

**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](http://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	1	
Operation Number	XXKBYXRX	
Labor Hours:	0.2 Hrs.	0.3 Hrs.