

2012 - Mazda6 - Body and Accessories

NO.4 SOUND JUMPS [CD PLAYER/ CHANGER]

4	Sound jumps	
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	- Defective CD (e.g., cracked, badly bent, rough edges, scratch, dirty CD, condensation) - Improper audio unit installation (e.g., rattle, loose) - Inadequate tire pressure - Audio unit malfunction - Car-navigation unit malfunction NOTE: - The CD may be malfunctioning if the sound jumps on the certain CD only. Inspect the CD player/changer operation using the CD known to be good.	

Diagnostic procedure

STEP	INSPECTION		ACTION
1	Does the sound skip when pressing the SCAN button?	Yes	The system is normal. (Explain to the customer that the sound skips during SCAN.)
		No	Go to the next step.
2	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.
3	Does the sound jump when the vehicle is stopped?	Yes	Go to Step 8.

		No	Go to the next step.
4	• Drive the vehicle. • Does the sound jump when driving over uneven surfaces?	Yes	Go to the next step.
		No	Go to Step 8.
5	• Is the audio unit installed securely?	Yes	Go to the next step.
		No	Install the audio unit securely.
6	• Inspect the tire pressure. • Is the tire pressure normal?	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	Go to the next step.
7	• Adjust the tire pressure within specification. • Does the sound jump when driving the vehicle?	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	Audio system is normal. Explain repairs to the customers.
8	• Replace the CD known to be good. • Does the sound jump when driving the vehicle?	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	Audio system is normal. Explain to the customer that the CD is malfunctioning.
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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