# Service Bulletin Mazda North American Operations Irvine, CA 92618-2922



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Subj

ect:	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**

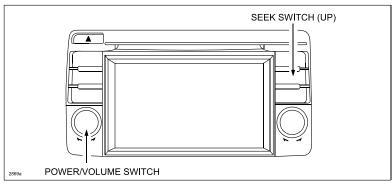
- 1. Verify Bluetooth software version. Refer to "BLUETOOTH SOFTWARE VERSION INSPECTION."
- 2. Is HF Soft Version 06.02.000?
  - Yes Proceed to step 3.
    - No This bulletin does not apply. Refer to MS3 online or Workshop Manual (section 09-03):
      - CX-5 TROUBLESHOOTING INDEX [Bluetooth SYSTEM (HANDS-FREE 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)]
- 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.

	FAILURE ANALYSIS		
	123		
	4 5 6		
		ENTER	
869b			

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

	ALYSIS
38 1 2 3 4 5 6 7 8 9	HF Soft Version
DIAGNOSTIC ASSIST CODE INPUT SWITCH	

# 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.	