

Tony Lawrence

From: Tony Lawrence
Sent: Tuesday, January 14, 2014 5:01 PM
To: All Dirs All Rgns - PT; All Dirs All Rgns - SR
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Subject: MAZDA DEALER NOTICE - SERVICE BULLETIN RELEASE

SERVICE BULLETIN RELEASE - 01/14/2014

2014 INDEX: http://www.mstore2000.com/PDF_Files/index01-14-14.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

09-003/14 - MULTI-MODEL - BLUETOOTH SYSTEM INOPERATIVE

http://www.mstore2000.com/PDF_Files/09-003-14-2869.pdf

UPDATED BULLETINS

09-004/14 - MULTI-MODEL - STAINS FOUND ON PAINT DURING PDI

http://www.mstore2000.com/PDF_Files/09-004-14-2874.pdf

09-005/14 - 2013-2014 CX-5 - VARIOUS ELECTRICAL SYSTEM MALFUNCTION(S) RELATED TO C-15 CONNECTOR CORROSION

http://www.mstore2000.com/PDF_Files/09-005-14-2875a.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:

BLUETOOTH SYSTEM INOPERATIVE

Bulletin No: 09-003/14

Last Issued: 01/14/2014

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 and Bluetooth tab on the audio display would not illuminate (gray out).
- The Bluetooth 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.

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

REPAIR PROCEDURE

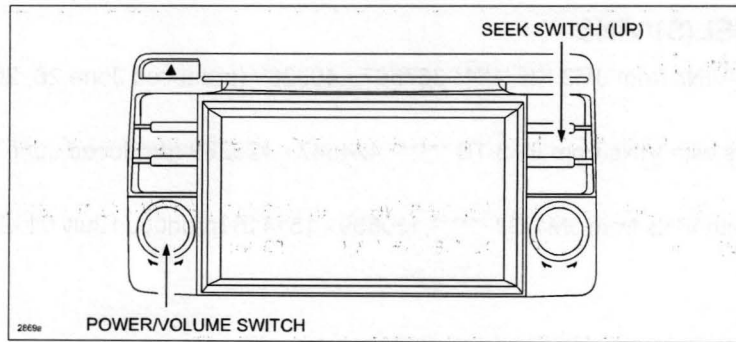
1. Verify Bluetooth software version. Refer to "BLUETOOTH SOFTWARE VERSION INSPECTION."
2. Is HF Soft Version 06.02.000?
 - Yes - Proceed to step 3.
 - No - This bulletin does not apply. Refer to MS3 online or Workshop Manual (section 09-03):
 - CX-5 - TROUBLESHOOTING INDEX [Bluetooth SYSTEM (HANDS-FREE 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)]
3. Replace the Bluetooth unit with an exchange unit. Refer to MS3 online or Workshop Manual (section 09-20):
 - CX-5 - Bluetooth UNIT REMOVAL/INSTALLATION
 - CX-9 - Bluetooth UNIT REMOVAL/INSTALLATION
 - Mazda6 - Bluetooth UNIT REMOVAL/INSTALLATION
4. Verify repair.

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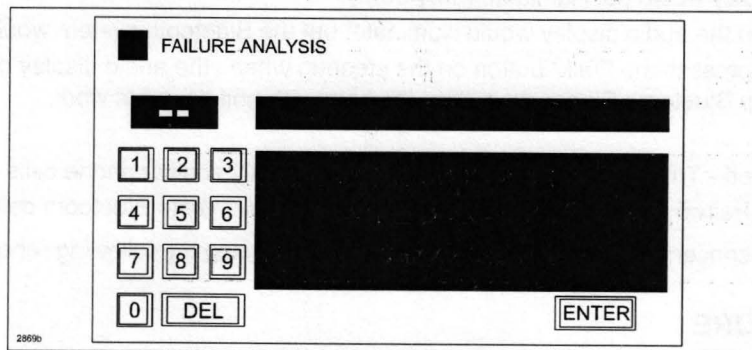
CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers 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.

BLUETOOTH SOFTWARE VERSION INSPECTION

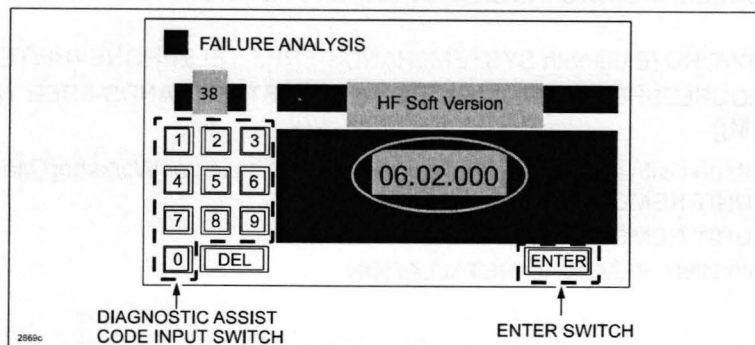
1. Turn the ignition to the ACC or ON position (engine off).
2. Turn the audio on.
3. Press the POWER/VOLUME switch and SEEK SWITCH (UP) simultaneously to launch the diagnostic assist function.



4. Verify that the launched diagnostic assist function is displayed on the screen.



5. Input diagnostic assist code "38".
6. Select "ENTER".
7. Record HF Soft Version, then proceed to "REPAIR PROCEDURE" step 2.



Bulletin No: 09-003/14
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Last Issued: 01/14/2014

PART(S) INFORMATION

Part Number	Description	Qty.	Notes
GJR9-66DH0-B	Bluetooth Unit	1	Exchange Unit

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	9W
Part Number Main Cause	GJR9-66DH0-B
Quantity	0
Operation Number / Labor Hours:	CX-5 - XXK2LARX / 0.2 Hrs. CX-9 - XXK2LERX / 0.2 Hrs. Mazda6 - XXK2LCRX / 0.2 Hrs.