

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: AUDIO / INFOTAINMENT SYSTEM SERVICE INFORMATION	Bulletin No.: 09-025/18
	Last Issued: 05/11/2018

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-030/15	08/07/2015
09-028/12	10/19/2012, 08/10/2012 and 07/27/2012
09-022/11	09/01/2011
09-074/09	11/13/2009

APPLICABLE MODEL(S)/VINS

2011-2015 Mazda2	2004-2018 Mazda6	2007-2012 CX-7	2004-2011 RX-8
2004-2018 Mazda3	2016-2018 CX-3	2007-2018 CX-9	2004-2011 Tribute
2006-2015 Mazda5	2013-2018 CX-5	2006-2018 MX-5	2004-2006 MPV

DESCRIPTION

Mazda infotainment systems require contacting the proper source for diagnostic support, parts authorization, and parts exchange. Some components require prior authorization before ordering as exchange.

Refer to DAG Exchange Central (MXConnect>Parts and Accessories>Parts>Programs>Exchange Central) for component availability, source of technical support and prior authorization requirement.

NOTE: Always check for a TSB that may modify or eliminate prior authorization for a specific symptom for a given component.

TECHNICAL SUPPORT

The Mazda Technical Hotline provides support for most components. Some limited components require authorization from the vendor for warranty exchange. Refer to DAG Exchange Central for the most current support information.

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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.

NOTE:

- For in-stock vehicles, dealers will be directed to order new parts. Only in-stock vehicles require installation of a new components and DSM authorization. Contact the Dealer Assistance Group.
- Refer to Section 3 of the Mazda Warranty Policies & Procedures Manual and any current warranty bulletins for parts exchange procedures. Failure to follow the proper warranty procedures may result in a warranty debit.
- Some components are available as exchange for warranty repairs and some are available as exchange for out of warranty repairs. Contact the supplier for prices and availability.

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