# **Service Bulletin**

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Mazda North American Operations Irvine, CA 92618-2922



| Subject:  | Bulletin No: | 09-014/12  |
|---|--------------|------------|
| HANDS-FREE BLUETOOTH MODULE TROUBLESHOOTING PROCEDURE |              |            |
|   | Last Issued: | 03/16/2012 |
|   |              |            |

#### **BULLETIN NOTE**

- This bulletin supersedes the previous bulletin 09-007/10 issued 02/08/2010, 09-042/08 issued 12/23/08 and 09-008/11 issued 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 CX-5 2008-2012 CX-7 2007-2012 CX-9 2010-2012 Mazda3 2008-2010 Mazda5 2012 Mazda5 2009-2012 Mazda6 2009-2012 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.

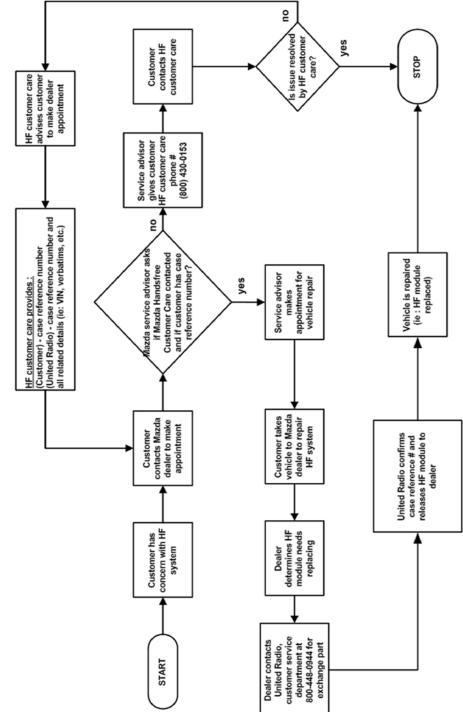
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**CONSUMER NOTICE**: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions 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.

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#### 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.



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