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Subject: NO SOUND FROM AUDIO UNIT IN COLD CONDITIONS	Bulletin No: 09-053/10
	Last Issued: 12/16/2010

BULLETIN NOTE

- This bulletin supersedes the previous bulletin 09-053/10, issued on 12/06/10. The APPLICABLE MODEL(S)/VINS, PARTS INFORMATION, and REPAIR PROCEDURE have been revised.
- Changes are noted below in Red beside the change bar.

APPLICABLE MODEL(S)/VINS

2011 Mazda2 vehicles with VINs between JM1DE1H**B0100037 - 117771 (produced between May 14, 2010 and Nov. 3, 2010)

NOTE: SSP83 may apply to this vehicle. Before continuing with this TSB, perform a Warranty Vehicle Inquiry using your eMDCS System. Refer to eMDCS System - Warranty Vehicle Inquiry Results table.

eMDCS System - Warranty Vehicle Inquiry Results

If eMDCS displays:	Action to perform:
SSP83 OPEN	TSB does not apply, proceed to "SSP83"
SSP83 is not displayed	Proceed to "DESCRIPTION" below

DESCRIPTION

Some vehicles may exhibit audio units that do not produce any sound at all when the ambient temperature around the audio unit is 14° F (-10° C) or lower, even though the audio unit is operative. The sound may suddenly resume when the audio unit is warmed up.

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

PARTS INFORMATION

The audio exchange program is applicable for this concern. Place an order online through the United Radio Exchange Order website. This website is accessed through the DAG “Exchange Central” web page in MXConnect:

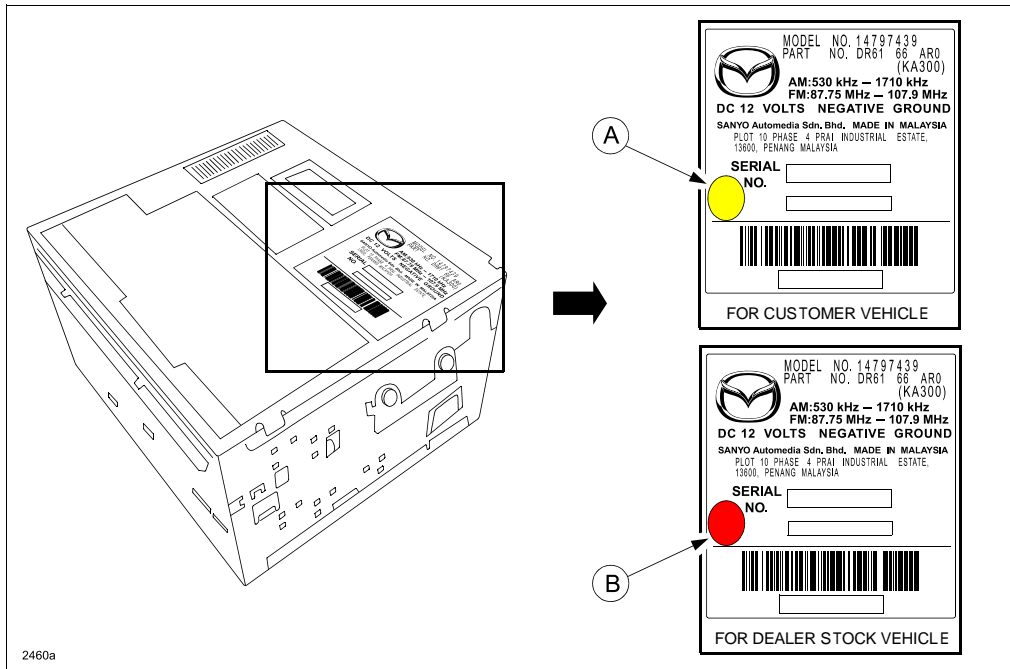
1. Under the header Parts and Accessories, click on “Parts”.
2. Under the Support section, click on “Dealer Assistance Group (DAG)”.
3. Under Order Forms and Restricted Parts section, click on “Exchange Central”.
4. Under Ordering section, click on “United Radio Website”.

Part Number	Description	Qty.	Note 1	Note 2	Note 3
DR61-66-AR0	Audio Unit	1	Customer vehicles only	Yellow marking on label	United Radio Exchange

NOTE: The part number has not changed. To identify a new or old audio unit, see the marking on the parts label as shown below.

Modified audio unit with yellow marking (A) on label is for customer vehicles only.

Modified audio unit with red marking (B) on label is for dealer stock vehicles only.

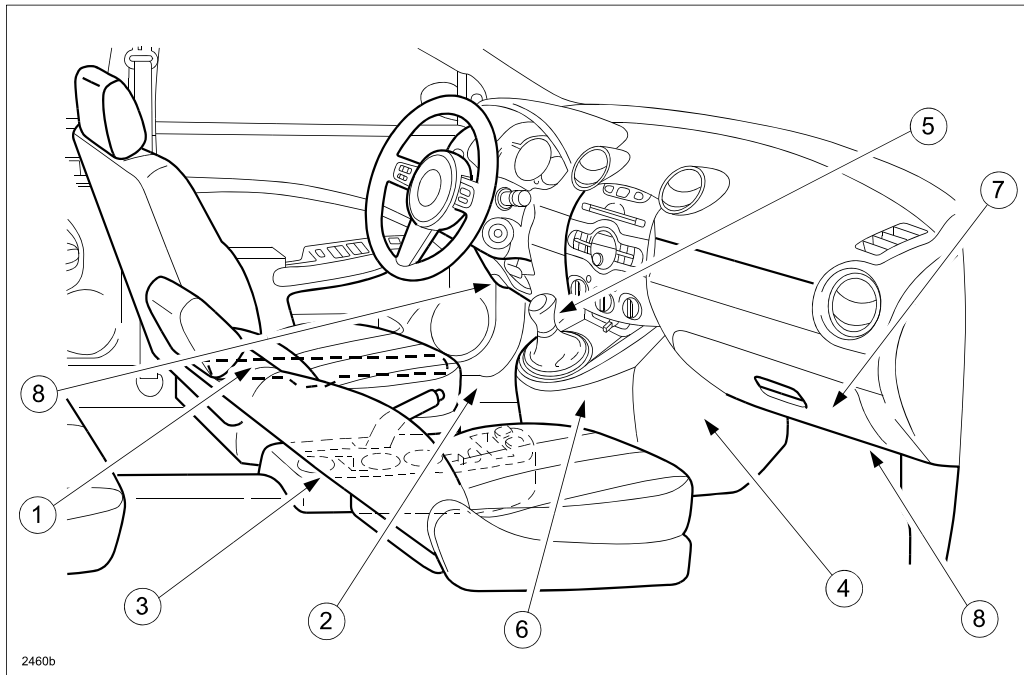


CAUTION: DO NOT INSTALL AN AUDIO UNIT WITH A YELLOW MARKING (A) ON LABEL ON A DEALER STOCK VEHICLE.

REPAIR PROCEDURE

1. Verify customer concern.
2. Record customer's pre-set radio stations.
3. Disconnect the negative battery cable.
4. Remove the following parts in the order shown below.

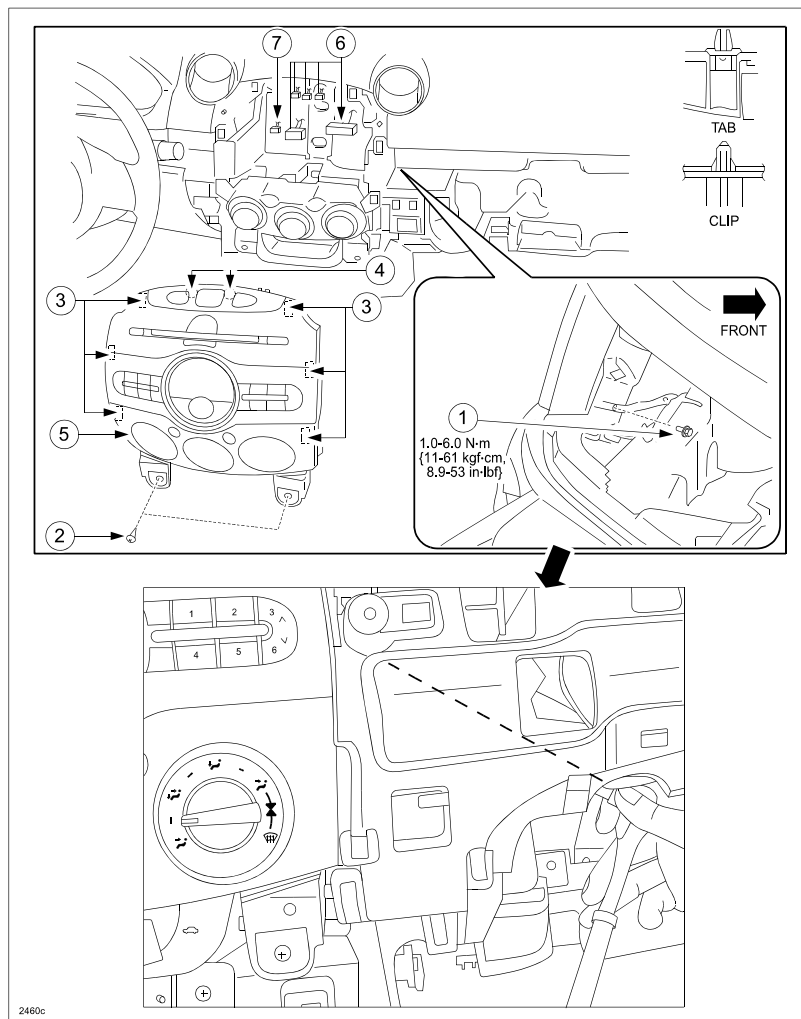
1	Front scuff plate (both sides)	5	Shift lever knob (MTX)
2	Front side trim (both sides)	6	Front console component
3	Rear console	7	Glove compartment
4	Side wall (both sides)	8	Lower panel (both sides)



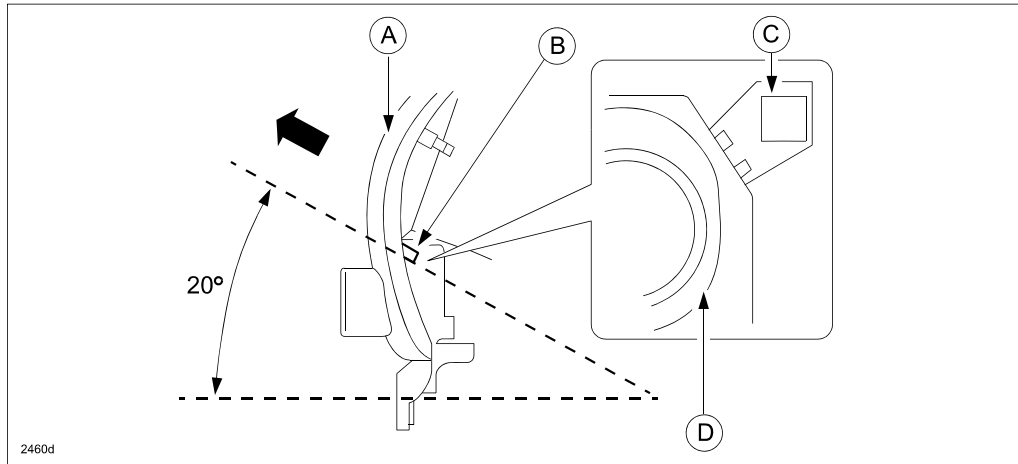
5. Remove the center panel unit in the order shown below.

1	Bolt	5	Center Panel Unit
2	Screws	6	Connectors
3	Clips	7	Antenna Feed
4	Tabs		

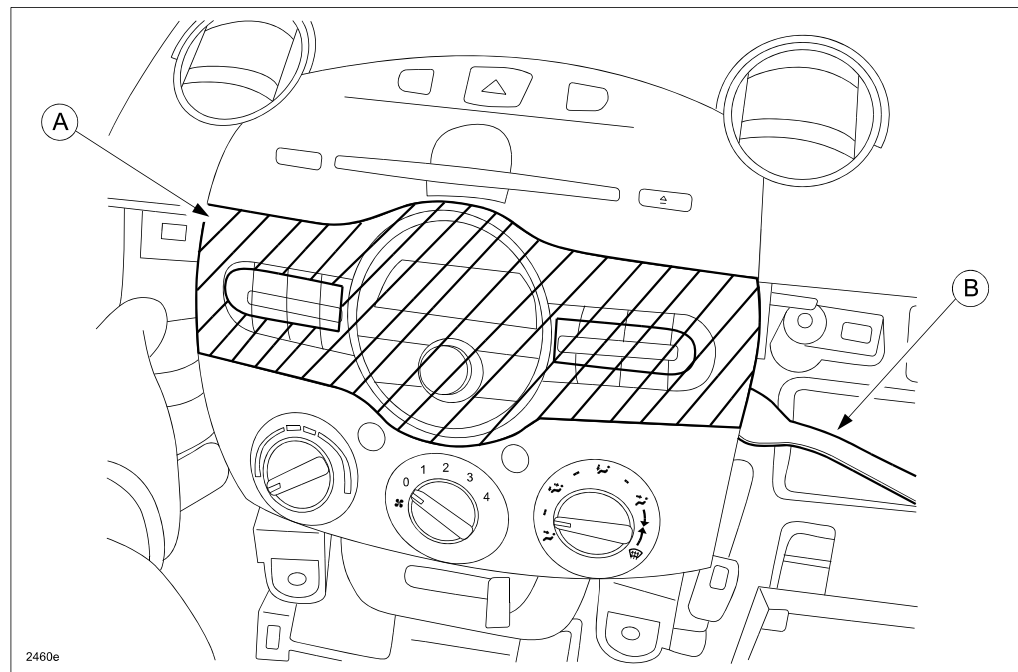
CAUTION: If Bolt (1) is not removed, dash panel damage may occur.



CAUTION: When the center panel unit (A) is removed, the clips (B) could interfere with the climate control unit (D) bracket (C) and cause damage. Pull the center panel unit in the direction of the arrow shown below (upward at approx. 20° angle).

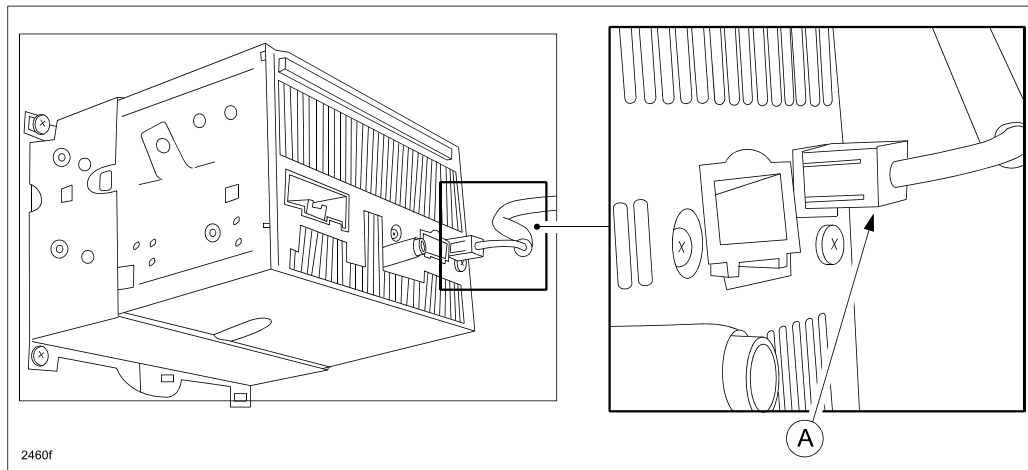


NOTE: If it is difficult to remove the center panel unit by hand, use a tape-wrapped fiber stick (B) or equivalent as shown below.



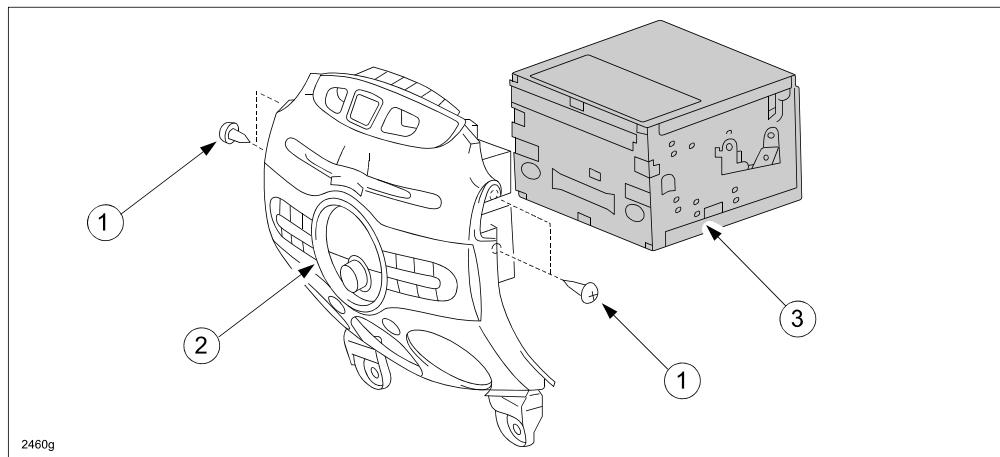
CAUTION: Do not damage/scratch the cross-hatched area (A).

CAUTION: When disconnecting the antenna feeder coupler (A), make sure to pull the coupler, not the wire. Pulling the wire could cause it to separate from the coupler.



6. Remove the audio unit from center panel in the order indicated below.

1	Screws	3	Audio Unit
2	Center Panel		



7. Install in the reverse order of removal.

CAUTION: If the wiring harness or the antenna feeder is caught between the center panel unit and dashboard, it could cause a malfunction. When installing the center panel unit, make sure that the wiring harness and antenna feeders are not caught between the center panel unit and dashboard.

8. Reconnect the negative battery cable.

9. Re-enter customer's pre-set radio stations.

10. Verify repair.

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.

Warranty Type	A
Symptom Code	58
Damage Code	9W
Part Number Main Cause	DR61-66-AR0
Quantity	0
Operation Number / Labor Hours:	XXF4TXRX / 0.6 Hrs.