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<b>Subject:</b>  BLUETOOTH SYSTEM INOPERATIVE	<b>Bulletin No:</b> 09-003/14
	<b>Last Issued:</b> 02/07/2014

## BULLETIN NOTE

- This bulletin supersedes the previous bulletin 09-003/14, issued on 1/14/2014. The DESCRIPTION, REPAIR PROCEDURE, PART(S) and WARRANTY INFORMATION have been revised.
- Changes are noted below in Red beside the change bar.

## APPLICABLE MODEL(S)/VINS

2014 CX-5 vehicles with VINs from JM3 KE \*\*\*\*\* 367697 - 403269 (produced June 28, 2013 through October 11, 2013)

2013-2014 CX-9 vehicles with VINs from JM3 TB \*\*\*\*\* 424547 - 428289 (produced June 26, 2013 through October 08, 2013)

2014 Mazda6 vehicles with VINs from JM1 GJ \*\*\*\*\* 130589 - 151416 (produced July 01, 2013 through October 09, 2013)

## DESCRIPTION

Some vehicles may experience one or more of the following Bluetooth® symptoms:

- When the vehicle started, the registered device would not connect with the Bluetooth® system. The Bluetooth, **USB or Pandora** tab on the audio display would not illuminate (gray out).
- The Bluetooth, **USB or Pandora** Tab on the audio display would illuminate, but the Bluetooth® system would not operate.
- When the customer presses the "Talk" button on the steering wheel, the audio display momentarily shows a message "Starting up Bluetooth Please wait" then the Bluetooth® unit does not work.

### NOTE:

- Phone Paired - The steering wheel pickup button will only answer phone calls.
- Phone Not Paired - The steering wheel pickup button will initiate Bluetooth® pairing function.

## Diagnostic Support

- Contact JCI Help Desk at 800-430-0153 from 7am-5pm Pacific Standard Time.
- Part authorization is not required for GJR9-66-DH0B.

## Parts Exchange

- Contact United Radio - refer to Dealer Assistance Group's "Exchange Central" on MX Connect.

**NOTE:** United Radio does not provide technical support.

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

## REPAIR PROCEDURE

1. **Have the symptoms described in the DESCRIPTION section of this bulletin been verified?**
  - Yes - Proceed to step 2.
  - No - This bulletin does not apply. **Contact JCI Help Desk at 800-430-0153 from 7am-5pm Pacific Standard Time for technical support** or refer to MS3 online or Workshop Manual (section 09-03):
    - CX-5 - TROUBLESHOOTING INDEX [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL SYSTEM))]
    - CX-9 - FOREWORD [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL) SYSTEM)]
    - Mazda6 - TROUBLESHOOTING INDEX [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL) SYSTEM)]
2. Replace the Bluetooth® unit with an exchange unit. Refer to MS3 online or Workshop Manual (section 09-120):
  - CX-5 - Bluetooth UNIT REMOVAL/INSTALLATION
  - CX-9 - Bluetooth UNIT REMOVAL/INSTALLATION
  - Mazda6 - Bluetooth UNIT REMOVAL/INSTALLATION
3. Verify repair.

Model	Year	Part No.	Description
CX-5	2013	86000-30000	Bluetooth Unit
CX-9	2013	86000-30000	Bluetooth Unit
Mazda6	2013	86000-30000	Bluetooth Unit

For information on the location of the Bluetooth unit, refer to the Workshop Manual. The location of the Bluetooth unit varies by model and year. Please refer to the Workshop Manual for the correct location. A replacement Bluetooth unit is required for this repair.

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**PART(S) INFORMATION**

Part Number	Description	Qty	Notes
GJR9-66-DH0B	Bluetooth Unit	1	Exchange Unit <b>See the DAG Exchange Central website for the most current information.</b>

**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.
- **Part authorization is not required for GJR9-66-DH0B.**

Warranty Type	A
Symptom Code	61
Damage Code	9W
Part Number Main Cause	GJR9-66-DH0B
Quantity	0
Operation Number / Labor Hours:	CX-5 - XXK2LARX / 0.2 Hrs. CX-9 - XXK2LERX / 0.2 Hrs. Mazda6 - XXK2LCRX / 0.2 Hrs.

**For in-stock vehicles, dealers will be directed to order new parts. Only in-stock vehicles require installation of a new component and DSM authorization. Please contact Dealer Assistance Group.**