

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



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Subject: SMS (SHORT MESSAGE SERVICE) CANNOT BE READ OUT BY NAVIGATION UNIT	Bulletin No.: 09-009/17
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APPLICABLE MODEL(S)/VINS

2013 Mazda3 vehicles with VINs of JM1BL*****720428 - 853645 (produced from September 1, 2012 to July 19, 2013)
2014-2015 Mazda6 vehicles with VINs of JM1GJ*****100001 - 225009 (produced from October 25, 2012 to November 28, 2014)
2013-2015 CX-5 vehicles with VINs of JM3KE*****100063 - 554564 (produced from December 15, 2011 to November 24, 2014)
2013-2015 CX-9 vehicles with VINs of JM3TB*****400000 - 470223 (produced from October 1, 2012 to November 18, 2015)

DESCRIPTION

Some vehicles may exhibit navigation unit that cannot read out SMS (Short Messages Service) or does not operate properly after reading SMS. These concerns may be caused by problems with the Bluetooth Unit software.

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

REPAIR PROCEDURE

1. Verify the customer concern.
2. Replace the defective Telephone Adapter (Bluetooth unit) with a modified one according to MGSS online (Bluetooth UNIT REMOVAL/INSTALLATION).
3. Verify repair.

NOTE:

Order a rebuilt Telephone Adapter (Bluetooth unit) via United Radio (North America) and replace the defective part with an exchange part. Send the removed defective part back to United Radio.

The rebuilt part has two markings (a) and a sticker (b), which show the new part number and the software number. The previous part information sticker (as shown below) may still be on the unit.

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.



PARTS INFORMATION

Parts Number	Description	Qty.	Notes
GJR9-66-DH0H	Telephone Adapter (Bluetooth unit)	1	Place the order through United Radio exchange program

Review the points below when ordering an exchange unit:

NOTE:

- Use the Mazda Hands-Free System Customer Care case number to place the order with United Radio for the part exchange.
- It is not necessary to call United Radio directly, place the order online, via the United Radio Website.

Access the United Radio Website using either one of the links below:	
1	Go to: https://portal.mazdausa.com/dealershome/service_parts/dag/exchange_page_1.htm Then select "United Radio Website" and log in.
or	
2	Go to: http://Dealers.mazdausa.com/ Then select "Parts and Accessories", "Parts", "Exchange Central", then select "United Radio Website" and log in.

WARRANTY INFORMATION

Warranty Type	A
Symptom Code	64

Damage Code	9W
Part Number Main Cause	GJR9-66-DH0H
Quantity	0
Operation Number / Labor Hours:	XXN15ARX / 0.3 Hr. (Mazda3) XXN15ARX / 0.2 Hr. (Mazda6) XXN15ARX / 0.2 Hr. (CX-5) XXN15ARX / 0.2 Hr. (CX-9)