

2014-2016 MAZDA3 – MAZDA CONNECT TOUCH SCREEN CONCERN SSPB6

A. DESCRIPTION

On certain 2014-2016 Mazda3 vehicles, the Mazda Connect touch screen in the center display may not accept touch commands properly or may operate by itself (ghost touch). The ITO (Indium Tin Oxide) film of touch screen may be corroded due to moisture, which may adhere on the lens of touch screen during the cleaning process at the plant. The corrosion may allow the electrostatic capacity to vary without any input, causing the malfunction of touch screen.

B. VEHICLE INSPECTION PROCEDURE

1. Verify that the vehicle is within the range:

| Model | VINRange | Production Date Range |
|----------------------------------|--|---|
| 2014-2016 Mazda3 (MC build) | JM1 BM **** E1 100049 – 218349 JM1 BM **** F1 218350 – 276362 JM1 BM **** G1 276363 – 355940 | From June 11, 2013 through June 23, 2016 |
| 2014-2016 Mazda3 (MMVO build) | 3MZ BM **** EM 100134 – 124127 3MZ BM **** FM 121913 – 237205 3MZ BM **** GM 228021 – 330142 | From December 4, 2013 through September 3, 2016 |

- If the vehicle is within the above range, proceed to step 2.
 - If the vehicle is not within the above range, SSPB6 is not applicable.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System. Refer to eMDCS System -Warranty Vehicle Inquiry Results table below.

NOTE: Verify SSPB6 number as the vehicle may have multiple SSPs.

eMDCS System - Warranty Vehicle Inquiry Results

| If eMDCS displays: | Campaign Label is: | Action Required: |
|------------------------|--------------------|--|
| SSPB6Open | Present | Contact the Warranty Hotline at (877) 727-6626, option 3 to update vehicle history |
| | Not present | Proceed to "C. REPAIR PROCEDURE" |
| SSPB6Closed | Present | Return vehicle to inventory or customer |
| | Not present | Complete a label and apply it to vehicle's bulkhead or hood |
| SSPB6 is not displayed | Does not apply | SSPB6 does not apply to this vehicle. Return the vehicle to inventory or customer |

C. REPAIR PROCEDURE

PLEASE PERFORM A DIAGNOSIS AND REPAIR ACCORDING TO THE WORKSHOP MANUAL.

- Type in the Search function in MGSS DIAGNOSTIC ASSIST FUNCTION CONNECTIVITY MASTER UNIT.
- Activate the DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT].
- Perform the inspection of center display, with the diagnostic assist code “70” (Display/Touch. Panel Inspection).
- **If the above test with code “70” passes and malfunction of touch screen (ghost touch) is not confirmed, then the SSP does not apply. Please submit a warranty claim for diagnosis only.**
- If the display screen is normal, this warranty extension does not apply
- If the malfunction of touch screen (ghost touch) is confirmed, replace the center display under this SSP utilizing one of the two (not both) replacement options below:
- If using an lens display kit, please [CLICK HERE](#) here for repair instructions
- If using an exchange display to repair, please [CLICK HERE](#) for CENTER DISPLAY REMOVAL/INSTALLATION repair instructions on MGSS
- Go to **MX-Connect/Parts/Exchange Central** to order an exchange display from United Radio.

D. CAMPAIGN LABEL INSTALLATION

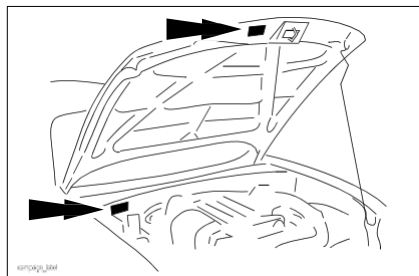
1. Fill out a blue “Campaign Label” (9999-95-065A-06) with Campaign No: “SSPB6”, your dealer code, today’s date.

| CAMPAIGN LABEL | |
|----------------|--------------|
| CAMPAIGN NO: | _____ |
| DEALER CODE: | _____ |
| DATE: | __ / __ / __ |

PIN 9999-95-065A-06

1326b

2. Affix it to the hood or bulkhead as shown:



3. Return the vehicle to customer.

THE CENTER DISPLAY LENS REPLACEMENT

Please refer to the following movie link below prior to repairing the vehicle for further understanding of the display lens replacement.

[CLICK HERE](#) FOR THE DISPLAY LENS REPLACEMENT VIDEO

This video is also available on MGSS.

CAUTION:

1. CHOOSE A TECHNICIAN THAT IS VERY EXPERIENCED WITH COMPUTERS OR TECHNICAL EQUIPMENT TO PERFORM THE FIRST FEW REPAIRS, AND WHO CAN TEACH THE REST OF THE TECHNCIANS FOR FURTHER REPAIRS.
2. A SEPARATE “CLEAN ROOM”, LIKE AN OFFICE, IS REQUIRED TO PERFORM THE OPERATION TO PREVENT ANY DIRT AND DUST CONTAMINATION THAT IS PRESENT IN MOST SERVICE SHOPS. PLEASE ALSO USE A CLEAN, FLAT SURFACE.
3. ONLY HAND TOOLS ARE TO BE USED FOR THIS REPAIR, PLEASE DO NOT USE POWER SCREWDRIVERS TO REPLACE THE DISPLAY LENS SCREWS

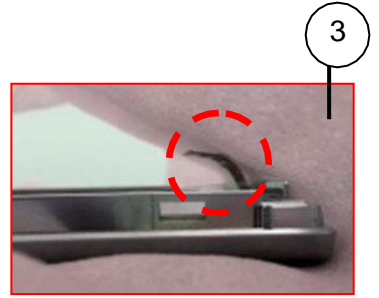
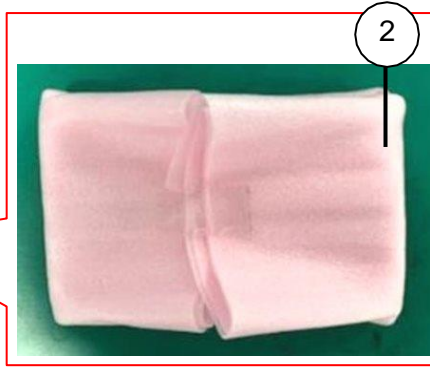
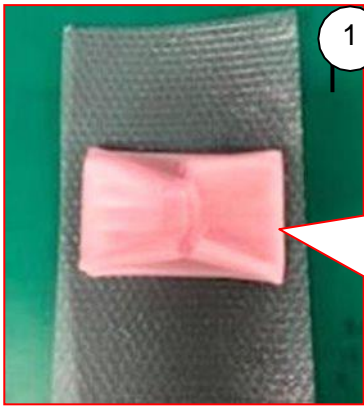
| Part Number | Description | Qty. |
|-------------|------------------|------|
| BHY1-61-1JZ | Display Lens Kit | 1 |

Part # BHY1 61 1JZ contains the following parts

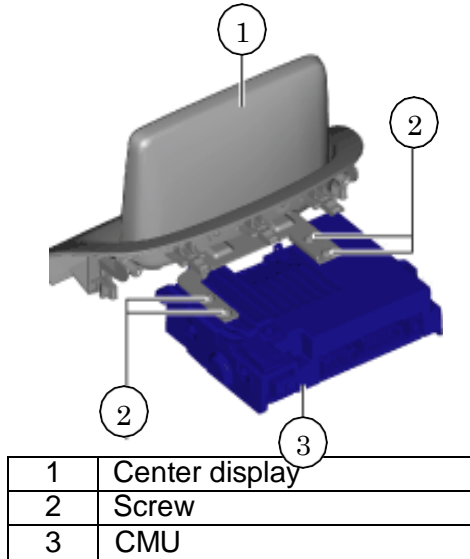
| No. | Description | Qty. | Remark |
|-----|--------------|------|--|
| 1 | Display Lens | 1 | Cushion sheet is reused when disassembling display |
| 2 | Gloves | 2 | Anti-static |



NOTE: The display lens is wrapped with a bubble wrap (1) and a cushion sheet (2). Treat the cushion sheet carefully since it will be reused. Be particularly careful handling the display lens since it is equipped with a printed wiring harness (3).



1. Put on the anti-static gloves included in the display lens kit. If the gloves rip or tear, please replace with a neoprene glove or equivalent non-static plastic glove.
2. Remove the center display from the Connectivity Master Unit (CMU).



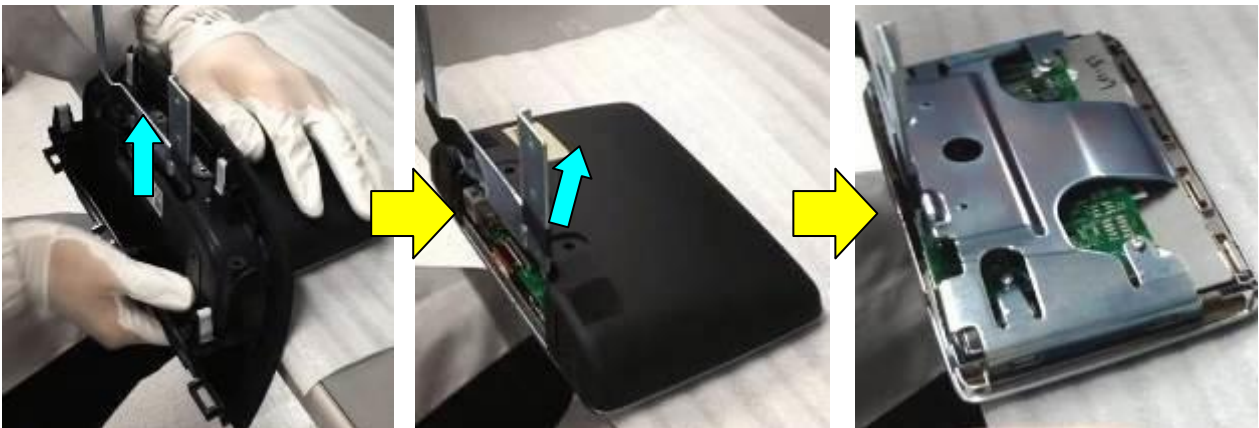
3. Place the cushion sheet that wrapped lens before, on a clean, flat surface.
4. Place the center display on the cushion sheet with the display side facing downward.



5. Remove the (4) screws from the center display cover panels.



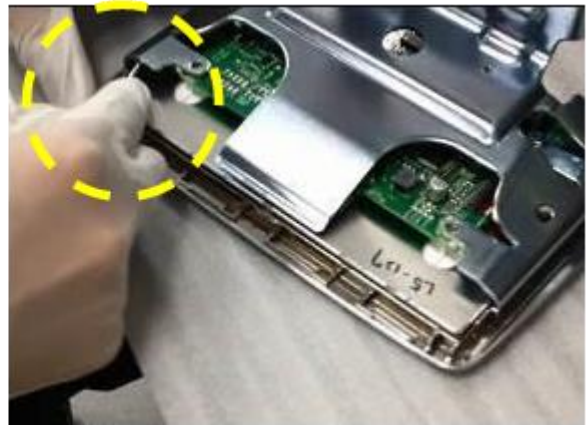
6. Remove the lower cover panel by pulling it up off the bracket, then lift off the back cover panel.



7. Remove the (4) screws from the bracket.



8. Unlock the bracket with a flat head screw driver by carefully prying out and upward on the bracket.

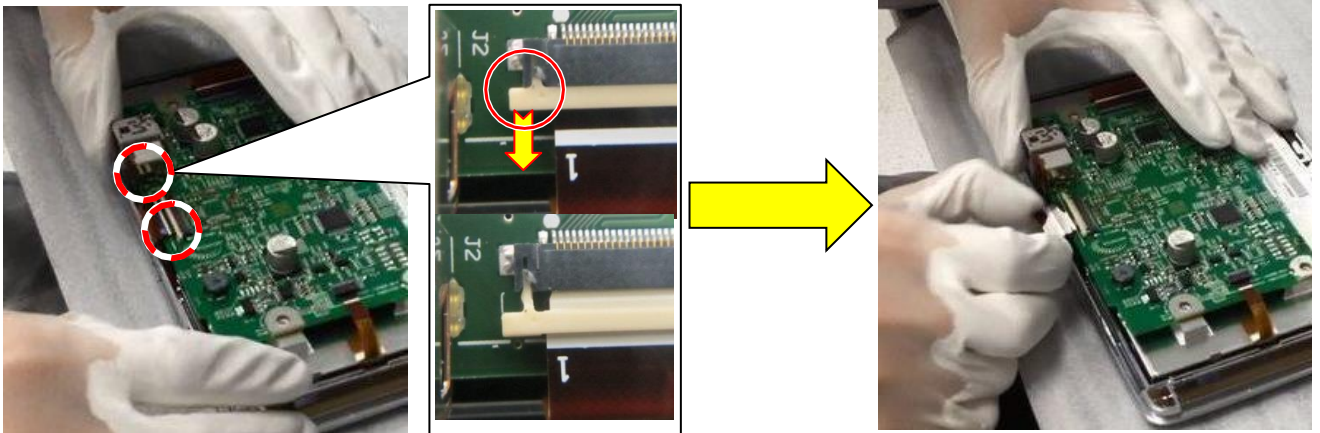


Caution: Do not pry on the printed circuit board.

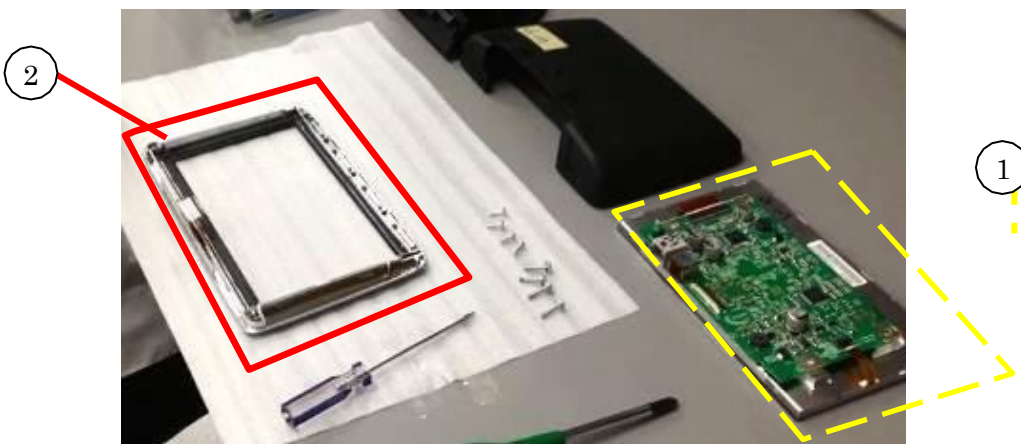
9. Remove the bracket.



10. Unlock and disconnect the printed wiring harness.

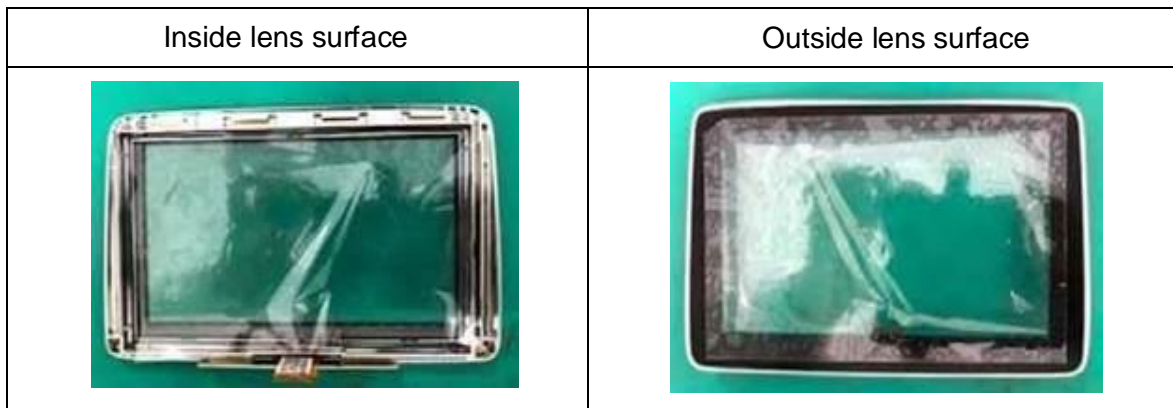


11. Remove the electric circuit board (1) from the display lens (2).

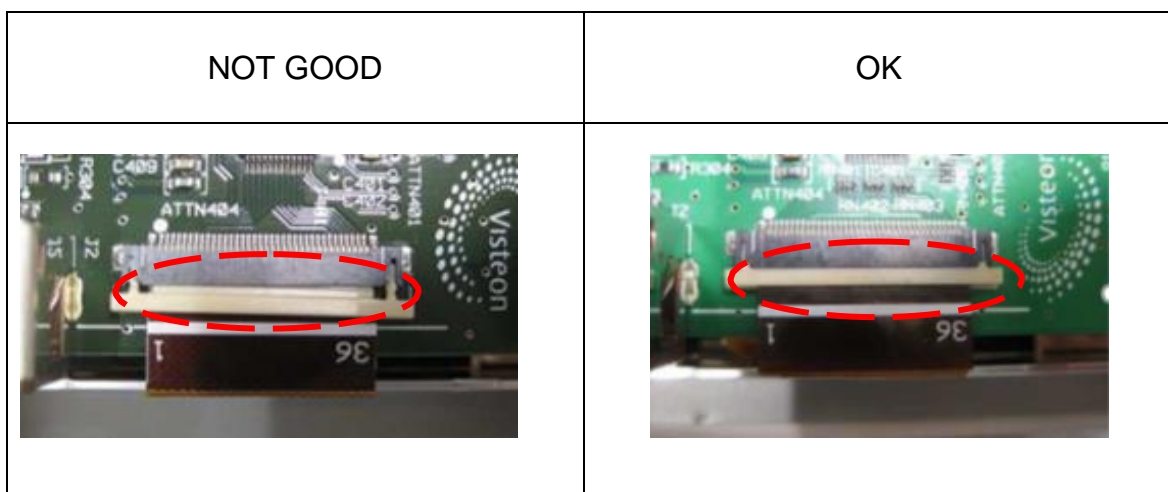


Caution: Be very careful handling the electric circuit board, it will be reused.

12. Assemble the modified display lens with the removed electric circuit board.



NOTE 1: Peel off the protection film from the inside lens surface when replacing.
Peel off the protection film on the outside lens surface after installing the center display to the vehicle.



NOTE 2: Solidly connect the printed wiring harness to the connector in order to avoid the half insertion of the printed wiring harness.

13. Attach the removed parts in reverse order.

NOTE: DO NOT tighten screws too tight. It is enough to tighten until screws are not loose.

END of the procedure