

2012 - Mazda6 - Body and Accessories

NO.2 AUDIO POWER IS NOT AVAILABLE OR SWITCHED ON OR OFF AUTOMATICALLY [ENTIRE AUDIO SYSTEM]

2	Audio power is not available or switched on or off automatically	
Possible DTC	Audio unit (without display)	09:Er20
	Audio unit (with display) or car-navigation unit	Device code 09/error code 20
Possible cause	• Speaker muted by Bluetooth system (hands-free telephone (HF/TEL) system) operation • Mis-operation of steering switches • Burnt fuse (B+) • Burnt fuse (ACC) • Open or short circuit in power supply (B+) wiring harness • Open or short circuit in power supply (ACC) wiring harness • Poor connection of audio unit/car-navigation unit connector, terminal damage • Audio unit malfunction • Car-navigation unit malfunction	

Diagnostic procedure

STEP	INSPECTION		ACTION
1	• Does the malfunction occur while the Bluetooth system is operating?	Yes	The system is normal. Explain to the customer that the speaker is muted while the Bluetooth system is operating.
		No	Go to the next step.
2	• Do the steering switches operate?	Yes	The system is normal. Explain to the customer that the cause is mis-operation of the steering switches.

		No	Go to the next step.
3	- Switch the ignition to off. - Inspect the following fuses: - ROOM 15 A - MIRROR 5 A - Are the fuse normal?	Yes	Go to the next step.
		No	Replace with the appropriate standard fuse. If the fuse is melted, inspect the wiring harness for short to ground. Repair or replace the wiring harness, then replace the fuse.
4	- Remove the audio unit/car-navigation unit. - Inspect the connection of the audio unit/car-navigation unit connector (24-pin). - Are the connectors securely connected?	Yes	With audio unit (with display) - Go to Step 9. With car-navigation unit or audio unit (without display) - Replace the audio unit/car-navigation unit. (See AUDIO UNIT REMOVAL/ INSTALLATION.) (See CAR-NAVIGATION UNIT REMOVAL/ INSTALLATION.)
		No	Securely connect the audio unit and car navigation unit connectors, then go to the next step.
5	- Verify the malfunction symptom. - Is the malfunction improved?	Yes	Troubleshooting completed.
		No	Go to the next step.
6	- Disconnect the audio unit/car-navigation unit connector and inspect both the audio unit/car-navigation unit and wiring harness-side connectors for poor connection (such as damaged/pulled-out pins, corrosion). - Terminal 1B (B+) - Terminal 1R (ACC) - Terminal 1W (GND) - Are all the pins normal?	Yes	Go to the next step.
		No	If the audio unit/ car-navigation unit side connector is wrong: Replace the audio unit/car-navigation unit. (See AUDIO UNIT REMOVAL/ INSTALLATION.) (See CAR-NAVIGATION

			UNIT REMOVAL/ INSTALLATION.) If the wiring harness-side connector is wrong: Repair or replace the pins and/or the connector.
7	- Connect the audio unit /car-navigation unit connector. - Inspect the voltage for the power supply line (B+, ACC). Specification: - Switch the ignition to ON: 11.5 V or more - Idle: 12.5 V or more - Is the voltage normal?	Yes	Go to the next step.
		No	Inspect and repair or replace the suspect wiring harness. Charge the battery, if necessary.
8	- Switch the ignition to off. - Remove the audio unit/car-navigation unit connector (24-pin). - Inspect the continuity between the audio unit/car-navigation unit wiring harness-side connector terminal 1W (GND) and the ground. - Is there the continuity?	Yes	With audio unit (with display) - Go to the next step. With car-navigation unit or audio unit (without display) - Replace the audio unit/car-navigation unit. (See AUDIO UNIT REMOVAL/ INSTALLATION.) (See CAR-NAVIGATION UNIT REMOVAL/ INSTALLATION.)
		No	Repair or replace the wiring harness.
9	- Verify that all of the audio unit reset conditions for the customer's audio unit are met. (See AUDIO UNIT RESET PROCEDURE [ENTIRE AUDIO SYSTEM] .) - Are all of the audio unit reset conditions for the customer's audio unit met?	Yes	Perform the audio unit reset. (See AUDIO UNIT RESET PROCEDURE [ENTIRE AUDIO SYSTEM] .)
		No	Replace the audio unit. (See AUDIO UNIT REMOVAL/ INSTALLATION.)

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