

2012 - Mazda6 - Body and Accessories

No.3 ADDRESSEE'S VOICE VOLUME TOO LOW, OR NOISE INTERRUPTS CALL [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/ TEL) SYSTEM)]

3	Addressee's voice volume too low, or noise interrupts call	
Possible DTC	Audio unit (without display)	26:Er81, 26:Er86
	Audio unit (with display) or car-navigation unit	Device code 26/error code 81, 86
Possible cause	- Malfunction in the audio system - Open or short circuit in the wiring harness between the Bluetooth unit and the speaker through the audio unit/car-navigation unit and the audio amplifier (with Bose®) - Open or short circuit in the wiring harness between the Bluetooth unit and the speaker through the audio unit/car-navigation unit (without Bose®) - Audio control switch (+) and/or related circuit malfunction - Poor connection in the connector - Bluetooth unit malfunction - Problem in the cellular phone - Vehicle is in a place where signal transmission is weak - Bluetooth does not operate - A cellular phone other than a Hands-free telephone system-enabled model is used	

Diagnostic procedure

- When performing an asterisk (*) troubleshooting inspection, slightly shake the wiring harness and connectors while performing the inspection to discover whether poor contact points are the cause of any intermittent malfunction. If there is a problem, verify that the connectors, terminals and wiring harness are connected correctly and undamaged.

STEP	INSPECTION	ACTION
1	- Verify if the customer's cellular phone is a Hands-free telephone system-enabled model by referring to following URL. http://www.mazdausa.com/MusaWeb/displayPage.action?pageParameter=bluetoothHandsFreeSystem - Is the customer's cellular phone a Hands-free telephone system-enabled model?	Yes Go to the next step.
		No Explain to the customer that the customer's cellular phone is not a Hands-free telephone system-enabled model.
2	Verify the volume setting of the Hands-free telephone system.	Yes Verify if the

	Is the volume set at a low level or zero?		malfunction symptom is eliminated after the volume is set to a higher level. - If the malfunction is not resolved, go to the next step. - If the malfunction is resolved, explain to the customer that the malfunction occurred due to an inappropriate volume setting.
		No	Go to the next step.
3	Is the audio system sound output normal?	Yes	Go to the next step.
		No	Perform the audio system troubleshooting procedure.
4	Can the audio volume be controlled using audio control switch?	Yes	Go to the next step.
		No	Inspect and repair the audio control switch and related wiring harness.
5	- Perform the Bluetooth system (hands-free telephone (HF/TEL) system) on-board diagnostic. - Is 26:Er81 displayed?	Yes	Inspect and repair the audio system CAN communication.
		No	Go to the next step.
6*	- Inspect for open or short circuits in the following wiring harnesses and connectors, and inspect the connector connections. - Between Bluetooth unit terminal I and audio unit/car-navigation unit (16-pin) terminal 2B - Between Bluetooth unit terminal J and audio unit/car-navigation unit (16-pin) terminal 2J - Between Bluetooth unit terminal L and shield wire - Are the harnesses and connector connections normal?	Yes	Go to the next step.
		No	Repair or replace malfunctioning parts.
7	- Make a call with the cellular phone without using Bluetooth system (hands-free telephone (HF/TEL) system). - Does the same symptom appear?	Yes	Cellular phone related problem.
		No	Go to the next step.

8	• Call the hands-free cell phone using another cellular phone. • Does the same symptom appear?	Yes	Replace the Bluetooth unit. (See Bluetooth UNIT REMOVAL/ INSTALLATION.)
		No	The cellular phone Bluetooth system (hands-free telephone (HF/TEL) system is malfunctioning.

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