

2012 - Mazda6 - Body and Accessories

NO.11 TRACK CHANGE IS INOPERATIVE [CD PLAYER/ CHANGER]

11	Track change is inoperative	
Possible DTC	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
POSSIBLE CAUSE	• Audio unit is malfunction (with audio system) • Car-navigation unit malfunction (with car-navigation system) • 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) • Panel switch malfunction • MP3/WMA applicable CD player malfunction	

*1

with CD changer

*2

with CD player

Diagnostic procedure

STEP	INSPECTION	ACTION
1	• Replace the CD known to be good. • Does the CD player change the track?	Yes Explain to the customer that the defective CD or non-conventional disc cannot be used.
		No Go to the next step.

2	• Inspect the panel switch installation. • Does the CD player change the track number on the display when pressing the track up or down switch?		Yes Replace the audio unit/car-navigation unit. (See: AUDIO UNIT REMOVAL/ INSTALLATION.) (See: CAR-NAVIGATION UNIT REMOVAL/ INSTALLATION.)
		No	Go to the "No.1 Audio panel switch inspection" in this section. Replace the center panel as necessary.

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