

Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



© 2014 Mazda Motor of America, Inc.

Subject:

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

Bulletin No: 09-021/14

Last Issued: 06/27/2014

BULLETIN NOTE

- This bulletin supersedes the previous bulletins 09-021/14 issued on 04/29/14, 09-038/13 issued on 12/19/13 and 12/23/13, and 09-021/04 issued on 04/29/14. The DESCRIPTION has been revised.
- Changes are noted below in Red beside the change bar.

APPLICABLE MODEL(S)/VINS

2014 Mazda3 vehicles (with MAZDA CONNECT) with VINs lower than JM1BM*****194012 (produced before March 17, 2014)

DESCRIPTION

Some vehicles with TAU version below "3030 1903" 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"
- Volume of FM stations changes while driving when there is poor reception

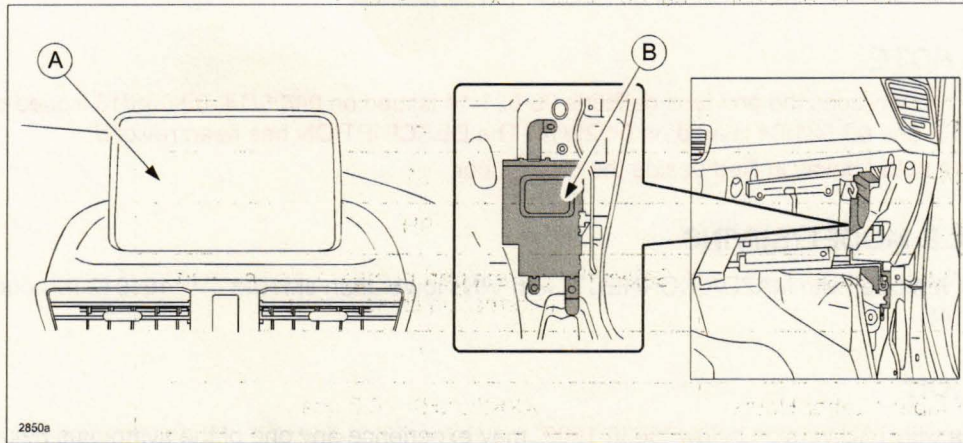
NOTE: It is normal for the volume to change when switching between HD and non-HD.

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

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.

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.

PART(S) INFORMATION

Use exchange unit only from United Radio. 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	Select the correct part number from the Parts Information listed above.
Quantity	0
Operation Number / Labor Hours:	XXK2CXRX / 0.3 Hrs.