

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: 09-029/17 TACHOMETER DISPLAY IN ACTIVE DRIVING DISPLAY CANNOT BE TURNED OFF	Bulletin No.: 09-029/17
	Last Issued: 06/30/2017

BULLETIN NOTES

APPLICABLE MODELS/VINS

2016 CX-9

DESCRIPTION

Some customers may complain that the tachometer display in the Active Driving Display cannot be turned off using the MAZDA CONNECT setting menu since it has been removed by a CMU update. The concerns will be noticed after a CMU update from versions 58 to version 59. This is caused by the seat position memory control module storing the active driving display indication position, brightness level, and display information at the same time when the seat position is programmed. If the setting for the tachometer display was left "ON" for the programmed position before the CMU update, the position memory control module still remembers the status and therefore the tachometer display remains.

NOTE: Since the tachometer display in the active driving display moves frequently and quickly, it may distract the driver's attention while driving. Therefore, Mazda decided to remove the tachometer display in the active driving display, originally available on 2016 CX-9 vehicles with CMU version 58. CMU version 59.00.441 and later do not have the tachometer check box in the active driving display settings screen.

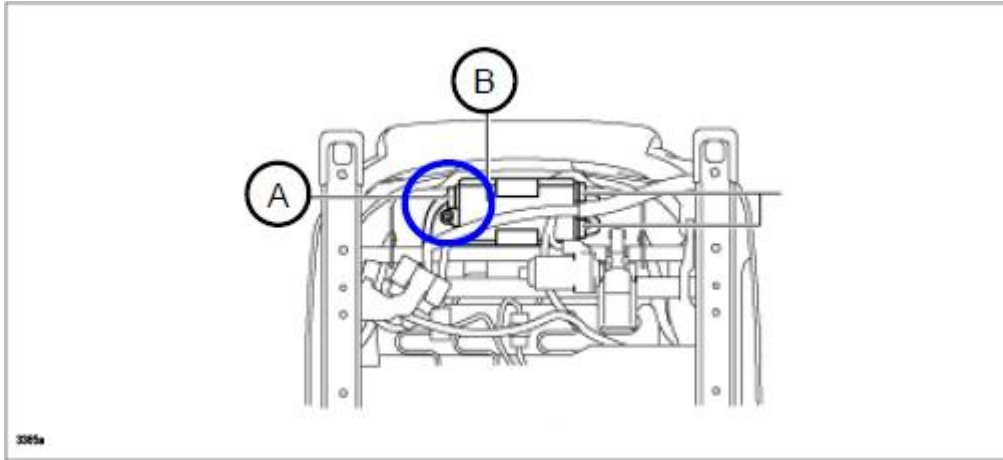
REPAIR PROCEDURE

1. Verify customer concern.

NOTE: Inform the customer that the seat position memory will be erased.

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.

2. With the ignition switch turned off, disconnect the power supply connector (A) at the position memory control module (B).



3. Wait for 10 seconds and re-connect the connector.
 4. Verify repair and ask the customer to re-program the seat position memory.

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.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	62
Damage Code	9W
Part Number Main Cause	5555-RP-CMU
Quantity	0
Operation Number / Labor Hours:	XX594XAX / 0.2 Hrs.

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.