Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

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Subject:	Bulletin No: 09-032/14
CD PLAYER DISPLAY CONCERNS	Last Issued: 09/16/2014

BULLETIN NOTE

- This bulletin supersedes the previous servious bulletin 09-032/14 issued 07/14/14. The REPAIR PROCEDURE has been revised.
- Changes are noted below beside the change bar in Red.

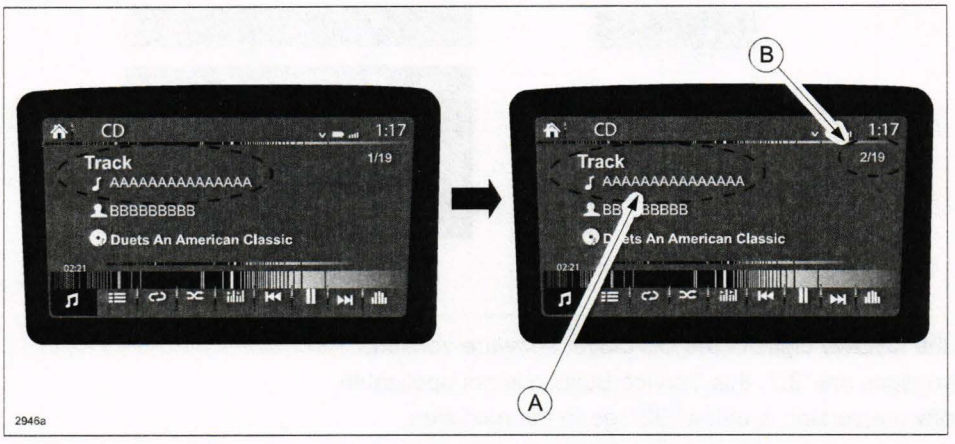
APPLICABLE MODEL(S)/VINS

2014 Mazda3 vehicles (with MAZDA CONNECT and CD player) with VINS lower than JM1BM**** ** 154022 (produced before December 01, 2013)

DESCRIPTION

Some vehicles may experience the two symptoms mentioned below when playing CD.

Symptom 1: The song title on the CD display (A) does not change when it goes to the next song. However, the track number (B) changes



Symptom 2: The track list does not open after inserting the CD, but the "Disc loading" appears on the display.

This is caused by improper software of the CD player. The software of CD player has now been changed to correct this issue.

NOTE: Dealers can order a CD with the software from MStore (CD Player Update P/N 9999-95-CD32-14) or burn the update software (A-000032) to a CD (Music Type). The CD is free from Mstore, but the dealer will be charged for shipping and handling. The update software is available on MS3 under "IDS/Infotainment -> Mazda Connect Updates. The cost of the shipping and handling (if ordered from MStore) or the recordable CD (if burned at the dealership) is reimburseable on a one time basis on the Warranty Claim.

Customers having this concern 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.

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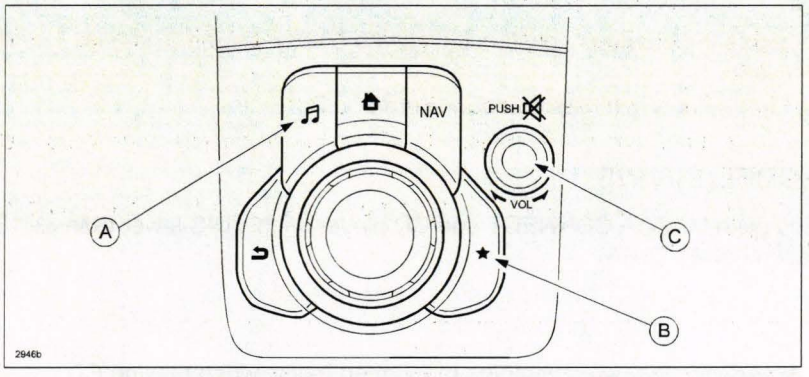
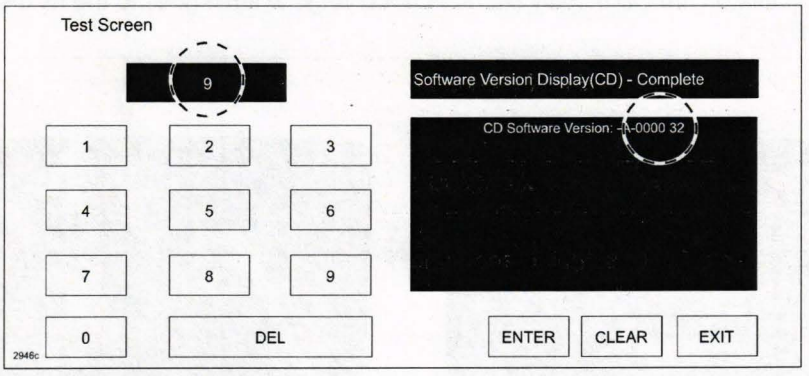
REPAIR PROCEDURE

1. Verify customer concern.
2. Check the software version.
   a. Turn the ignition switch to ACC or ON.
   b. Press the three buttons (Music (A) + Favorites (B) + Volume Mute(C)) on the commander switch at the same time for 2-5 seconds and the Diagnostic Test Screen will appear.



   c. Use the touchscreen or the commander switch to input '9' and then select "ENTER" on the Test screen.



   d. Check the last two digits of the CD player software version.
      - If two digits are "32", this Service Bulletin is not applicable.
      - If software version is below "32", go to the next step.
3. Order a CD with update software from MStore (CD Player Update P/N 9999-95-CD32-14) or burn the update software (A-000032) to a CD (Music Type). DO NOT use a DVD. The update software is available on MS3 under "IDS/Infotainment -> Mazda Connect Updates.

   NOTE: When burning the update software to a CD, make sure it is burned as a Master file and NOT a Live file. If burned as a Live file, the CD player will not read it.
4. Turn the ignition switch to "ACC" or "ON", then insert the update CD to the CD player slot. The reprogramming starts automatically. After the reprogramming is completed (approx. 3 minutes), the CD ejects automatically.
5. Turn the ignition switch to OFF, then back to ACC or ON.
6. Make sure the last two digits of the CD player software version is "32".
7. Turn the ignition switch "OFF", then remove the CD from the CD player slot.
8. Verify repair.

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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.
- Additional diagnostic time cannot be claimed for this repair.
- To recover the cost of the recordable CD used for this bulletin:
  - Add a sublet to the repair claim for cost of the recordable CD purchased or for shipping and handling charge.
  - Sublet Type Code use "H9" – Locally Procured Part.
  - Sublet Description enter "Recordable CD for software download or MStore shipping and handling charge".
  - Attach copy of the purchase invoice or shipping and handling charge in accordance with warranty sublet policy.

Warranty Type	A
Symptom Code	61
Damage Code	9W
Part Number Main Cause	BHP3-66-9G0 or BJE8-66-9G0
Qty.	0
Operation Number / Labor Hours:	XXK2RAFX / 0.2 Hrs.

NOTE: Claim the recordable CD or shipping and handling charge as a sublet cost with sublet code H9 for the first repair only.