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Subject: INCOMING CALL ALWAYS DISPLAY FIRST NAME OF PHONEBOOK / CONTACT LIST	Bulletin No: 09-015/16
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APPLICABLE MODEL(S)/VINS

2011-2012 CX-9

2011-2013 Mazda6

DESCRIPTION

Some customers may complain that incoming calls always display the first name of the phonebook / contact list. This concern may be caused by the Bluetooth Module software.

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

REPAIR PROCEDURE

1. Verify customer concern.
2. Replace the Bluetooth/Hands-free module with a modified one according to MS3 online instructions or Workshop Manual: CX-9 (section 09-20 Bluetooth UNIT REMOVAL/INSTALLATION) or Mazda6 (section 09-20 Bluetooth UNIT REMOVAL/INSTALLATION).
NOTE: Order the latest module via the exchange program, as indicated in the PART(S) INFORMATION.
3. Turn the ignition ON, delete all paired phones, outgoing call records, incoming call records and contact lists.
4. Turn ignition OFF; after 10 seconds, turn the ignition ON again.
5. Re-pair the phone and download the phone book.
6. Verify the repair.

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.

PART(S) INFORMATION

Part Number	Description	Qty.	Notes
TG18-66-DHXC	Bluetooth / Hands-free module	1	CX-9
GEG3-66-DHXC	Bluetooth / Hands-free module	1	Mazda6

NOTE:

- Place the order with United Radio for the part exchange.
- Orders can be placed online (it is not necessary to call United Radio directly).

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.

	CX-9	Mazda6
Warranty Type	A	A
Symptom Code	64	64
Damage Code	9H	9H
Part Number Main Cause	TG18-66-DHXC	GEG3-66-DHXC
Quantity	0	0
Operation Number / Labor Hours:	XXL19XRX / 0.2 Hrs.	XXL19XRX / 0.3 Hrs.

CUSTOMER ATTACHMENT

Phone Not In Phonebook:

If the incoming call number is +1(XXX) XXX-XXXX and the number is NOT in the contact list in the audio unit, the system will display 0111XXXXXXXXXX.

Call back using this number or call the number using (XXX) XXX-XXX through the audio panel.

Phone In Phonebook:

Some service providers have been adding +1 in front of the phone number. This Bluetooth system was made prior to this provider change. To adapt this system to the recent market change, the system requires a perfect match.

To display the name registered in the contact list (from device to audio display) during incoming calls, the system requires a perfect match as shown in the table below:

If the incoming call number is +1(XXX) XXX-XXXX, some phones might recognize this as +1(XXX) XXX-XXXX and others might recognize it as 1(XXX) XXX-XXXX or XXX(XXX)XXXX. The audio unit can only recognize the number in the same format as the paired cell phone.

To Correctly List Names:

Incoming call displays:		Phone contact list entry must be:
(XXX)XXX-XXXX	=	(XXX)XXX-XXXX
1(XXX)XXX-XXXX	=	1(XXX)XXX-XXXX
0111(XXX)XXX-XXXX	=	+1(XXX)XXX-XXXX