

Subject: HANDS-FREE BLUETOOTH MODULE TROUBLESHOOTING PROCEDURE	Bulletin No: 09-019/13
	Last Issued: 06/14/2013

BULLETIN NOTE

- This bulletin supersedes the previous bulletins 09-014/12 issued on 03/16/12 and 08/10/12, 09-007/10 issued on 02/08/2010, 09-042/08 issued on 12/23/08, 09-008/11 issued on 02/23/11. The APPLICABLE MODEL(S)/VINS has been revised.
- Changes are noted below in Red beside the change bar.

APPLICABLE MODEL(S)/VINS

2013-2014 CX-5
2008-2012 CX-7
2007-2013 CX-9
2010-2013 Mazda3
2008-2013 Mazda5
2009-2014 Mazda6
2009-2013 MX-5
2009-2011 RX-8

DESCRIPTION

To improve handling of customer concerns with Hands-Free (Bluetooth) vehicle systems, Mazda launched a new service procedure and part exchange program effective Feb. 08, 2010 on applicable vehicles. Due to the complexity of software and hardware available on various cellular phones and cell phone provider networks, it is essential for customers to contact the Mazda Hands-Free System Customer Care number at **(800) 430-0153** or, for customers requiring additional resources, please direct them to "www.mazdausa.com/bluetooth." Representatives of the Customer Care Center are knowledgeable on verifying approved phones and properly pairing (programming) specific phones to the vehicle's Bluetooth system. They are also best equipped to resolve a majority of the pairing issues and other Bluetooth related concerns when communicating directly with Mazda customers.

Should the Bluetooth concern be related to the vehicle module or hardware, the Mazda Hands-Free System Customer Care representative will direct customers to contact their service dealer for further vehicle diagnosis and repair. In addition, a Mazda Hands-Free System Customer Care representative will provide the customer a case number and will also notify the dealer if requested. If the dealer calls the Mazda Hands-Free System Customer Care number, they will provide that case number to the dealer. If the service dealer determines thorough diagnostics that the Bluetooth unit requires replacement, United Radio will need to be contacted for part exchange and a Mazda Hands-Free System Customer Care case number must also be provided for authorization. The Bluetooth unit will then be released to the dealer.

Refer to the HANDS-FREE (HF) TELEPHONE / BLUETOOTH SYSTEM SERVICE PROCEDURE flow-chart for a complete overview.

NOTE:

- For vehicles directly brought into your dealership, a cordless phone is recommended to assist customers immediately. When contacting Mazda Hands-Free System Customer Care, a second phone is required in order to keep the cell phone available for programming.
- Prior to setting appointments to service Bluetooth related issues, please be sure customers provide a case reference number. This number will be needed for part authorizations if a Bluetooth unit is needed.

Hands-Free (HF) telephone / Bluetooth system service procedure
(All Mazda vehicles equipped with Bluetooth)

