

R109/24: Various models - Audio Sound pauses after I-STOP Operation

SI124498

TSB NUMBER: R109/24 (Europe)

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BULLETIN NOTES

Applicable Model: Various models with Bose® type audio

DESCRIPTION

Some customers may experience that the audio sound pauses at the time of engine restarting after i-stop operation under following situations.

Symptom	Audio source
At the time of engine restarting after i-stop operation, the audio sound pauses for a few seconds.	Bluetooth®
	USB Audio
	Navigation guidance (SD card navigation)
At the time of engine restarting after i-stop operation, the audio sound pauses or the screen changes to audio source selection.	Traffic information/FM/AM
At the time of engine restarting after i-stop operation, connection with the iPhone is interrupted and audio sound pauses.	Navigation guidance (Apple CarPlay)

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CAUSE

Due to an improper part in the audio amplifier installed in the factory, voltage drop error detection of the power source may be too sensitive.

SUBJECT VIN & PRODUCTION DATE RANGE

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Model/spec	VIN Range					Production Date Range	
				from	to	From	to
MAZDA3/Europe (L.H.D. & UK Specs.) Russia	JMZ	BP	**** **	301873	423042	-	May. 24, 2024
	JM4	BP	**** **	300001	423100	-	May. 28, 2024
CX-30/Europe (L.H.D. & UK Specs.) Russia	JMZ	DM	**** **	300001	331926	-	May. 26, 2023
CX-5/Europe	JMZ	KF	**** **	250047	376120	-	Jul. 3, 2023
CX-5/Russia	JMZ	KE	*W** **	250047	376120	-	Jul. 3, 2023
CX-60/Europe (L.H.D. & UK Specs.) Russia	JMZ	KH	**** **	100001	144886	-	Sep. 20, 2023
CX-90/Russia	JMZ	KK	**** **	100001	100031	-	Jul. 4, 2023

REPAIR PROCEDURE

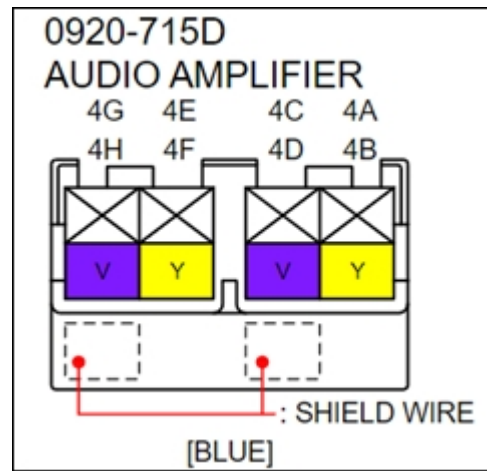
Diagnose and repair following to the steps below.

If the current is stable in step 5-1, no need to proceed to step 5-2.

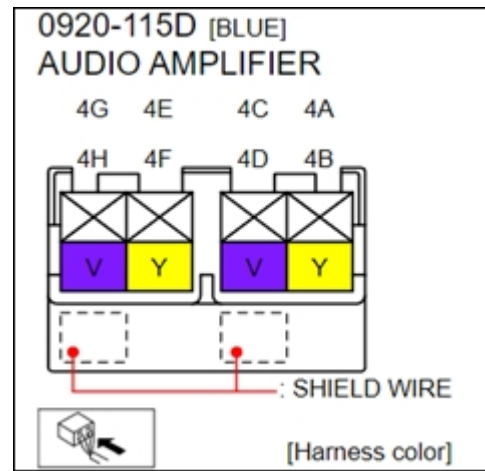
1. Connect the Mazda Modular Diagnostic system (M-MDS) to the vehicle.
2. In the data logger function, set the monitoring of "PCM-BATT_CUR-A" (battery charge/discharge current).

Adjust the range so that +/- 1 A of fluctuation can be seen at about 20 A current.

3. Start monitoring while the ignition switch is on.
4. Disconnect the "MOST IN/OUT" connector from the audio amplifier referring to the workshop manual "AUDIO AMPLIFIER REMOVAL/INSTALLATION" and the wiring diagram "AUDIO SYSTEM (Bose® TYPE AUDIO)".



CX-5



MAZDA3, CX-30, CX-60, CX-90

5. Monitor the fluctuation of the current.

[5-1] If the current is stable as Fig. 1.

Claim labor hours for the diagnosis and continue diagnosis and repair referring to the workshop manual.



Fig. 1

[5-2] If the current fluctuates multiple times about 1 A as Fig. 2, the audio amplifier has the concern. Replace the audio amplifier with a new one according to the workshop manual "AUDIO AMPLIFIER REMOVAL/INSTALLATION".

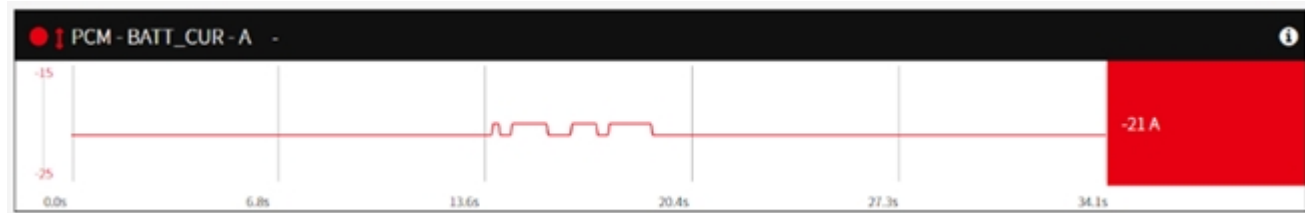


Fig. 2

PARTS INFORMATION

Use VIN to lookup correct part number in EPC.

NOTE: Some parts for older vehicles (not in mass production) may need longer lead time for delivery.

NOTE: For eExchange countries please order via EBK.

Parts Number	Description	Qty.	Notes
BDJA-66-A20F BHY0-66-A20	AMP,POWER-AUDIO	1	MAZDA3
DFR7-66-A20D	AMP,POWER-AUDIO	1	CX-30
K69B-66-A20A	AMP,POWER-AUDIO	1	CX-5
KDVA-66-A20B	AMP,POWER-AUDIO	1	CX-5
KGC3-66-A20C	AMP,POWER-AUDIO	1	CX-5
KGC5-66-A20D	AMP,POWER-AUDIO	1	CX-5
KJG2-66-A20A	AMP,POWER-AUDIO	1	CX-60 (For KJG2-66-A20 and K616-66-A20)
KSR5-66-A20B	AMP,POWER-AUDIO	1	CX-60 (For KSR5-66-A20* and KS0C-66-A20*)
KMV7-66-A20B	AMP,POWER-AUDIO	1	CX-90

NOTE: Instead of BDDA-66-A20F, BHY0-66-A20 may be used depending on availability.

WARRANTY INFORMATION

For eExchange countries:

Assembly Group	T - BODY ELECTRICAL SYSTEM
Subassembly Group	11 - Audio System

Symptom Code	58 (Other malfunction in audio system)	
Damage Code	9W (Internal failure)	
Causal Part No.	****-66-A20* (Replacement part)	
Quantity	0	
Operation No. and Labor Hours	Diagnosis only	XXWT3XDX / 0.3 Hrs.
	Diagnosis and parts replacement - CX-5	XXWT3ARX / 0.6 Hrs.
	Diagnosis and parts replacement - MAZDA3, CX-30, CX-60, CX-90	XXWT3CRX / 0.8 Hrs.
Period Covered	Basic Warranty Period	
Prior approval necessary	NO	

Please ensure exchange system is used to check availability of part under exchange program

For Non eExchange countries:

Assembly Group	T - BODY ELECTRICAL SYSTEM	
Subassembly Group	11 - Audio System	
Symptom Code	58 (Other malfunction in audio system)	
Damage Code	9W (Internal failure)	
Causal Part No.	****-66-A20* (Replacement part)	
Quantity	0 or 1	
Operation No. and Labor Hours	Diagnosis only	XXWT3XDX / 0.3 Hrs.
	Diagnosis and parts replacement - CX-5	XXWT3ARX / 0.6 Hrs.
	Diagnosis and parts replacement - MAZDA3, CX-30, CX-60, CX-90	XXWT3CRX / 0.8 Hrs.
Period Covered	Basic Warranty Period	
Prior approval necessary	NO	

VIN RANGE FOR EUROPE.

Model Name	Carline Code	WMI	VDS	VIS Start Range	VIS End Range
Mazda3	Mazda3 (BP)	JM4	BP*****	300001	423100
Mazda3	Mazda3 (BP)	JMZ	BP*****	301873	423042
CX-30	CX-30 (DM)	JMZ	DM*****	300001	331926
CX-5	CX-5 (KE)	JMZ	KE*W****	250047	376120
CX-5	CX-5 (KF)	JMZ	KF*****	250047	376120
CX-60	CX-60 (KH)	JMZ	KH*****	100001	144886
CX-90	CX-90 (KK)	JMZ	KK*****	100001	100031