

2012 - Mazda6 - Body and Accessories

FOREWORD [CD PLAYER/ CHANGER]

Troubleshooting Index

No.	Items	Symptom	Possible DTC
1	CD player/changer	NO.1 CD PLAYER/ CHANGER DOES NOT LOAD THE CD OR EJECTS THE CD IMMEDIATELY [CD PLAYER/ CHANGER]	Audio unit (without display) 10:Er01, 22:Er01 Audio unit (with display) or car-navigation unit - Device code 22/error code 01, 10
2		NO.2 CD PLAYER/ CHANGER DOES NOT EJECT THE CD [CD PLAYER/ CHANGER]	Audio unit (without display) 10:Er01, 22:Er01 Audio unit (with display) or car-navigation unit - Device code 22/error code 01
3		NO.3 CD PLAYER/ CHANGER DOES NOT PLAY THE CD/ NO SOUND [CD PLAYER/ CHANGER]	Audio unit (without display) 10:Er07, 22:Er07 Audio unit (with display) or

			car- navigation unit • Device code 22/error code 07
4		NO.4 SOUND JUMPS [CD PLAYER/ CHANGER]	Audio unit (without display) • 10:Er07, 22:Er07 Audio unit (with display) or car- navigation unit • Device code 22/error code 07
5		NO.5 CD PLAYER/ CHANGER SCRATCHES ON THE CD [CD PLAYER/ CHANGER]	Audio unit (without display) • 10:Er07, 22:Er07 Audio unit (with display) or car- navigation unit • Device code 22/error code 07
6	CD changer	NO.6 DISC CHANGE IS INOPERATIVE [CD PLAYER/ CHANGER]	Audio unit (without display) • 10:Er07, 21:Er19, 22:Er07 Audio unit (with display) • Device code 15/error code 19 • Device code 22/error code 07 Car- navigation

			unit • Device code 21/error code 19 • Device code 22/error code 07
7	CD player/changer (MP3/WMA (Windows media audio) formatted file playback function)	NO.7 CD PLAYER DOES NOT PLAY THE MP3/ WMA-FORMATTED [CD PLAYER/ CHANGER]	Audio unit (without display) • 10:Er07, 22:Er07 Audio unit (with display) or car-navigation unit • Device code 22/error code 07
8		NO.8 MP3/ WMA-FORMATTED FILE FOLDER SELECTION IS INOPERATIVE/ TRACK SEARCH IS INOPERATIVE [CD PLAYER/ CHANGER]	Audio unit (without display) • 10:Er02, 22:Er02 Audio unit (with display) or car-navigation unit • Device code 22/error code 02
9		NO.9 CD PLAYER DOES NOT INDICATE THE MP3/ WMA TITLE TEXT [CD PLAYER/ CHANGER]	Audio unit (without display) • 10:Er02, 10:Er07, 22:Er02, 22:Er07 Audio unit (with display) or car-navigation unit • Device code 22/error code 02, 07

10		NO.10 CD PLAYER DOES NOT PLAY THE AUDIO DATA (CDDA) [CD PLAYER/ CHANGER]	Audio unit (without display) 10:Er02, 10:Er07, 22:Er02, 22:Er07 Audio unit (with display) or car-navigation unit - Device code 22/error code 02, 07
11	CD player/changer	NO.11 TRACK CHANGE IS INOPERATIVE [CD PLAYER/ CHANGER]	Audio unit (without display) 10:Er02, 21:Er19, 22:Er02 Audio unit (with display) - Device code 15/error code 19 - Device code 22/error code 02 Car-navigation unit - Device code 21/error code 19 - Device code 22/error code 02

X: Applicable

Troubleshooting Item	CD player/changer					CD changer	CD player/changer (MP3/MWA (Window media audio) formatted file playback function)				CD player/changer
	1	2	3	4	5	6	7	8	9	10	11
	jects		sound				itted file		ile text	(A)	

Possible factor	CD player/changer does not load the CD or eject the CD immediately	CD player/changer does not eject the CD	CD player/changer does not play the CD/No sound	Sound jumps	CD player/changer scratches on the CD	Disc change is inoperative	CD player does not play the MP3/WMA-formatted file	MP3/WMA-formatted file folder selection is inoperative/Track search is inoperative	CD player does not indicate the MP3/WMA title	CD player does not play the audio data (COD)	Track change is inoperative
Insertion angle of disc incorrect	X										
CD is inserted upside down	X		X								
Audio unit malfunction	X	X	X	X	X	X					X
Defective CD (egg., cracked, badly bent, rough edges, scratch, dirty CD, condensation)	X	X	X	X							X
Non-conventional discs (e.g., 8 cm (3 in) CD ^{*1} , 8 cm (3 in) disc adapter ^{*2} , heart-shaped disc, octagonal disc)	X	X	X								X
Poor connection of audio unit connector or terminal (e.g., damaged, bent, pull-out pin, corrosion)	X	X									
Improper center panel installation		X				X					
Improper CD cover installation		X									
Improper audio unit installation (e.g., rattle, loose)				X							
Inadequate tire pressure				X							
Deformed disc is used (e.g., out of specification (thickness), bent disc)	X	X			X						
Multiple CDs are inserted into the CD player at the same time		X			X						
Audio panel malfunction						X					X
CD-R/RW written format is out of specification							X			X	
MP3/WMA and other format data are in the CD-R/RW							X				
File extension for MP3-formatted file is incorrect (Correct: ".mp3", ".wma", Incorrect: e.g., RIFF)							X				
Defective CD-R/RW (e.g., dirty, scratch)							X	X	X	X	
CD-R/RW (MP3/WMA files are all written to RIFF format)							X				
Conflict of ID tag version for CD-R/RW								X	X		
Improper folder and/or music title in CD-R/RW								X			
The number of characters of folder/music file name in CD-R/RW exceeds the maximum number of characters								X	X		
Improper encode in CD-R/RW								X	X		
MP3/WMA applicable CD player malfunction							X	X	X	X	X
No title input in CD-R/RW									X		
Input title text by 2-bytes characters									X		
Data other than the audio data is in CD-R/RW										X	

*1

with CD changer

*2

with CD player

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2		NO.2 CD PLAYER/ CHANGER DOES NOT EJECT THE CD [CD PLAYER/ CHANGER]	Audio unit (without display) 10:Er01, 22:Er01 Audio unit (with display) or car-navigation unit - Device code 22/error code 01
3		NO.3 CD PLAYER/ CHANGER DOES NOT PLAY THE CD/ NO SOUND [CD PLAYER/ CHANGER]	Audio unit (without display) 10:Er07, 22:Er07 Audio unit (with display) or

			car- navigation unit • Device code 22/error code 07
4		NO.4 SOUND JUMPS [CD PLAYER/ CHANGER]	Audio unit (without display) • 10:Er07, 22:Er07 Audio unit (with display) or car- navigation unit • Device code 22/error code 07
5		NO.5 CD PLAYER/ CHANGER SCRATCHES ON THE CD [CD PLAYER/ CHANGER]	Audio unit (without display) • 10:Er07, 22:Er07 Audio unit (with display) or car- navigation unit • Device code 22/error code 07
6	CD changer	NO.6 DISC CHANGE IS INOPERATIVE [CD PLAYER/ CHANGER]	Audio unit (without display) • 10:Er07, 21:Er19, 22:Er07 Audio unit (with display) • Device code 15/error code 19 • Device code 22/error code 07 Car- navigation

			unit • Device code 21/error code 19 • Device code 22/error code 07
7	CD player/changer (MP3/WMA (Windows media audio) formatted file playback function)	NO.7 CD PLAYER DOES NOT PLAY THE MP3/ WMA-FORMATTED [CD PLAYER/ CHANGER]	Audio unit (without display) • 10:Er07, 22:Er07 Audio unit (with display) or car-navigation unit • Device code 22/error code 07
8		NO.8 MP3/ WMA-FORMATTED FILE FOLDER SELECTION IS INOPERATIVE/ TRACK SEARCH IS INOPERATIVE [CD PLAYER/ CHANGER]	Audio unit (without display) • 10:Er02, 22:Er02 Audio unit (with display) or car-navigation unit • Device code 22/error code 02
9		NO.9 CD PLAYER DOES NOT INDICATE THE MP3/ WMA TITLE TEXT [CD PLAYER/ CHANGER]	Audio unit (without display) • 10:Er02, 10:Er07, 22:Er02, 22:Er07 Audio unit (with display) or car-navigation unit • Device code 22/error code 02, 07

10		NO.10 CD PLAYER DOES NOT PLAY THE AUDIO DATA (CDDA) [CD PLAYER/ CHANGER]	Audio unit (without display) 10:Er02, 10:Er07, 22:Er02, 22:Er07 Audio unit (with display) or car-navigation unit - Device code 22/error code 02, 07
11	CD player/changer	NO.11 TRACK CHANGE IS INOPERATIVE [CD PLAYER/ CHANGER]	Audio unit (without display) 10:Er02, 21:Er19, 22:Er02 Audio unit (with display) - Device code 15/error code 19 - Device code 22/error code 02 Car-navigation unit - Device code 21/error code 19 - Device code 22/error code 02

X: Applicable

Troubleshooting Item											CD player/changer
CD player/changer						CD changer	CD player/changer (MP3/MWA (Window media audio) formatted file playback function)				CD player/changer
1	2	3	4	5	6	7	8	9	10	11	
jects		sound				itted file		ile text	(A)		

Possible factor	CD player/changer does not load the CD or eject the CD immediately	CD player/changer does not eject the CD	CD player/changer does not play the CD/No sound	Sound jumps	CD player/changer scratches on the CD	Disc change is inoperative	CD player does not play the MP3/WMA-format	MP3/WMA-formatted file folder selection is inoperative/Track search is inoperative	CD player does not indicate the MP3/WMA title	CD player does not play the audio data (COD)	Track change is inoperative
Insertion angle of disc incorrect	X										
CD is inserted upside down	X		X								
Audio unit malfunction	X	X	X	X	X	X					X
Defective CD (egg., cracked, badly bent, rough edges, scratch, dirty CD, condensation)	X	X	X	X							X
Non-conventional discs (e.g., 8 cm (3 in) CD ^{*1} , 8 cm (3 in) disc adapter ^{*2} , heart-shaped disc, octagonal disc)	X	X	X								X
Poor connection of audio unit connector or terminal (e.g., damaged, bent, pull-out pin, corrosion)	X	X									
Improper center panel installation		X				X					
Improper CD cover installation		X									
Improper audio unit installation (e.g., rattle, loose)				X							
Inadequate tire pressure				X							
Deformed disc is used (e.g., out of specification (thickness), bent disc)	X	X			X						
Multiple CDs are inserted into the CD player at the same time		X			X						
Audio panel malfunction						X					X
CD-R/RW written format is out of specification							X			X	
MP3/WMA and other format data are in the CD-R/RW							X				
File extension for MP3-formatted file is incorrect (Correct: ".mp3", ".wma", Incorrect: e.g., RIFF)							X				
Defective CD-R/RW (e.g., dirty, scratch)							X	X	X	X	
CD-R/RW (MP3/WMA files are all written to RIFF format)							X				
Conflict of ID tag version for CD-R/RW								X	X		
Improper folder and/or music title in CD-R/RW								X			
The number of characters of folder/music file name in CD-R/RW exceeds the maximum number of characters								X	X		
Improper encode in CD-R/RW								X	X		
MP3/WMA applicable CD player malfunction							X	X	X	X	X
No title input in CD-R/RW									X		
Input title text by 2-bytes characters									X		
Data other than the audio data is in CD-R/RW										X	

*1

with CD changer

*2

with CD player

