

ADDRESSEE'S VOICE VOLUME TOO LOW, OR NOISE INTERRUPTS CALL [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/TEL) SYSTEM)]

id0903h5017700

Possible DTC	Addressee's voice volume too low, or noise interrupts call	
	Using the M-MDS	—
	Without using M-MDS (On-board diagnostic test mode)	26:Er81
Possible cause	<ul style="list-style-type: none"> • Problem in the cellular phone <ul style="list-style-type: none"> — A cellular phone other than a Hands-free telephone system-enabled models is used — Vehicle is in a place where signal transmission is weak — Bluetooth does not operate • The volume of the Hands-free telephone system is set at a low level or zero • Bluetooth unit does not receive the vehicle speed signal <ul style="list-style-type: none"> — CAN communication error • Malfunction in the audio system <ul style="list-style-type: none"> — Poor connection in the connector — Open or short circuit in the wiring harness between the Bluetooth unit and the speaker through the audio amplifier (with Bose[®] system) — Open or short circuit in the wiring harness between the Bluetooth unit and the speaker through the audio unit (without Bose[®]) — Steering switch (+) and/or related circuit malfunction • Bluetooth unit malfunction 	

Diagnostic procedure

- When performing an asterisked (*) 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	<ul style="list-style-type: none"> • Verify if the customer's cellular phone is a Hands-free telephone system-enabled model by referring to 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	<ul style="list-style-type: none"> • Verify the volume setting of the Hands-free telephone system. • Is the volume set at a low level or zero? 	Yes <ul style="list-style-type: none"> • Verify if the 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	<ul style="list-style-type: none"> • Is the audio system sound output normal? 	Yes Go to the next step.
		No Perform the audio system troubleshooting procedure.
4	<ul style="list-style-type: none"> • Can the audio volume be controlled using steering switch? 	Yes Go to the next step.
		No Inspect and repair the steering switch and related wiring harness.
5	<ul style="list-style-type: none"> • Perform the Bluetooth system (hands-free telephone (HF/TEL) system) DTC inspection. • Is 26:Er81 displayed? 	Yes Inspect and repair the audio system CAN communication.
		No Go to the next step.

STEP	INSPECTION	ACTION	
6*	<ul style="list-style-type: none"> Inspect for open or short circuits in the following wiring harnesses and connectors, and inspect the connector connections. <ul style="list-style-type: none"> Between Bluetooth unit (28-pin) terminal J and audio unit (24-pin) terminal 2D Between Bluetooth unit (28-pin) terminal I and audio unit (24-pin) terminal 2C Between Bluetooth unit (28-pin) terminal N and audio unit (24-pin) terminal 2B Between Bluetooth unit (28-pin) terminal M and audio unit (24-pin) terminal 2A Are the harnesses and connector connections normal? 	Yes	Go to the next step.
		No	Repair or replace malfunctioning parts.
7	<ul style="list-style-type: none"> Make a call with the cellular phone without using Bluetooth system. Does the same symptom appear? 	Yes	Cellular phone related problem.
		No	Go to the next step.
8	<ul style="list-style-type: none"> 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 is malfunctioning.