

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: AUDIO SOUND PAUSES AFTER I-STOP OPERATION	Bulletin No.: 09-052/24
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BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

- 2022-2023 CX-30 (Mexico built) vehicles with VINs lower than 3MV DM**** ** 589402 (Produced before Sept. 1, 2023)
- 2023 CX-50 vehicles with VINs lower than 7MM VA**** ** 152487 (Produced before Jun. 12, 2023)
- 2024 CX-90 vehicles with VINs lower than JM3 KK**** ** 120568 (Produced before Jul. 4, 2023)
- 2022-2024 Mazda3 (Mexico built) vehicles with VINs lower than 3MZ BP**** ** 420748 (Produced before Mar. 22, 2024)

NOTE: This service information only applies to vehicles equipped with Bose® audio system.

DESCRIPTION

Some customers may experience the audio sound pausing when the engine restarts after i-stop operation under the following situations.

Symptom	Audio source
At the time of engine restarting after i-stop operation, the audio sound pauses for a few seconds.	Bluetooth®
	USB Audio
	Navigation guidance (SD card navigation)
At the time of engine restarting after i-stop operation, the audio sound pauses or the screen changes to audio source selection.	Traffic information/FM/AM
At the time of engine restarting after i-stop operation, connection with the iPhone is interrupted and audio sound pauses.	Navigation guidance (Apple CarPlay)

The symptoms are caused by an improper part installation in the audio amplifier. A voltage drop error detection of the power source may be too sensitive.

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

Trademarks

- iPhone and CarPlay are trademarks of Apple Inc., registered in the U.S. and other countries and regions.

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- The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc.

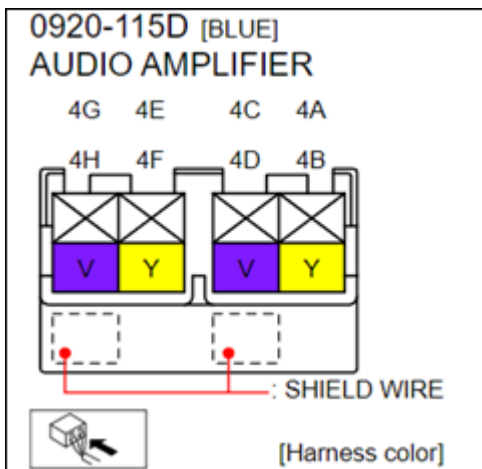
REPAIR PROCEDURE

1. Verify customer concern.
2. Connect the Mazda Modular Diagnostic system (M-MDS) to the vehicle.
3. In the data logger function, set the monitoring "PCM-BATT_CUR-A" (battery charge/discharge current).
NOTE: Adjust the range so that +/- 1 A of fluctuation can be seen at about 20 A current.
4. Start monitoring while the ignition switch is on.
5. Disconnect the "MOST IN / OUT" connector from the audio amplifier according to MGSS "AUDIO AMPLIFIER REMOVAL/INSTALLATION" and the wiring diagram "AUDIO SYSTEM (Bose® TYPE AUDIO)".

- CX-30: AUDIO AMPLIFIER REMOVAL/INSTALLATION
- CX-50: AUDIO AMPLIFIER REMOVAL/INSTALLATION
- CX-90: AUDIO AMPLIFIER REMOVAL/INSTALLATION
- Mazda3: AUDIO AMPLIFIER REMOVAL/INSTALLATION

Wiring Diagram:

- CX-30: AUDIO SYSTEM (Bose® TYPE AUDIO)
- CX-50: AUDIO SYSTEM (Bose® TYPE AUDIO)
- CX-90: AUDIO SYSTEM (Bose® TYPE AUDIO)
- Mazda3: AUDIO SYSTEM (Bose® TYPE AUDIO)



Mazda3, CX-30, CX-50, CX-90

6. Monitor the fluctuation of the current.

NOTE: If the current is stable in step 6-1, no need to proceed to step 6-2.

[6-1] If the current is stable as shown in Fig. 1. below, claim labor hours for diagnosis and continue diagnosis and repair

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according to MGSS.



Fig. 1

[6-2] If the current fluctuates multiple times (about 1 A) as shown in Fig. 2 below, the audio amplifier is faulty and needs to be replaced.

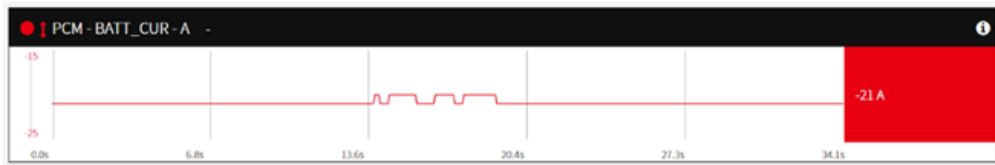


Fig. 2

7. Replace the audio amplifier with a new one according to the instructions on MGSS:

- CX-30: AUDIO AMPLIFIER REMOVAL/INSTALLATION
- CX-50: AUDIO AMPLIFIER REMOVAL/INSTALLATION
- CX-90: AUDIO AMPLIFIER REMOVAL/INSTALLATION
- Mazda3: AUDIO AMPLIFIER REMOVAL/INSTALLATION

8. Verify the repair.

PARTS INFORMATION

ORDER THROUGH UNITED RADIO VIA EXCHANGE

Parts Number	Description	Qty.	Notes
BDJA-66-A20F or BHY0-66-A20	AMP, POWER-AUDIO	1	Mazda3
BHSB-66-A20B	AMP, POWER-AUDIO	1	Mazda3
DFR7-66-A20D	AMP, POWER-AUDIO	1	CX-30
KMV7-66-A20B	AMP, POWER-AUDIO	1	CX-90
VA45-66-A20B	AMP, POWER-AUDIO	1	CX-50

NOTE:

- Either BDDJA-66-A20F or BHY0-66-A20 may be used depending on availability.
- Use the VIN to look up the correct part number in the GEPC.

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- Some parts for older vehicles (out of mass production) may need longer lead time for delivery.

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	58	
Damage Code	9W	
Causal Part No.	****-66-A20*	
Quantity	0 or 1	
Operation No. and Labor Hours	Diagnosis only	XXWT3XDX / 0.3 Hrs.
	Diagnosis and parts replacement MAZDA3, CX-30, CX-50, CX-90	XXWT3CRX / 0.8 Hrs.

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