

<b>Subject:</b>  <b>CENTER DISPLAY TURNS BLACK WHILE DRIVING</b>	<b>Bulletin No.:</b> 09-034/17
	<b>Last Issued:</b> 08/04/2017

## DESCRIPTION

### APPLICABLE MODEL(S)/VINS

2016-2017 CX-9 vehicles with VINs lower than JM3TC\*\*\*\*\*142699 (produced before June 1, 2017)

Some customers may experience the 8-inch center display sometimes turns black while driving. When the display turns black, the sound (for navigation or audio system) can still be heard and the volume can be controlled. The center display may return to normal after turning the ignition switch off, then on again.

This concern may be caused by internal noise within the center display, which disturbs the integrated DC-DC converter and results in no power for the display. To eliminate this concern, the hardware for the center display has been modified.

## REPAIR PROCEDURE

1. Verify the customer concern.

**NOTE:** If there are any DTCs stored for the Connectivity Master Unit (CMU), diagnose it according to the instructions on MGSS online.

2. Check if both of these two (2) conditions are met:

- a. When the display turned black, was the sound heard for the navigation or audio system?
- b. When the display turned black, does turning the ignition off and on temporarily restore the display?

- If both conditions above **were not** met, this bulletin is not applicable. Refer to the latest service information for the CMU software update and update the CMU if applicable.

- If both conditions above **were** met, replace the center display with a modified one according to the instructions on MGSS online (CENTER DISPLAY REMOVAL/INSTALLATION) and (CENTER DISPLAY DISASSEMBLY/ASSEMBLY).

3. Verify the repair.

## PARTS INFORMATION

**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.

Parts Number	Description	Qty.	Notes
TK49-61-1J0A	Information Display	1	---

## WARRANTY INFORMATION

### NOTE:

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.
- This TSB can be performed by D329 Mazda Certified Lube Technicians.

Warranty Type	A
Symptom Code	63
Damage Code	9W
Part Number Main Cause	TK49-61-1J0A
Quantity	1
Operation Number / Labor Hours:	XXN79ARX / 0.2 Hrs.
This TSB can be performed by D329 Mazda Certified Lube Technicians.	Yes

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