

<b>Subject:</b>  REAR SUBWOOFER AUDIO SOUND PAUSES AT HIGH VOLUME LEVEL (Bose® AUDIO ONLY)	<b>Bulletin No.:</b> 09-049/24
	<b>Last Issued :</b> 11/12/2024

## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS

2019-2023 Mazda3 (Mexico built) vehicles with VINs lower than 3MZ BP\*\*\*\* \*\* 385903 (Produced before Sep. 11, 2023)

2019-2023 Mazda3 (Japan built) vehicles with VINs lower than JM1 BP\*\*\*\* \*\* 623994 (Produced before May 23, 2023)

**NOTE:** This service information applies to vehicles with Bose® audio system only.

## DESCRIPTION

Some customers may experience rear subwoofer audio sound pauses intermittently at high volume levels. When the volume level is lowered, the subwoofer audio sound resumes.

The actual volume level may vary depending on the audio source. If the audio source consists of many low frequency (40 - 70 Hz) sounds, the concern may occur at volume level 35 or higher. This concern may be caused by improper audio amplifier control software. To eliminate this concern, the control software has been modified.

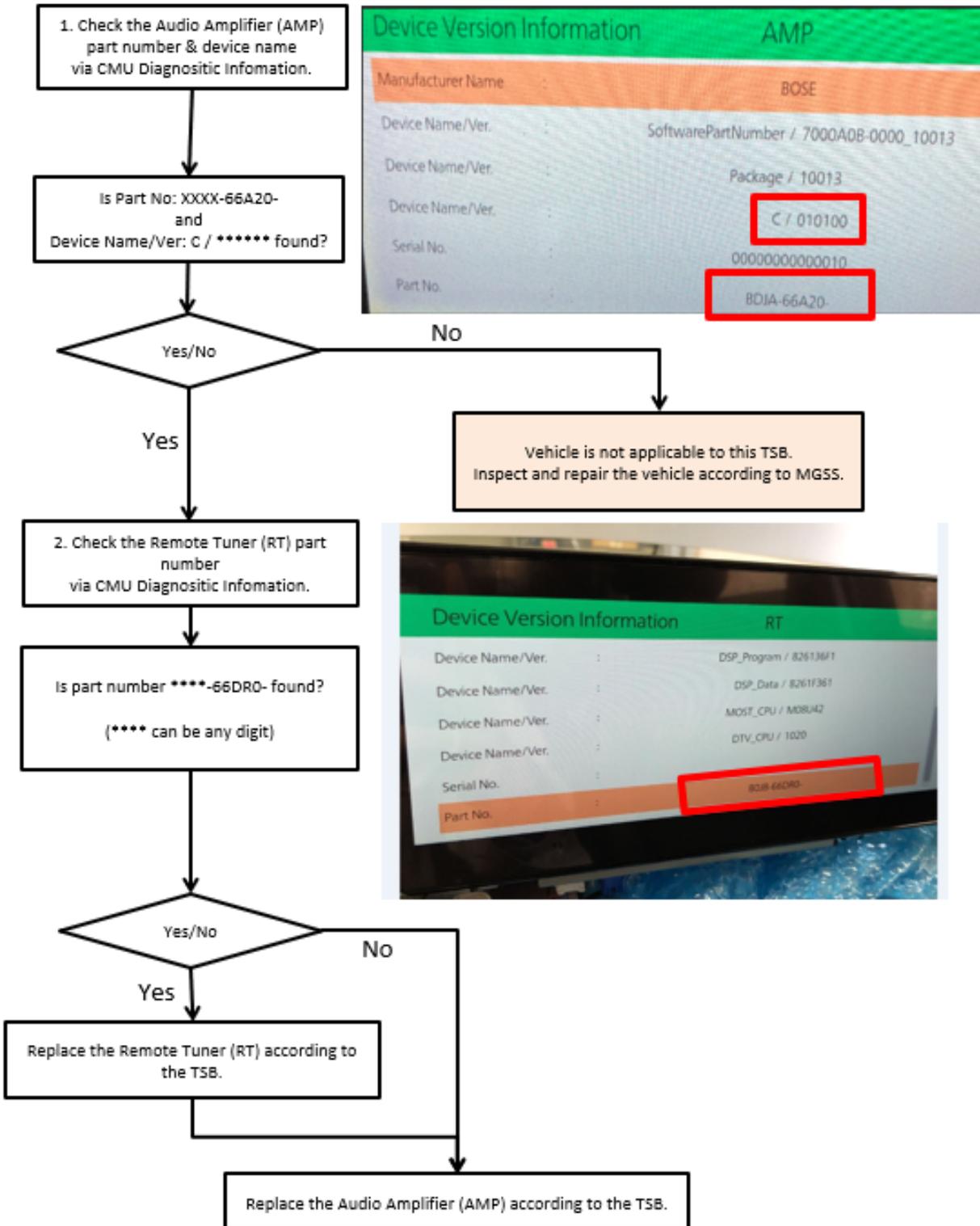
Customers having this concern should have their vehicle repaired using the following repair procedure.

## REPAIR PROCEDURE

### Summary of Repair:

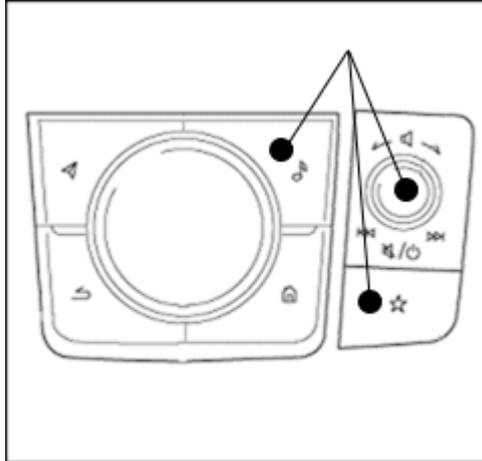
Applicable vehicles will require Audio Amplifier (AMP) replacement. Some vehicles will require Audio Amplifier (AMP) AND Remote Tuner (RT) replacement. Review the repair summary below to determine the repair requirements for the subject vehicle.

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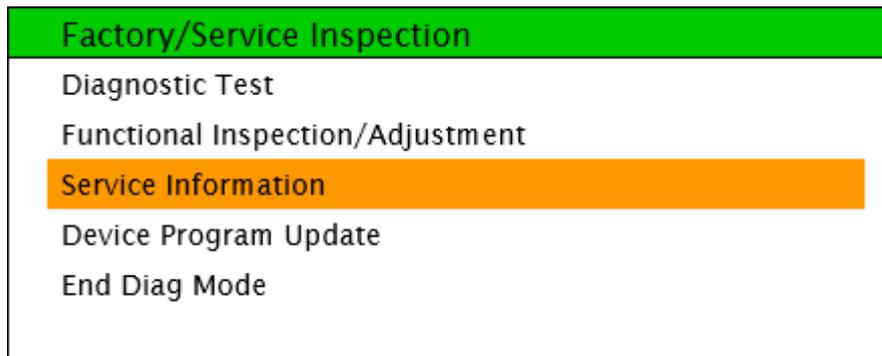


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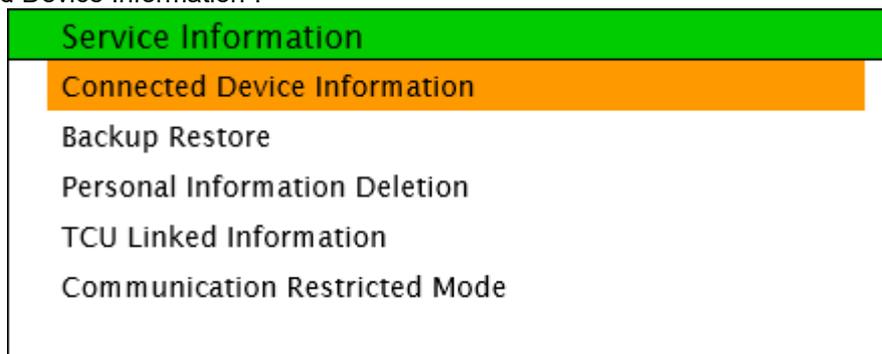
1. Verify customer concern.
  2. Confirm the audio amplifier (AMP) part number following steps a-f below.
    - a. Turn ignition ON (or ACC) with the push button start.
    - b. Press and hold the Volume Mute, Music and Favorite buttons at the same time and hold them all for 3-5 seconds.
- The "Factory/Service Inspection" screen will appear.



- c. Select "Service Information".



- d. Select "Connected Device Information".



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e. Select "AMP".

Connected Device Information	
CMU	
AMP	
RT	
DISP	
MIC	
COMMANDER	

f. Confirm the "Device Name/Ver." (1) and "Part No." (2) of the AMP.

Device Version Information		AMP
Manufacturer Name	:	BOSE
Device Name/Ver.	:	SoftwareParNumber / 7000A0D-XXXX_10001
Device Name/Ver.	:	Package / 10001
Device Name/Ver.	:	C / 010100 (1)
Serial No.	:	00000000000010
Part No.	:	XXXX-66A20- (2)

- If "Part No." (2) is not found in the table below, this service information is not applicable to the subject vehicle.

Diagnose the concern according to the instructions on MGSS.

- If "Part No." (2) is found in the table below, continue with the repair steps.

Part No. (2)	Spec.
BDJA-66A20-	Without Turbo
BFWN-66A20-	2.5L Turbo

- If "Device Name/Ver." (1) is "C / \*\*\*\*\*" is found, proceed to Step 3. (\*\*\*\*\* can be any digit)

- If "Device Name/Ver." (1) is "C / \*\*\*\*\*" is not found, this service information is not applicable to the subject vehicle.

Diagnose the concern according to the instructions on MGSS.

3. Confirm the part number of the remote tuner (RT) by following steps a-c below.

a. Push "Return" to show "Connected Device Information" screen.

b. Select "RT".

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Connected Device Information	
CMU	
AMP	
RT	
DISP	
MIC	
COMMANDER	

c. Confirm "Part No." (1) of the RT.

Device Version Information		RT
Device Name/Ver.	:	DSP_Program / XXXXXXXX
Device Name/Ver.	:	DSP_Data / XXXXXXXX
Device Name/Ver.	:	MOST_CPU / XXXXXX
Device Name/Ver.	:	DTV_CPU / XXXX
Serial No.	:	
Part No.	:	XXXX-66-DR0 <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">1</span>

- If the "Part No." (1) is found under the "Parts Number (OLD)" column in the table below, replace the remote tuner (RT) according to the instructions on MGSS REMOTE TUNER (RT) REMOVAL/INSTALLATION AND replace the audio amplifier (AMP) with a new part according to the instructions on MGSS AUDIO AMPLIFIER REMOVAL/INSTALLATION [(US)].

- If the "Part No." (1) is NOT found under the "Parts Number (OLD)" column in the table below, DO NOT replace the remote tuner (RT). Replace only the audio amplifier (AMP) with a new part according to the instructions on MGSS AUDIO AMPLIFIER REMOVAL/INSTALLATION [(US)].

Parts Number (NEW)	Parts Number (OLD)	Description	Qty.	Notes
BDGF-66-DR0A	BDGF-66-DR0	TUNER, REMOTE	1	(Japan built vehicle) without SiriusXM
BDGG-66-DR0A	BDGG-66-DR0	TUNER, REMOTE	1	(Japan built vehicle) with SiriusXM
BDTS-66-DR0A	BDTS-66-DR0	TUNER, REMOTE	1	(Mexico built vehicle) without SiriusXM
BDTT-66-DR0A	BDTT-66-DR0	TUNER, REMOTE	1	(Mexico built vehicle) with SiriusXM

5. Verify the repair.

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**PARTS INFORMATION****Order Parts from United Radio**

Parts Number (NEW)	Parts Number (OLD)	Description	Qty.	Spec.
BDJA-66-A20F or BHY0-66-A20	BDJA-66-A20C	AMP, POWER-AUDIO	1	Without Turbo
BFWN-66-A20F or BHY1-66-A20	BFWN-66-A20C	AMP, POWER-AUDIO	1	2.5L Turbo

**NOTE:**

- BDAJ-66-A20F or BHY0-66-A20 can be used depending on availability.
- BFWN-66-A20F or BHY1-66-A20 can be used depending on availability.

**NOTE:** Only replace the remote tuner (RT) if determined to do so according to this service bulletin.

Parts Number (NEW)	Parts Number (OLD)	Description	Qty.	Notes
BDGF-66-DR0A	BDGF-66-DR0	TUNER, REMOTE	1	(Japan built vehicle) without SiriusXM
BDGG-66-DR0A	BDGG-66-DR0	TUNER, REMOTE	1	(Japan built vehicle) with SiriusXM
BDTS-66-DR0A	BDTS-66-DR0	TUNER, REMOTE	1	(Mexico built vehicle) without SiriusXM
BDDT-66-DR0A	BDDT-66-DR0	TUNER, REMOTE	1	(Mexico built vehicle) with SiriusXM

**WARRANTY INFORMATION****NOTE:**

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	58

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Damage Code	9W		
Part Number Main Cause	BDJA-66-A20F or BHY0-66-A20 (Without Turbo) BFWN-66-A20F or BHY1-66-A20 (2.5L Turbo)		
Quantity	1		
Operation No. and Labor Hours	Replacement Parts	Type	Operation No. and Labor Hours
	Power Audio Amp only	4SD / 5HB	XXWPGARX / 0.5 Hrs.
	Power Audio Amp and Remote Tuner	4SD	XXWPGCRX / 0.9 Hrs.
		5HB	XXWPGERX / 0.6 Hrs.

**NOTE:** Claim the remote tuner as a related part.

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