

Subject: AUDIO SCREEN LOCKS UP (BLACK SCREEN) / AUDIO TOUCH SCREEN INOPERATIVE	Bulletin No: 09-025/15
	Last Issued: 06/24/2015

APPLICABLE MODEL(S)/VINS

2013-2015 CX-5

2014-2015 Mazda6

2013-2015 CX-9 with VINs lower than JM3TB*****460027 (produced before April 1, 2015)

DESCRIPTION

Some vehicles may exhibit either an audio screen that is locking-up (black screen) or an inoperative audio touch screen. In both cases however, the audio unit sound output 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 (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.
- Orders can be placed online (it is not necessary to call United Radio directly).
- Select the United Radio link from the DAG (Dealer Assistance Group) Exchange Central website:
https://portal.mazdausa.com/dealershome/service_parts/dag/exchange_page_1.htm

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	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)