

Subject: OPERATIONAL CONCERNS WHEN PLAYING A MEDIA DEVICE (IPOD, USB MEMORY STICK, ETC.) CONNECTED VIA USB	Bulletin No: 09-008/15
	Last Issued: 02/23/2015

APPLICABLE MODEL(S)/VINS

2013 Mazda3

2013-15 CX-5

2014-15 Mazda6

2013-15 CX-9 vehicles with VINS lower than JM3TB***** 456698 (produced before February 2, 2015)

DESCRIPTION

Some customers may complain about one or more of the following concerns.

1. SMS/Text cannot be downloaded when connected via Bluetooth.
2. Operational concerns when playing a media device (iPod, USB stick etc.) connected via the USB port.
 - a. After the ignition is turned ON, it takes a long time to load all the data from the device before starting playback. Depending on the data volume, it can take up to several minutes.
 - b. After the ignition is turned ON, the playback always starts from the first track. It does not start from the last playing track/position when the ignition was turned OFF.

These concern may be caused by the software of the Bluetooth/Hands-free module that controls the USB connection. To improve these concerns, the software of the Bluetooth/Hands-free module has been changed.

NOTE: The updated software of the Bluetooth/Hands-free module will only address SMS/Text concerns for the Apple® iPhone at this time.

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

REPAIR PROCEDURE

1. Verify customer concern.
2. Replace the Bluetooth/Hands-free module with a modified one according to MS3 online instructions or the Workshop Manual.

NOTE: Order the latest module via United Radio website (www.urdealerservices.com).

CAUTION: After a Bluetooth/Hands-free module with the modified software has been installed, there will be some changes in system operation listed in the customer information.

Explain these changes to the customer as necessary and give the customer a copy of these pages.

3. Verify repair.

SUBJECT PART(S) INFORMATION

Use exchange unit only from United Radio. DO NOT automatically order a new part for warranty replacement.

Subject Part Number	Description	Qty.
GJR9-66-DH0Z	Bluetooth / Hands-free module	1

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.
- Additional diagnostic time cannot be claimed for this repair.
- Core return should be done using prepaid label. DO NOT use 5555-RE-TURN.

	Mazda6 and CX-5	Mazda3, CX-9
Warranty Type	A	
Symptom Code	61	
Damage Code	9W	
Part Number Main Cause	GJR9-66-DH0Z	
Quantity	0	
Operation Number	XXKBYXRX	
Labor Hours:	0.2 Hrs.	0.3 Hrs.

Customer Information - Changes in System Operation After Bluetooth HandsFree Module Replacement

Changes for all media devices

1. Playback will start with the song that was last playing in the vehicle, even if the device was playing a different track outside the vehicle.
2. After the ignition is turned ON, the screen will display “1/1” instead of “1/12” (for example). “1/1” will continuously be displayed until loading is completed.

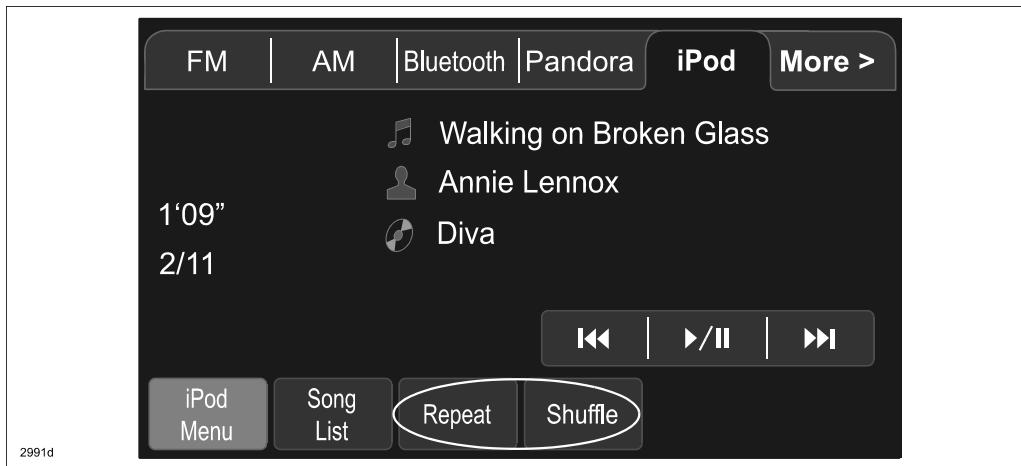
NOTE: A device with a large number of files will take longer to catalogue (and load) than one with a smaller number of files.



3. A blank playlist is displayed if the iPod menu or the Song List button is tapped during cataloguing. The screen will not change automatically, even after the cataloguing is finished. If the iPod Menu or the Song List button is tapped again, the display returns to normal.



- RPT (Repeat) and RDM (Shuffle) do not function during cataloguing, and selection of Playlist/Artist/Album/Genres using Voice Recognition is not possible.



NOTE: Use of an Apple device with iOS8 may cause operational concerns. Refer to the following web sites to confirm the compatibility of your device.

US,MEX:http://infotainment.mazdahandsfree.com/vehicle_select?language=en-US

CANADA:http://infotainment.mazdahandsfree.com/vehicle_select?language=en-CA

Changes for Apple® device only

- Playback will start from the first song on the device after the ignition is turned OFF if you select the Playlist category of the iPod menu. To start playback from the last playing song after the ignition is turned OFF, select a different category other than Playlists, such as Artists, Songs, etc.



- "SMS/Text - Receive Message" and "SMS/Text - Notification" are now available. The other functions are still not available as before.

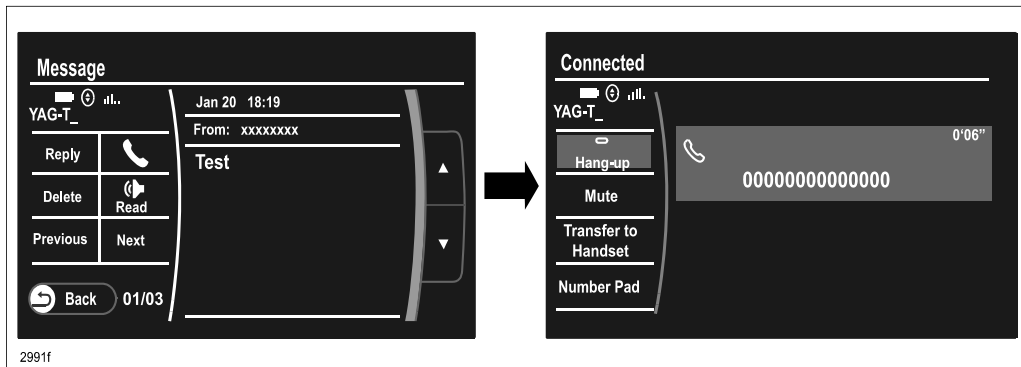
MESSAGING

- ✓ SMS/Text - Receive Message
- ✗ SMS/Text - Send Message
- ✓ SMS/Text - Notification
- ✗ Email - Receive Message
- ✗ Email - Send Message
- ✗ Email - Notification

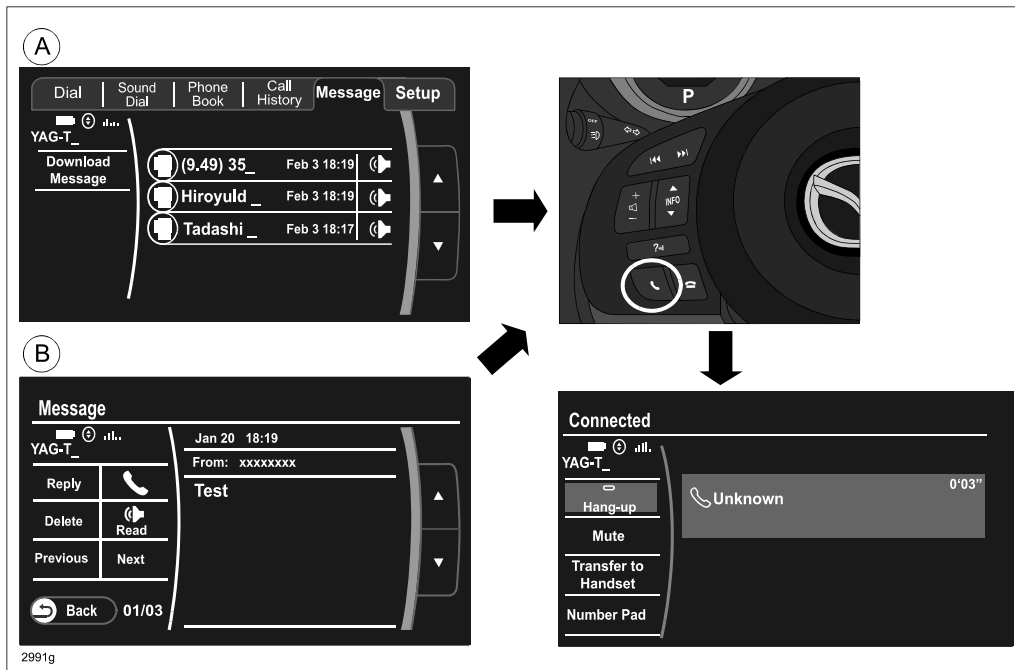
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NOTE:

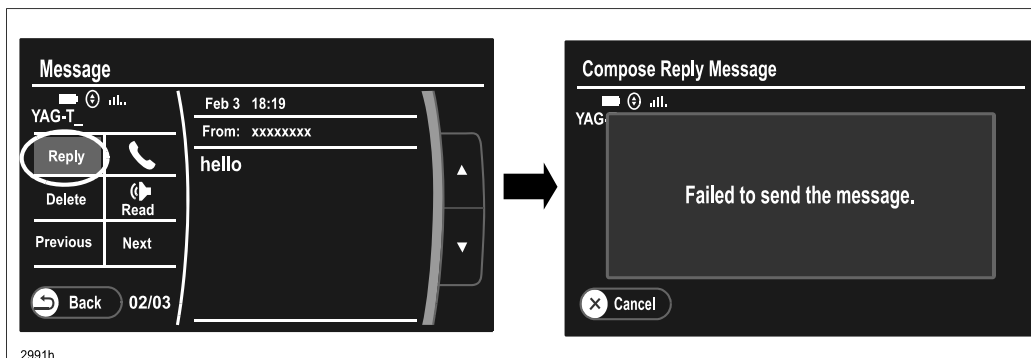
- **When a SMS is received from a telephone number registered in the contact list:**
 - Calls cannot be made by pushing the “Receiver” button. “000000000000” is displayed on the screen.



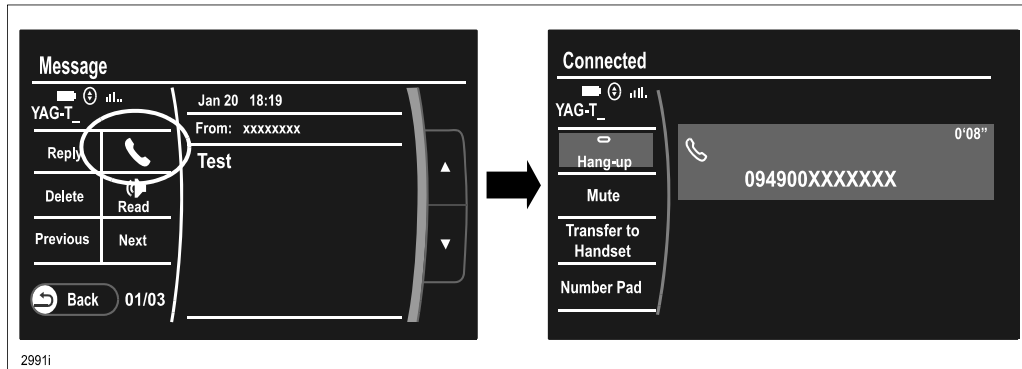
- Calls cannot be made even if you touch the “Speaker” button on the “Message” screen (A) or the “MessageRead” screen (B) and then push the pick-up button during VoicePrompt. No telephone number (Unknown) is displayed on the “Calling” screen.



- The “Reply” button on the “Message” screen cannot be used (does not function).



- **When a SMS is received from a telephone number NOT registered in the contact list:**
 - The system will dial an incorrect telephone number if you push the “Receiver” button on the “Message” screen,.



- The “Reply” button on the “MessageRead” screen does not function (Restriction by iPhone).

