Service Bulletin

Mazda North American Operations Irvine, CA 92618-2922



© 2016 Mazda Motor of America, Inc.

Subject:	Bulletin No:	09-061/16
Fctry MESSAGE DISPLAYED AFTER INSTRUMENT CLUSTER REPLACEMENT		
·····	Last Issued:	12/02/2016

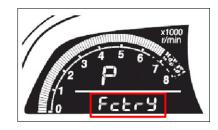
APPLICABLE MODEL(S)/VINS

2016-2017 Mazda2	2016-2017 CX-3
2014-2017 Mazda6	2016-2017 CX-9

DESCRIPTION

After the installation of a new instrument cluster, the message "Fctry" is displayed instead of the odometer. Some new instrument clusters are in the factory mode setting. Factory mode cancellation is required. **NOTE:** The concern is applicable to Calsonic Kansei instrument clusters. Not all trim levels are affected.

Sample: Mazda2



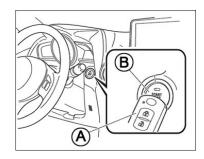
Vehicles having this concern should have their vehicle repaired using the following procedure.

Page 1 of 2

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

FACTORY MODE CANCELLATION PROCEDURE

- 1. Verify concern.
- 2. Remove the room fuse.
- 3. Use the back side of the key (A) to press the start button (B) to turn the ignition ON.



- 4. Press the start button (B) to turn the ignition OFF.
- 5. Install the room fuse.
- 6. Verify the Fctry message is no longer present.

SPEEDOMETER REPLACEMENT LABEL

Instrument cluster replacement requires label installation

- 1. Order "Speedometer Replacement Labels" through e-Store.
- 2. Record vehicle mileage before removing the instrument cluster (repair order mileage).
- 3. Remove and replace the instrument cluster according to the appropriate workshop manual.
- Complete the following information on the "Speedometer Replacement Label."
 a. Mileage (before instrument cluster replacement).
 - b. Date of replacement.
 - c. Dealer code.

SPEEDOMETER REPLACEMENT Mileage:(Before Replacement)		
Date Replaced://		
Complete Information and Install		

On Driver's Side "B" Pillar

5. Attach the completed label to the driver's side "B" pillar.

PART(S) INFORMATION

Part Number	Description	Qty.	Notes
9999-95-SPDO-97	Speedometer Replacement Labels	1 (Sheet)	Order labels through e-Store only. Each sheet contains 20 labels.