

2012 - Mazda6 - Body and Accessories

FOREWORD [RADIO]

NOTE:

- In case location, time, and broadcasting station etc. can be specified through interview to customer, possibility that signal environment causes problem is high.
- Perform confirmation of symptom and evaluation under conditions that customer reported (location, time, broadcasting station etc.). If not possible, perform it under equivalent conditions.
- Before inspection or repair, record the broadcasting stations that customer preset and reset them accordingly after the inspection or repair. Adjust the clock too.

Troubleshooting Index

No.	Symptom	Possible DTC
1	NO.1 NO RADIO RECEPTION (AM/ FM)/ NO OR LOW VOLUME [RADIO]	Audio unit (without display) • 09:Er20 Audio unit (with display) • Device code 09/error code 20 Car-navigation unit • Device code 09/error code 20, 22
2	NO.2 NO RADIO RECEPTION (SIRIUS SATELLITE RADIO) [RADIO]	—
3	NO.3 NOISE FROM RADIO (AM ONLY) [RADIO]	Audio unit • — Car-navigation unit • Device code 09/error code 22
4	NO.4 NOISE FROM RADIO (FM ONLY) [RADIO]	Audio unit • — Car-navigation unit • Device code 09/error code 22
5	NO.5 NOISE FROM RADIO (SIRIUS SATELLITE RADIO ONLY) [RADIO]	—
6	NO.6 CANNOT TUNE (SEEK DOES NOT STOP) [RADIO]	Audio unit (without display) • 09:Er20 Audio unit (with display) • Device code 09/error code 20 Car-navigation unit • Device code 09/error code 20, 22
7	NO.7 CANNOT PRESET (PRESET FUNCTION DOES NOT OPERATE) [RADIO]	Audio unit (without display)

		— Audio unit (with display) - Device code 15/error code 19 Car-navigation unit - Device code 21/error code 19
8	NO.8 RECEPTION FREQUENCY OF RADIO SLIPS [RADIO]	Audio unit — Car-navigation unit - Device code 09/error code 22

Quick Diagnostic Chart (Radio)

X: Applicable

Possible factor	Troubleshooting item							
	1	2	3	4	5	6	7	8
	No radio reception (AM/FM)/No or low volume	No radio reception (SIRIUS satellite radio)	Noise from radio (AM only)	Noise from radio (FM only)	Noise from radio (SIRIUS satellite radio only)	Cannot tune (SEEK does not stop)	Cannot preset (preset function does not operate)	Reception frequency of radio slips
Jamming from aftermarket electronic equipment (two-way radio, navigation system, mobile phone, external FM transmitter, etc)	X	X	X	X	X			
Audio unit/car navigation unit	X	X	X	X		X	X	X
Antenna plug poor connection	X	X	X	X	X	X		
Antenna feeder	X	X	X	X	X	X		
Electronic jamming from outside, or inferior condition of broadcasting station radio wave	X	X	X	X	X	X		X
Noise from electrical system on vehicle (e.g.fuel pump)			X	X	X			
Battery		X	X	X	X			
Charging system			X	X	X			
Antenna installation loosened		X	X	X	X			
Audio panel (without car-navigation system)		X				X	X	
SIRIUS satellite radio unit		X			X			
Open or short circuit in wiring harness between SIRIUS satellite radio unit and audio unit/car-navigation unit		X						
Communication error between SIRIUS satellite radio unit and audio unit/car-navigation unit		X						

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Jamming from aftermarket electronic equipment (two-way radio, navigation system, mobile phone, external FM transmitter, etc)	X	X	X	X	X			
Audio unit/car navigation unit	X	X	X	X		X	X	X
Antenna plug poor connection	X	X	X	X	X	X		
Antenna feeder	X	X	X	X	X	X		
Electronic jamming from outside, or inferior condition of broadcasting station radio wave	X	X	X	X	X	X		X
Noise from electrical system on vehicle (e.g.fuel pump)			X	X	X			
Battery		X	X	X	X			
Charging system			X	X	X			
Antenna installation loosened		X	X	X	X			
Audio panel (without car-navigation system)		X				X	X	
SIRIUS satellite radio unit		X			X			
Open or short circuit in wiring harness between SIRIUS satellite radio unit and audio unit/car-navigation unit		X						
Communication error between SIRIUS satellite radio unit and audio unit/car-navigation unit		X						

