

Subject: MAZDA CONNECT TOUCH SCREEN DOES NOT WORK OR OPERATES BY ITSELF (GHOST TOUCH)	Bulletin No.: 09-026/18
	Last Issued: 05/14/2018

BULLETIN NOTES

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

Previously issued TSBs:	Date issued:
09-043/17	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 online (CENTER DISPLAY REMOVAL /INSTALLATION).
3. Look at the label at the bottom of the center display and check the first **four** digits of the lot number.



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- If the lot number starts with **3,4,5 or 1505-1611**, go to the next step.
- If the lot number starts with **1612 or higher, this TSB does not apply**. Follow the instructions on MGSS for further diagnosis.

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. (Display replacement) T0006XDX / Max. 0.5 Hrs. (Diagnostic time for lot numbers 1612 or higher)

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