Service Bulletin

Mazda North American Operations Irvine, CA 92618-2922



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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



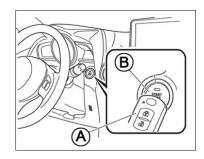
Vehicles having this concern should have their vehicle repaired using the following procedure.

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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.