

Subject: TOUCH SCREEN LOCKS UP (BLACK SCREEN) OR DOES NOT RESPOND	Bulletin No: 09-030/16
	Last Issued: 05/10/2016

BULLETIN NOTE

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

Previous TSBs:	Date(s) Issued:
09-025/15	06/24/15

APPLICABLE MODEL(S)/VINS

2015 CX-5 vehicles with VINs JM3KE*****471612 - 599999 (produced from April 14, 2014 to Nov. 25, 2014)

2015 Mazda6 vehicles with VINs JM1GJ*****180696 - 299999 (produced from April 9, 2014 to Dec. 1, 2014)

2014-2015 CX-9 vehicles with VINs JM3TB*****441521 - 460027 (produced from April 25, 2014 to April 1, 2015)

DESCRIPTION

Some vehicles may exhibit a touch screen that locks up (black screen) or does not respond. However, in either case the audio sound is normal.

This concern may be caused by an internal failure of the audio unit. The production process at the audio supplier has been improved to eliminate these concerns.

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

REPAIR PROCEDURE

1. Verify the customer concern.
2. Replace the audio unit with a modified exchange unit according to the instructions on MS3 online or the Workshop Manual:
 - CX-5: Section 09-20 AUDIO UNIT REMOVAL/INSTALLATION
 - CX-9: Section 09-20 AUDIO UNIT REMOVAL/INSTALLATION
 - Mazda6: Section 09-20 AUDIO UNIT REMOVAL/INSTALLATION

NOTE: Use exchange unit only from United Radio. DO NOT automatically order a new part for warranty replacement.

3. Verify the repair.

PART(S) INFORMATION

Part Number	Description	Qty.	Applicable Country
GJS1-66-DV0C	Audio Unit	1	USA, Canada and Mexico
GJS2-66-DV0C	Audio Unit	1	USA, Canada and Mexico
KJ01-66-DV0C	Audio Unit	1	USA, Canada and Mexico
TK21-66-DV0D	Audio Unit	1	USA and Canada
TK22-66-DV0C	Audio Unit	1	USA and Canada
TK23-66-DV0C	Audio Unit	1	Mexico
TK24-66-DV0C	Audio Unit	1	Mexico

NOTE:

- Confirm the correct part number in the GEPC for the subject vehicle.
- Place the order with United Radio for the part exchange.
- **It is not necessary to call United Radio directly, place the order online, via the United Radio Website.**

Access the United Radio Website using either one of the links below:

1 Go to: https://portal.mazdausa.com/dealershome/service_parts/dag/exchange_page_1.htm
Then select "United Radio Website" and log in.

OR

2 Go to: <http://Dealers.mazdausa.com/>
Then select "Parts and Accessories", "Parts", "Exchange Central", then select "United Radio Website" and log in.

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	61
Damage Code	9W
Part Number Main Cause	SEE PART(S) INFORMATION
Quantity	0
Operation Number / Labor Hours:	XXL4XXRX / 0.3 Hrs. (CX-5 and Mazda6) XXL4XXRX / 0.4 Hrs. (CX-9)
TSB can be performed by D329 Mazda Certified Lube Technicians:	Yes