

<b>Subject:</b>  <b>MAZDA CONNECT TOUCH SCREEN DOES NOT WORK OR OPERATES BY ITSELF</b>	<b>Bulletin No.:</b> 09-043/17
	<b>Last Issued:</b> 11/09/2017

## APPLICABLE MODEL(S)/VINS

2014-2016 Mazda3 (Japan and Mexico built)

## DESCRIPTION

Some customers may experience a MAZDA CONNECT touch panel that does not accept touch commands properly or operates by itself. This is caused by a touch panel failure from an improper manufacturing process of the touch panel and center display integration.

## REPAIR PROCEDURE

1. Verify customer concern.
2. Remove the center display according to the instructions on MGSS "CENTER DISPLAY REMOVAL /INSTALLATION".
3. Look at the label at the bottom of the center display and check the first two letters of the lot number.



- If the lot number starts with 6K or lower (3, 4, 5, 6A, 6B,...6J, 6K), go to the next step.
  - If the lot number starts with 6L or higher (6L, 7,...), the concern is more likely caused by a different issue. Follow the instructions on MGSS for further diagnosis. If nothing is found, go to the next step.
4. Replace the center display with a new one.
  5. Verify repair.

**PARTS INFORMATION**

Parts Number	Description	Qty.
BHP1-61-1J0D	Display, Information	1

**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.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	64
Damage Code	9W
Part Number Main Cause	BHP1-61-1J0D
Quantity	1
Operation Number / Labor Hours:	XXN98XRX / 0.3 Hrs.

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