

2012 - Mazda6 - Body and Accessories

NO.3 CD PLAYER/ CHANGER DOES NOT PLAY THE CD/ NO SOUND [CD PLAYER/ CHANGER]

3	CD player/changer does not play the CD/No sound	
Possible DTC	Audio unit (without display)	10:Er07, 22:Er07
	Audio unit (with display) or car-navigation unit	Device code 22/error code 07
POSSIBLE CAUSE	• CD is inserted upside down • Defective CD (e.g., cracked, badly bent, rough edges, scratch, dirty CD, condensation) • Non-conventional discs (e.g., 8 cm (3 in) CD^{*1}, 8 cm (3 in) disc adapter^{*2}, heart-shaped disc, octagonal disc) • Audio unit malfunction • Car-navigation unit malfunction	

*1

with CD changer

*2

with CD player

Diagnostic procedure

STEP	INSPECTION		ACTION
1	• Can the disc in which the malfunction occurs be specified?	Yes	The system is normal. (Explain to the customer that the cause is a disc that is damaged or dirty on the playback side, or warped.)
		No	Go to the next step.
2	• Turn the radio ON and inspect that there is sound. • Is there sound?	Yes	Go to the next step.
		No	Go to the symptom troubleshooting No.3 (Audio system).
NOTE:			

	• Check for the volume dial position.		
3	• Was CD inserted properly, label-side up?	Yes	Go to the next step.
		No	Explain to the customer that CD should be inserted into the slot, label-side up.
4	• Visually inspect the CD. ▪ Is there any dirt, scratch or deformation on the CD? ▪ Is the CD a non-conventional disc? ▪ Is there a CD in MP3/WMA recording?	Yes	Explain to the customer that the defective CD or non-conventional disc cannot be use.
		No	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.)
5	• 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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		No	Replace the audio unit. (See: AUDIO UNIT REMOVAL/ INSTALLATION.)