

2012 - Mazda6 - Body and Accessories

NO.7 CD PLAYER DOES NOT PLAY THE MP3/ WMA-FORMATTED [CD PLAYER/ CHANGER]

7	CD player does not play the MP3/WMA-formatted file	
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	NOTE: • CD-R/RW written format is out of specification • MP3/WMA and other format data are in the CD-R/RW • File extension for MP3/WMA-formatted file is incorrect (Correct. “.mp3”, “.wma” incorrect: e.g., RIFF) • Defective CD-R/RW (e.g. dirty CD, scratch) • MP3/WMA applicable CD player malfunction • The free-software for the MP3/WMA-formatted file in the field may cause the deterioration of sound quality, noise, or defective play, so that the CD player won't play the customer made MP3/WMA-formatted file. • The CD player may not play the CD-R/RW properly due to the disc condition. • If there are MP3/WMA-formatted file and other file in the same disc, the CD player may not play the disc. • If there are MP3/WMA-formatted file and audio data in the same disc, the CD player loads and plays the first session of the data only.	

Diagnostic procedure

STEP	INSPECTION	ACTION
1	• Inspect the written format of the recorded data on the CD-R/RW. • Is the written format correct?	Yes Go to the next step.
		No Write the CD-R/RW with the correct specification.

2	- Inspect the recorded data in the CD-R/RW. - Is there MP3/WMA and other format data in the CD-R/RW.	<table><tr><td>Yes</td><td>Replace with the CD-R/RW known to be good (MP3/WMA-formatted file data only), then inspect the CD player operation. If the CD player plays the MP3/ WMA-formatted file: - Audio system is normal. Explain to the customer that the CD player does not operate properly if the MP3/WMA and other format data are in the CD-R/RW. If the CD player does not play the MP3/ WMA-formatted file: - Replace the audio unit. (See AUDIO UNIT REMOVAL/ INSTALLATION.)</td></tr><tr><td>No</td><td>Go to the next step.</td></tr></table>	Yes	Replace with the CD-R/RW known to be good (MP3/WMA-formatted file data only), then inspect the CD player operation. If the CD player plays the MP3/ WMA-formatted file: - Audio system is normal. Explain to the customer that the CD player does not operate properly if the MP3/WMA and other format data are in the CD-R/RW. If the CD player does not play the MP3/ WMA-formatted file: - Replace the audio unit. (See AUDIO UNIT REMOVAL/ INSTALLATION.)	No	Go to the next step.
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No	Go to the next step.					
3	- Inspect the CD-R/RW written format. - Is the written format within the specification (".mp3" ".wma" is the correct file extension)?	<table><tr><td>Yes</td><td>Replace with the CD-R/RW using the ".mp3" ".wma" file extension, then inspect the CD player operation. If the CD player plays the MP3/ WMA-formatted file: - Audio system is normal. Explain to the customer that the CD player does not operate properly if the correct file extension is not used. If the CD player does not play the MP3/ WMA-formatted file: - Replace the audio unit. (See AUDIO UNIT REMOVAL/ INSTALLATION.)</td></tr><tr><td>No</td><td>Go to the next step.</td></tr></table>	Yes	Replace with the CD-R/RW using the ".mp3" ".wma" file extension, then inspect the CD player operation. If the CD player plays the MP3/ WMA-formatted file: - Audio system is normal. Explain to the customer that the CD player does not operate properly if the correct file extension is not used. If the CD player does not play the MP3/ WMA-formatted file: - Replace the audio unit. (See AUDIO UNIT REMOVAL/ INSTALLATION.)	No	Go to the next step.
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4	- Visually inspect the CD-R/RW. - Is there any dirt or scratch on the CD-R/RW?	<table><tr><td>Yes</td><td>Clean the disc or replace with the CD-R/RW known to be good.</td></tr><tr><td>No</td><td>Replace the audio unit/car-navigation unit. (See: AUDIO UNIT REMOVAL/ INSTALLATION.) (See: CAR-NAVIGATION UNIT REMOVAL/ INSTALLATION.)</td></tr></table>	Yes	Clean the disc or replace with the CD-R/RW known to be good.	No	Replace the audio unit/car-navigation unit. (See: AUDIO UNIT REMOVAL/ INSTALLATION.) (See: CAR-NAVIGATION UNIT REMOVAL/ INSTALLATION.)
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