

Subject: BLUETOOTH SYSTEM INOPERATIVE	Bulletin No: 09-003/14
	Last Issued: 02/07/2014

BULLETIN NOTE

- This bulletin supersedes the previous bulletin 09-003/14, issued on 1/14/2014. The DESCRIPTION, REPAIR PROCEDURE, PART(S) and WARRANTY INFORMATION have been revised.
- Changes are noted below in Red beside the change bar.

APPLICABLE MODEL(S)/VINS

2014 CX-5 vehicles with VINs from JM3 KE ***** 367697 - 403269 (produced June 28, 2013 through October 11, 2013)

2013-2014 CX-9 vehicles with VINs from JM3 TB ***** 424547 - 428289 (produced June 26, 2013 through October 08, 2013)

2014 Mazda6 vehicles with VINs from JM1 GJ ***** 130589 - 151416 (produced July 01, 2013 through October 09, 2013)

DESCRIPTION

Some vehicles may experience one or more of the following Bluetooth® symptoms:

- When the vehicle started, the registered device would not connect with the Bluetooth® system. The Bluetooth, **USB or Pandora** tab on the audio display would not illuminate (gray out).
- The Bluetooth, **USB or Pandora** Tab on the audio display would illuminate, but the Bluetooth® system would not operate.
- When the customer presses the “Talk” button on the steering wheel, the audio display momentarily shows a message “Starting up Bluetooth Please wait” then the Bluetooth® unit does not work.

NOTE:

- Phone Paired - The steering wheel pickup button will only answer phone calls.
- Phone Not Paired - The steering wheel pickup button will initiate Bluetooth® pairing function.

Diagnostic Support

- Contact JCI Help Desk at 800-430-0153 from 7am-5pm Pacific Standard Time.
- Part authorization is **not required** for GJR9-66-DH0B.

Parts Exchange

- Contact United Radio - refer to Dealer Assistance Group’s “Exchange Central” on MX Connect.

NOTE: United Radio does not provide technical support.

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

REPAIR PROCEDURE

1. **Have the symptoms described in the DESCRIPTION section of this bulletin been verified?**
 - Yes - Proceed to step 2.
 - No - This bulletin does not apply. **Contact JCI Help Desk at 800-430-0153 from 7am-5pm Pacific Standard Time for technical support or** refer to MS3 online or Workshop Manual (section 09-03):
 - CX-5 - TROUBLESHOOTING INDEX [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL) SYSTEM)]
 - CX-9 - FOREWORD [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL) SYSTEM)]
 - Mazda6 - TROUBLESHOOTING INDEX [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL) SYSTEM)]
2. Replace the Bluetooth® unit with an exchange unit. Refer to MS3 online or Workshop Manual (section 09-20):
 - CX-5 - Bluetooth UNIT REMOVAL/INSTALLATION
 - CX-9 - Bluetooth UNIT REMOVAL/INSTALLATION
 - Mazda6 - Bluetooth UNIT REMOVAL/INSTALLATION
3. Verify repair.

PART(S) INFORMATION

Part Number	Description	Qty.	Notes
GJR9-66-DH0B	Bluetooth Unit	1	Exchange Unit See the DAG Exchange Central website for the most current information.

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.
- **Part authorization is not required for GJR9-66-DH0B.**

Warranty Type	A
Symptom Code	61
Damage Code	9W
Part Number Main Cause	GJR9-66-DH0B
Quantity	0
Operation Number / Labor Hours:	CX-5 - XXK2LARX / 0.2 Hrs. CX-9 - XXK2LERX / 0.2 Hrs. Mazda6 - XXK2LCRX / 0.2 Hrs.

For in-stock vehicles, dealers will be directed to order new parts. Only in-stock vehicles require installation of a new component and DSM authorization. Please contact Dealer Assistance Group.