

Subject: HANDS-FREE BLUETOOTH MODULE TROUBLESHOOTING PROCEDURE	Bulletin No: 09-042/08
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APPLICABLE MODEL(S)/VINS

- 2008-2009 CX-7
- 2007-2009 CX-9
- 2010 Mazda3
- 2008-2009 Mazda5
- 2009 Mazda6
- 2009 MX-5
- 2009 RX-8

DESCRIPTION

To improve handling of customer concerns with Handsfree (Bluetooth) vehicle systems, Mazda is launching a new service procedure effective Jan 15th, 2009 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 Handsfree System Customer Care number at (800) 430-0153. 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 Handsfree System Customer Care representative will direct customers to contact their service dealer for further vehicle diagnosis and repair. In addition, a case number will be provided to the Mazda Technical Hotline group. If the service dealer determines by thorough diagnostics that the Handsfree module requires replacement, the Mazda Technical Hotline will need to be contacted for part authorization. The HF module will then be released to the dealer.

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

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.

HANDSFREE (HF) TELEPHONE / BLUETOOTH SYSTEM SERVICE PROCEDURE

(All Mazda vehicles equipped with Bluetooth)

