

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

id0903h5017600

Possible DTC	Caller'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 • Influence due to vehicle driving conditions <ul style="list-style-type: none"> — Noise while driving is loud (engine, tire noise, blower fan noise) — Windows and/or sunroof are open • Bluetooth unit does not receive the vehicle speed signal <ul style="list-style-type: none"> — CAN communication error • Malfunction in the microphone related parts <ul style="list-style-type: none"> — Poor connection in the connector — Open or short circuit in the wiring harness between the microphone and the Bluetooth unit — Microphone malfunction • Malfunction in the Hang-up/Pick-up/Talk switch <ul style="list-style-type: none"> — Poor connection in the connector — Open or short circuit in the wiring harness between the Hang-up/Pick-up/Talk switch and the Bluetooth unit — Hang-up/Pick-up/Talk switch malfunction • Malfunction in the audio system <ul style="list-style-type: none"> — 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"> • 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.
3	<ul style="list-style-type: none"> • Does the symptom appear under following conditions? <ul style="list-style-type: none"> — Windows and/or sunroof are open — Noise while driving is loud (engine, tire noise, blower fan noise) 	Yes The system is normal. (Influence due to vehicle driving conditions)
		No Go to the next step.
4	<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	
5*	<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 microphone terminal A and audio unit terminal 2L Between microphone terminal B and audio unit terminal 2N Between microphone terminal C and audio unit terminal 2R Between microphone terminal D and audio unit terminal 2P Between microphone terminal E and audio unit terminal 2T Are the harnesses and connector connections normal? 	Yes	Go to the next step.
		No	Repair or replace malfunctioning parts.
6	<ul style="list-style-type: none"> Inspect the following switches. (See STEERING SWITCH INSPECTION.) <ul style="list-style-type: none"> Hung-up switch Pic-up switch Talk switch Are the switches normal? 	Yes	Go to the next step.
		No	Replace the steering switch. (See STEERING SWITCH REMOVAL/INSTALLATION.)
7*	<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 clock spring terminal B and audio unit terminal 1H Between clock spring terminal E and audio unit terminal 1P Are the harnesses and connector connections normal? 	Yes	Go to the next step.
		No	Repair or replace malfunctioning parts.
8	<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.
9	<ul style="list-style-type: none"> Call the hands-free cell phone using another cellular phone. Does the same symptom appear? 	Yes	Go to the next step.
		No	The cellular phone Bluetooth system is malfunctioning.
10	<ul style="list-style-type: none"> Replace the microphone. (See MICROPHONE REMOVAL/INSTALLATION.) Does the same symptom appear? 	Yes	Replace the Bluetooth unit. (See Bluetooth UNIT REMOVAL/INSTALLATION.)
		No	Troubleshooting is completed. (The microphone is malfunctioning.)