

2012 - Mazda6 - Body and Accessories

NO.2 CD PLAYER/ CHANGER DOES NOT EJECT THE CD [CD PLAYER/ CHANGER]

2	CD player/changer does not eject the CD	
Possible DTC	Audio unit (without display)	10:Er01, 22:Er01
	Audio unit (with display) or car-navigation unit	Device code 22/error code 01
POSSIBLE CAUSE	- 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) - Poor connection of audio unit connector or terminal (e.g., damaged, bent, pulled-out pin, corrosion) - Deformed disc is used (e.g., out of specification (thickness), bent disc). - Multiple CDs are inserted into the CD player at the same time - Audio unit malfunction - Car-navigation unit malfunction NOTE: - The CD may be malfunctioning if the CD player/changer does not eject the certain CD only. Inspect the CD player/changer operation using the CD known to be good.	

*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	• Switch the ignition to off. • Inspect the connection of the audio unit/car-navigation unit connector (24-pin). • Inspect both audio unit/car-navigation unit connector and wiring harness-side connector for poor connection. (such as damaged/bent/pulled-out pins, corrosion) • All the pins and connector normal?	Yes	Go to the next step.
		No	If the audio unit/ car-navigation unit connector/ pin is wrong: • Replace the audio unit / car-navigation unit. (See AUDIO UNIT REMOVAL/ INSTALLATION.) (See CAR-NAVIGATION UNIT REMOVAL/ INSTALLATION.) If the wiring harness-side connector/ pin is wrong: • Repair or replace the pins and/or the connector.
3	• Insert the CD into the CD player/changer. • Does the CD insert into the CD player/changer smoothly?	Yes	With audio unit (with display) • Go to Step 5. 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	Install the center panel and/or CD cover properly, then go to the next step.
4	• Is the CD ejected from the CD player/changer?	Yes	Troubleshooting completed Explain repairs to the customers.
		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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	Audio unit (with display) or car-navigation unit	Device code 22/error code 01
POSSIBLE CAUSE	- 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) - Poor connection of audio unit connector or terminal (e.g., damaged, bent, pulled-out pin, corrosion) - Deformed disc is used (e.g., out of specification (thickness), bent disc). - Multiple CDs are inserted into the CD player at the same time - Audio unit malfunction - Car-navigation unit malfunction NOTE: - The CD may be malfunctioning if the CD player/changer does not eject the certain CD only. Inspect the CD player/changer operation using the CD known to be good.	

*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	• Switch the ignition to off. • Inspect the connection of the audio unit/car-navigation unit connector (24-pin). • Inspect both audio unit/car-navigation unit connector and wiring harness-side connector for poor connection. (such as damaged/bent/pulled-out pins, corrosion) • All the pins and connector normal?	Yes	Go to the next step.
		No	If the audio unit/ car-navigation unit connector/ pin is wrong: • Replace the audio unit / car-navigation unit. (See AUDIO UNIT REMOVAL/ INSTALLATION.) (See CAR-NAVIGATION UNIT REMOVAL/ INSTALLATION.) If the wiring harness-side connector/ pin is wrong: • Repair or replace the pins and/or the connector.
3	• Insert the CD into the CD player/changer. • Does the CD insert into the CD player/changer smoothly?	Yes	With audio unit (with display) • Go to Step 5. 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.)
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4	• Is the CD ejected from the CD player/changer?	Yes	Troubleshooting completed Explain repairs to the customers.
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			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.)