

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: CONNECTIVITY MASTER UNIT / HANDS-FREE BLUETOOTH MODULE / TEXT MESSAGING TROUBLESHOOTING PROCEDURE AND PART EXCHANGE PROCESS	Bulletin No.: 09-036/20
	Last Issued: 11/17/2020

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:
09-007/19	01/29/2019 and 01/14/2019	09-014/12	03/16/2012 and 08/10/2012
09-020/18	04/05/2018, 06/20/2018 and 10/10/2018	09-008/11	02/23/2011
09-009/16	02/17/2016 and 05/01/2016	09-007/10	02/08/2010
09-039/14	09/09/2014	09-042/08	12/23/2008
09-019/13	06/14/2013		

APPLICABLE MODEL(S)/VINS

2016-2021 CX-3	2007-2021 CX-9	2009-2021 Mazda6
2013-2021 CX-5	2010-2018Mazda3	2009-2021 MX-5
2009-2012 CX-7	2008-2015 Mazda5	2009-2011 RX-8

- Applies to models equipped with Hands-Free Bluetooth or MAZDA CONNECT

DESCRIPTION

Some vehicles may exhibit a Connectivity Master Unit (CMU), a BLUETOOTH® hands-free unit 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.

	Go to:
By Web	infotainment.mazdahandsfree.com
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 an Authentication Number (case number), they have determined there could be a problem with the hands-free module or the CMU. However, an Authentication 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 service information, contact the Mazda Technical Hotline at (888) 832-8477 for assistance and support.

NOTE:

- The Mazda Technical Assistance Hotline does not provide authorization for warranty or parts ordering.
- Vehicles equipped with MAZDA CONNECT, upload the MAZDA CONNECT CMU Data to a USB drive and have it available to attach to Siebel prior to calling Hotline.
- If it is determined that a replacement CMU or hands-free module is required, proceed to next step.
- NOTE: Provide the Authentication Number to your parts dept. so they can order the part.

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.

7. Replace the CMU or hands-free module according to MGSS online Removal/Installation instructions.
8. Verify the repair.

PARTS INFORMATION

Review the points below when ordering a CMU or hands-free Bluetooth unit:

NOTE:

- Use the Mazda Hands-Free System Customer Care Authentication Number to place the order with United Radio for the part exchange.

Example of the United Radio online order form, Authentication Number entry is shown below:



The screenshot shows a web form with the following sections:

- Warranty Information**: Includes fields for Odometer Reading (with a "Miles" dropdown) and Delivery Date.
- Mazda Hands-Free System Customer Care Authentication Number (at 800-430-0153)**: This section contains the "Auth Number" field, which is highlighted in yellow and circled in red.
- Mazda Information**: Includes an "Audio ID" field with a note "(located in the upper right corner above the LCD display)" and four empty input boxes.

- 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:

Go to: https://portal.mazdausa.com/dealershome/service_parts/dag/exchange_page_1.htm
Then select "United Radio Website" and log in.

OR

Go to: <http://Dealers.mazdausa.com/>
Then select "Parts and Accessories" - "Parts" - "Exchange Central" - "Ordering" - "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.

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.