

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  <b>Fctry OR Factory MESSAGE DISPLAYED AFTER INSTRUMENT CLUSTER REPLACEMENT OR WHEN INSTALLING A ROOM FUSE IN A NEW VEHICLE</b>	<b>Bulletin No.:</b> 09-031/19
	<b>Last Issued:</b> 08/07/2019

## BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-002/18	01/09/2018
09-019/17	05/24/2017
09-061/16	12/02/2016

## APPLICABLE MODEL(S)/VINS

2016-2019 CX-3  
2017-2019 CX-5  
2016-2019 CX-9  
2016-2019 Mazda2  
2014-2019 Mazda6

## DESCRIPTION

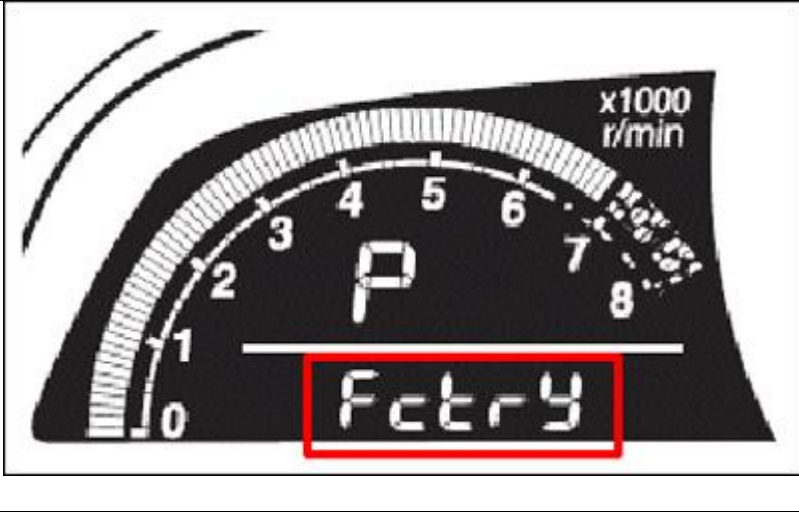
After the installation of a new instrument cluster, the message "Fctry" or "Factory" is displayed instead of the odometer. This concern may also occur when a room fuse is installed in a new vehicle.

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.

**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-3 shown:



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

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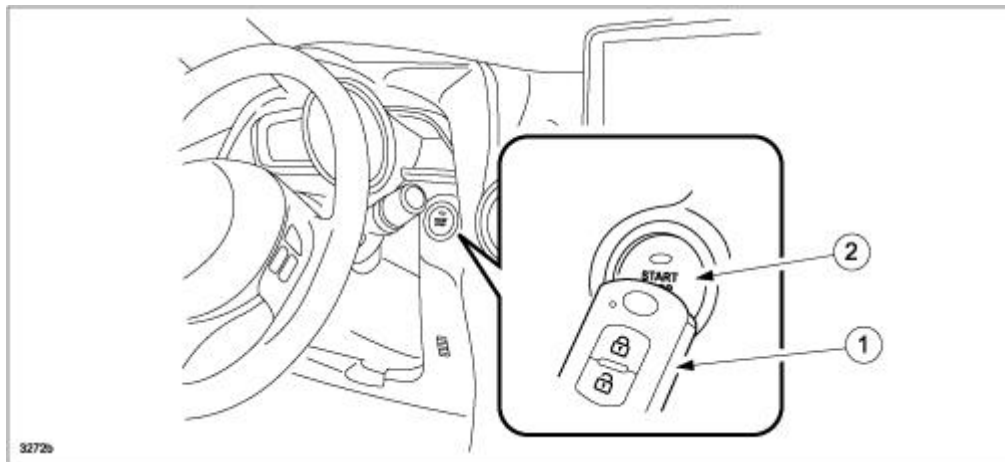
## REPAIR PROCEDURE

### FACTORY MODE CANCELLATION PROCEDURE

#### NOTE:

- Instrument cluster replacement requires an odometer update to reflect the correct mileage at the time of replacement. Refer to [TSB 09-009/19](#) (SPEEDOMETER REPLACEMENT PROCEDURE) or MX-ConnectWarrantyReferenceOdometer Setting Service.
- Instead of the following steps that are specified in the MGSS online or the Workshop Manual, you may repeat turning the ignition switch ON and OFF several times until "Fctry" or "Factory" disappears.

1. Verify concern.
2. Remove the room fuse.
3. Use the back side of the key (1) to press the start button (2) to turn the ignition ON.



4. Press the start button (2) to turn the ignition OFF.
5. Install the room fuse.
6. Verify the "Fctry" or "Factory" message is no longer present.