

Tony Lawrence

From: Tony Lawrence
Sent: Friday, October 17, 2014 3:52 PM
To: All Dirs All Rgns - PT; All Dirs All Rgns - SR
Subject: MAZDA DEALER NOTICE - SERVICE BULLETIN RELEASE

SERVICE BULLETIN RELEASE - 10/17/2014

2014 INDEX: http://www.mstore2000.com/PDF_Files/index10-17-14.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

09-044/14 - 2013-2015 CX-5 - LOW OR NO SOUND FROM BOSE AUDIO SYSTEM

http://www.mstore2000.com/PDF_Files/09-044-14-2971.pdf

UPDATED BULLETIN

01-017/14 - MULTI-MODEL - CHECK ENGINE LIGHT ON WITH DTC P2610

http://www.mstore2000.com/PDF_Files/01-017-14-2973a.pdf

- Please distribute this information to all parts and service personnel.
- If you no longer wish to receive Mazda service 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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Subject: LOW OR NO SOUND FROM BOSE AUDIO SYSTEM	Bulletin No: 09-044/14
	Last Issued: 10/17/2014

APPLICABLE MODEL(S)/VINS

2013-2015 CX-5 vehicles (equipped with 9 speaker BOSE audio system) with VINs lower than JM3KE*****536270 (produced before October 01, 2014)

DESCRIPTION

Some vehicles may exhibit low or no sound from some (or all) of the BOSE audio system speakers (i.e. left and right front door speakers, front center speaker and left and right D-pillar speakers).

The power amplifier, which controls the output to the speakers may be inoperative due to the occurrence of parasitic resistance in the circuit.

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

REPAIR PROCEDURE

1. Verify the customer concern.
 - If the problem condition changes when changing the sound source (from radio to CD for example), this bulletin does not apply. Troubleshoot according to the instructions on MS3 online or the Workshop Manual (section 09-03 NO RADIO RECEPTION (AM/FM)/NO OR LOW VOLUME [RADIO]).
 - If the problem condition stays the same when changing the sound source (from radio to CD for example), proceed to next step.
2. Replace the audio amplifier with a modified one according to the instructions on MS3 online or the Workshop Manual (section 09-20 AUDIO AMPLIFIER REMOVAL/INSTALLATION).
3. Verify the repair.

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PART(S) INFORMATION

Part Number	Description	Qty.	Notes
KD46-66-A20A	BOSE Power Amplifier	1	9-speaker (Leather)
KE68-66-A20	BOSE Power Amplifier	1	9-speaker (Leather)
KD45-66-A20A	BOSE Power Amplifier	1	9-speaker (Cloth A)
KD51-66-A20	BOSE Power Amplifier	1	9-speaker (Cloth A)

NOTE:

- Confirm the correct part number in the GEPC for the subject vehicle.
- Place the order with United Radio for the part exchange.
- Orders can be placed online (it is not necessary to call United Radio directly).
- Select the United Radio link from the DAG (Dealer Assistance Group) Exchange Central website:
 - https://portal.mazdausa.com/dealershome/service_parts/dag/exchange_page_1.htm

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.
- Return freight to United Radio can be claimed by adding related part number 5555-RE-TURN and Quantity 1 as a related part.

Warranty Type	A
Symptom Code	58
Damage Code	9W
Part Number Main Cause	(SEE PARTS INFORMATION)
Quantity	0
Operation Number / Labor Hours:	XXK9MARX / 0.3 Hrs.