

Service Bulletin

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MAZDA

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| Subject: HANDS-FREE BLUETOOTH MODULE AND/OR TEXT MESSAGING TROUBLESHOOTING PROCEDURE | Bulletin No: 09-009/16 |
| | Last Issued: 02/17/2016 |

BULLETIN NOTE

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

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

APPLICABLE MODEL(S)/VINS

| | | |
|----------------|------------------|------------------|
| 2016 CX-3 | 2007-2016 CX-9 | 2009-2016 Mazda6 |
| 2013-2016 CX-5 | 2010-2016 Mazda3 | 2009-2016 MX-5 |
| 2008-2012 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.

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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.

REPAIR PROCEDURE

1. Verify customer concern.
2. Check MS3 Online (Mazda Service Support System) for related service bulletins and service alerts.
3. Verify that the customer has provided the correct phone or device.
4. Confirm the device compatibility by web or smartphone.

| | Go to: |
|---------------|--|
| 1. Web | www.MazdaUSA.com/Bluetooth |
| 2. 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.
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 MS3 online or the Workshop Manual (ex. CX-5 WSM shown below):

SECTION 09 > BODY AND ACCESSORIES > ON-BOARD DIAGNOSTICS:

- FOREWORD [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL) SYSTEM)]
- DTC INSPECTION [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL) SYSTEM)]
- DTC TABLE [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL) SYSTEM)]
- DTC: B116A:12, 26:Er82 [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL) SYSTEM)]
- DTC: B116A:13 [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL) SYSTEM)]
- DTC: B116A:44, 26:Er86 [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL) SYSTEM)]
- DTC: U0197:00/26:Er81 [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL) SYSTEM)]
- DIAGNOSTIC ASSIST FUNCTION [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL) SYSTEM)]

SECTION 09 > BODY AND ACCESSORIES > SYMPTOM TROUBLESHOOTING:

- FOREWORD [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL) SYSTEM)]
- TROUBLESHOOTING INDEX [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL) SYSTEM)]
- HANDS-FREE TELEPHONE SYSTEM DOES NOT RECEIVE/TRANSMIT CALLS, DOES NOT CONNECT [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL) SYSTEM)]
- CALLER'S VOICE VOLUME TOO LOW, OR NOISE INTERRUPTS CALL [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL) SYSTEM)]
- ADDRESSEE'S VOICE VOLUME TOO LOW, OR NOISE INTERRUPTS CALL [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL) SYSTEM)]

- If the cause cannot be determined through MS3 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 MS3 online or the Workshop Manual (section 09 > Body and Accessories > Entertainment > Bluetooth UNIT REMOVAL/INSTALLATION).

8. Verify the repair.

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.
- Place the order online (it is not necessary to call United Radio directly).
- Select the United Radio link from the DAG (Dealer Assistance Group) Exchange Central website:
 - https://portal.mazdausa.com/dealershome/service_parts/dag/exchange_page_1.htm

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.