

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: 09-019/17 - Fctry MESSAGE DISPLAYED AFTER INSTRUMENT CLUSTER REPLACEMENT	Bulletin No.: 09-019/17
	Last Issued: 05/24/2017

BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below: The changes are noted in Red.

Previous TSBs:	Date(s) Issued:
09-061/16	12/02/2016

APPLICABLE MODEL(S)/VINS

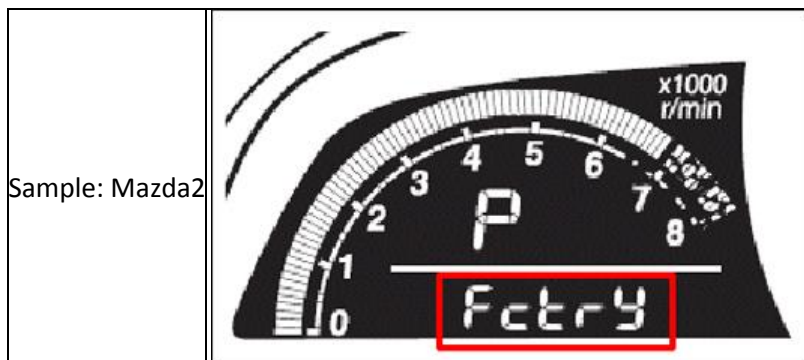
2016-2017 Mazda2	2016-2017 CX-3	2016-2017 CX-9
2014-2017 Mazda6	2017 CX-5	

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.



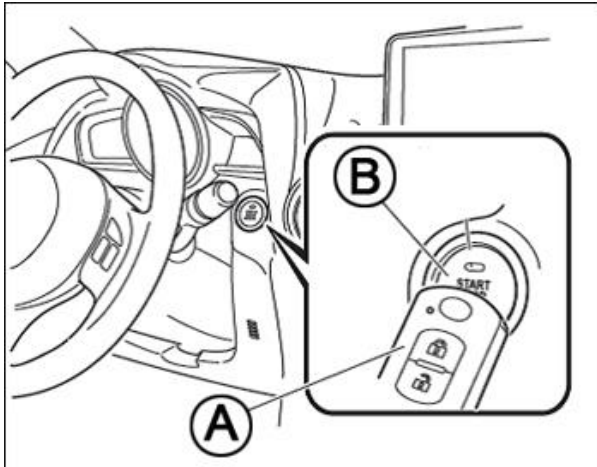
Vehicles having this concern should have their vehicle repaired using the following procedure.

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REPAIR PROCEDURE

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.

ODOMETER SETTING SERVICE

Instrument cluster replacement requires an odometer update to reflect the correct mileage at the time of replacement.

Full odometer setting details are located on [MX-Connect>Warranty>Reference>Odometer Setting Service](#).

1. Record vehicle mileage before removing the instrument cluster (repair order mileage).
2. Remove the instrument cluster. Refer to MGSS online INSTRUMENT CLUSTER REMOVAL/INSTALLATION.
3. Complete the required SPECMO forms for odometer setting shipment:
 - SPECMO Unit Ship-In Form (completely filled-out)
 - RO/PO
4. Overnight the Instrument Cluster to SPECO and request the Fed-EX overnight return shipping to reduce vehicle down time. SPECMO will complete the odometer setting within 24-48 hours upon receipt of the

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Instrument Cluster.

5. Install the instrument cluster. Refer to MGSS online INSTRUMENT CLUSTER REMOVAL/INSTALLATION.

WARRANTY INFORMATION

Non-Warrantable Sublet Claim Submission

Note:

- Odometer setting service must be claimed as non-warrantable AWA or DSA.
- From the time the dealer receives the new instrument cluster from the PDC and overnights to SPECMO for odometer setting, the complete process can take 2-3 days. Therefore, dealers are encouraged to provide an MCVP to the customer.

Symptom Code	99
Damage Code	99
Part Number Main Cause	5555-SP-ECMO
Quantity	0
Operation Number	YY784XRX
Labor Hours*	0.3 - sublet administration
Sublet Number	Invoice Number
Sublet Amount	Enter invoice amount
Authorization	DSA or DSM Authorization
Template ID	SPECMO

Note:

- *Labor hours are for sublet administration. Do not use labor operation.
- MM030XRX for sublet administration as the claim will reject.

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