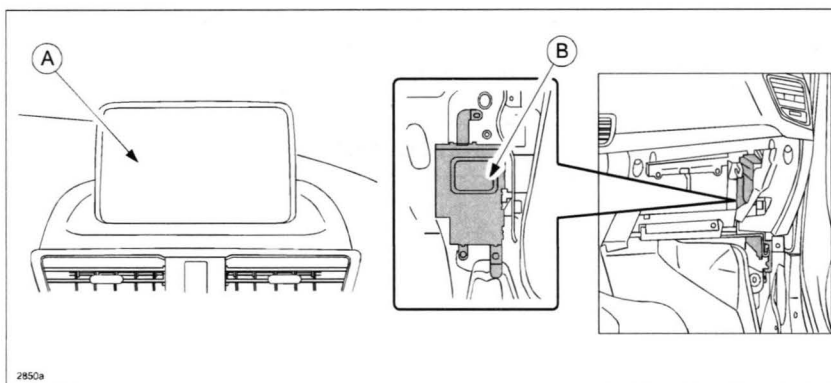
Some vehicle may experience any one of the symptoms below that can be resolved with a modified TAU.

- 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.
2. 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.

**Bulletin No:** 09-038/13  
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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	
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	A
Symptom Code	61
Damage Code	9H
Part Number Main Cause	****-66-DRX
Quantity	0
Operation Number / Labor Hours:	XXK2C2XRX / 0.3 Hrs.