



<b>Subject:</b> <b>2016 CX-9 - INFOTAINMENT SCREEN IS BLACK, BLANK OR INOP</b>	<b>Service Alert No.:</b> SA-051/17
	<b>Last Issued:</b> 06/22/2017

## DESCRIPTION

A customer may report that the infotainment screen is black, blank or inoperative on a 2016 CX-9. This will usually be an intermittent concern.

## REPAIR PROCEDURE

1. Is this a 2016 CX-9?  
YES - Continue to next step.  
NO - STOP, this Service Alert does not apply.
2. Duplicate the concern. Do you hear any sound when the screen is blank or black?  
YES - Continue to next step.  
NO - Please verify if this is a reboot concern. The MAZDA CONNECT questionnaire explains what to do for a reboot concern.
3. Turn off the vehicle, restart it, is the display working?  
YES - Replace the infotainment DISPLAY and continue to STEP 4.  
NO - Continue to next step.
4. Check the connections at the CMU and infotainment display carefully. Are all the pins and terminals ok?  
YES - Replace the CMU and retest.  
NO - Repair the connections if possible, replace the harness if it cannot be repaired.
5. Is the system at version 59.00.502?  
YES - Confirm the issue is resolved and release the vehicle back to the customer.  
NO - Update the system to 59.00.502, confirm the issue is resolved and release the vehicle back to the customer.

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