

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  <b>HANDS-FREE BLUETOOTH MODULE AND/OR TEXT MESSAGING TROUBLESHOOTING PROCEDURE</b>	<b>Bulletin No.:</b> 09-020/18
	<b>Last Issued:</b> 04/05/2018

## BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below. The changes are noted below in Red.

Previous TSBs:	Date(s) Issued:	Previous TSBs:	Date(s) Issued:
09-009/16	02/17/16 and 05/01/16	09-014/12	03/16/12 and 08/10/12
09-039/14	09/09/14	09-008/11	02/23/11
09-019/13	06/14/13	09-007/10	02/08/10
		09-042/08	12/23/08

## APPLICABLE MODEL(S)/VINS

2016-2018 CX-3	2007-2018 CX-9	2009-2018 Mazda6
2013-2018 CX-5	2010-2018 Mazda3	2009-2018 MX-5
2009-2012 CX-7	2008-2015 Mazda5	2009-2011 RX-8

- Applies only to models equipped with Hands-Free Bluetooth

## DESCRIPTION

Some vehicles may exhibit BLUETOOTH® hands-free and/or text messaging related concerns.

To improve the handling of BLUETOOTH® hands-free and/or text messaging customer concerns, Mazda created a special service and parts exchange program as of February 2010.

Customers experiencing related concerns should have their vehicle and/or device inspected according to the following procedure.

**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.

## REPAIR PROCEDURE

1. Verify customer concern.
2. Verify that the customer has provided the correct phone or device.
3. Confirm the device compatibility by web or smartphone.

<b>Go to:</b>	
By Web	<a href="http://www.MazdaUSA.com/Bluetooth">www.MazdaUSA.com/Bluetooth</a>
By Smartphone	MyMazda app; press MAZDA CONNECT

### NOTE:

- When checking compatibility, be aware that phones may be approved for some functions but not for others.
- Scroll down to make sure there are no red X's in the compatibility list.
- Check the phone model number; compatibility can vary by the phone company version.

4. Check MGSS Online (Mazda Service Support System) for related service bulletins and service alerts.
5. If the steps above did not resolve the customer's concern, contact Mazda Hands-Free System Customer Care at (800) 430-0153 to review the concern further.

### NOTE:

- If for any reason there was a mis-communication regarding the concern written on the RO, the Mazda Hands-Free System Customer Care representative can clarify it.
- If Mazda Hands-Free System Customer Care has provided you a case number, they have determined there could be a problem with the hands-free module. However, a case number does not mean automatic module replacement. Proceed to next step.

6. Troubleshoot the vehicle according to the instruction on MGSS online (Body and Accessories > On-Board Diagnostics).

- If the cause cannot be determined through MGSS online or the Workshop Manual, contact the Mazda Technical Hotline for assistance and support.
- **NOTE:** The Mazda Technical Assistance Hotline does not provide authorization for warranty or parts ordering.
- If it is determined that a replacement hands-free module is required, proceed to next step.
- **NOTE:** Provide the case number to your parts dept. so they can order the part.

7. Replace the hands-free module according to the instruction on MGSS online (Body and Accessories > Entertainment > Bluetooth Unit Removal/Installation).

8. Verify the repair.

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## PARTS INFORMATION

Review the points below when ordering a hands-free Bluetooth 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.

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

## WARRANTY INFORMATION

**NOTE:** For this TSB only, dealers may use actual time (up to a maximum of 0.9 hr.) to cover any necessary diagnostic time.

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