

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: PART OF ACTIVE DRIVING DISPLAY IMAGE IS MISSING FROM SCREEN	Bulletin No.: 09-002/25
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BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2017-2024 CX-5 vehicles with VINs lower than JM3 KF **** ** 534364 (Produced before Jun. 20, 2024)

2017-2021 Mazda6 vehicles with VINs lower than JM1 GL**** ** 620103 (Produced before Nov. 12, 2021)

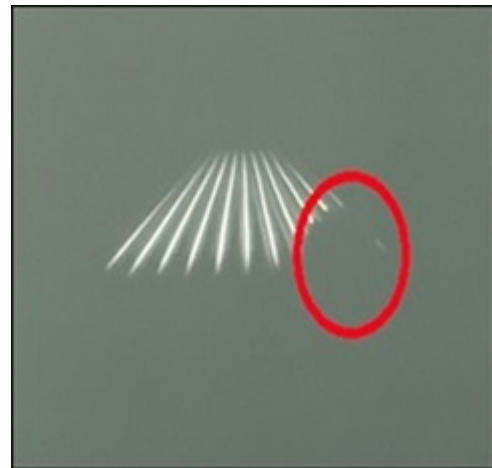
NOTE: Only applies to vehicles equipped with Window Screen Type Active Driving Display.

DESCRIPTION

Some vehicles may exhibit a partially missing image (shown in the circles below) from the Active Driving Display (ADD) on the front window and/or display.



A circle is displayed



A part of the displayed image is missing

This concern may be caused by air entering the liquid-crystal display (LCD) of the active driving display. The moisture in the air vaporizes and forms bubbles, which appear on the image on the display. To eliminate this concern, the parts that construct the LCD have been modified to prevent water ingress.

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

REPAIR PROCEDURE

1. Verify customer concern.
2. Replace the active driving display with the modified one according to the instructions on MGSS.

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.

- CX-5: ACTIVE DRIVING DISPLAY REMOVAL/INSTALLATION
- Mazda6: ACTIVE DRIVING DISPLAY REMOVAL/INSTALLATION

3. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
KCD4-55-HU0B	DISPLAY, HEAD UP	1	CX-5 *
KSD4-55-HU0A	DISPLAY, HEAD UP	1	
GFBD-55-HU0B	DISPLAY, HEAD UP	1	Mazda6

***CX-5 NOTE:** Be sure to use the VIN to look up the correct part number in the GEPC before ordering the part.

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.

Warranty Type	A	
Symptom Code	56	
Damage Code	93	
Causal Part No.	****-55-HU0*	
Quantity	1	
Operation No. and Labor Hours	Mazda6	XXWXHARX / 1.1 Hrs
	CX-5	XXWXHERX / 0.4 Hrs

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