

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

**RATTLE NOISE FROM INSTRUMENT PANEL CAUSED BY ACTIVE
DRIVING DISPLAY**

Bulletin No.: 09-010/20

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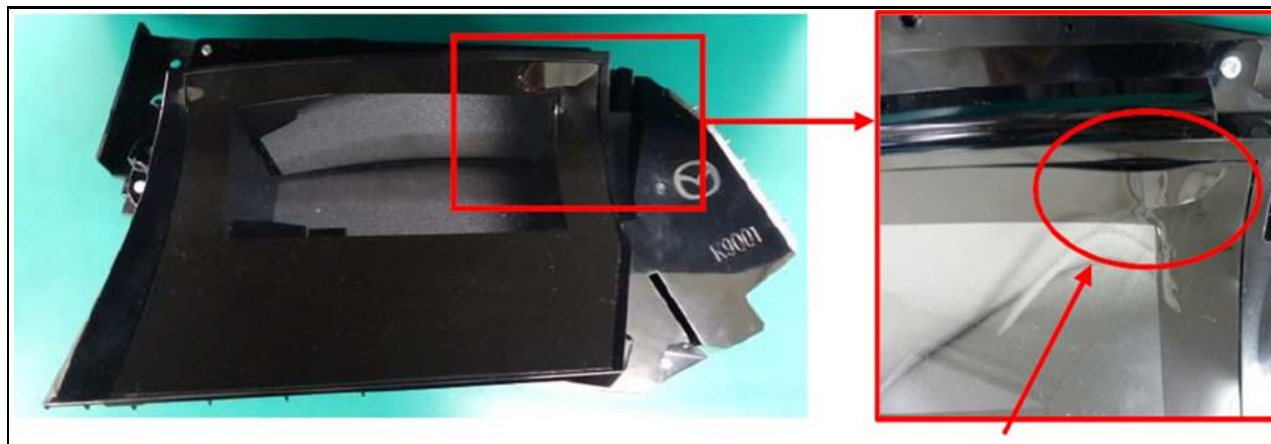
APPLICABLE MODEL(S)/VINS

2019-2020 Mazda3 vehicles (Japan built) with VINS lower than JM1BP*****148457 (produced before July 9, 2019)

2019-2020 Mazda3 vehicles (Mexic built) with VINS lower than 3MZBP*****123393 (produced before October 10, 2019)

DESCRIPTION

Some customers may notice a rattle noise from the instrument panel while driving that is localized at the active driving display. The noise is generated by a deformed active driving display interfering with the instrument panel. Excessive heat from direct sunlight warps the cover lens, but does not affect the functionality of the active driving display or cause serious damage (such as smoke emission). To correct this concern, the active driving display has been modified.



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

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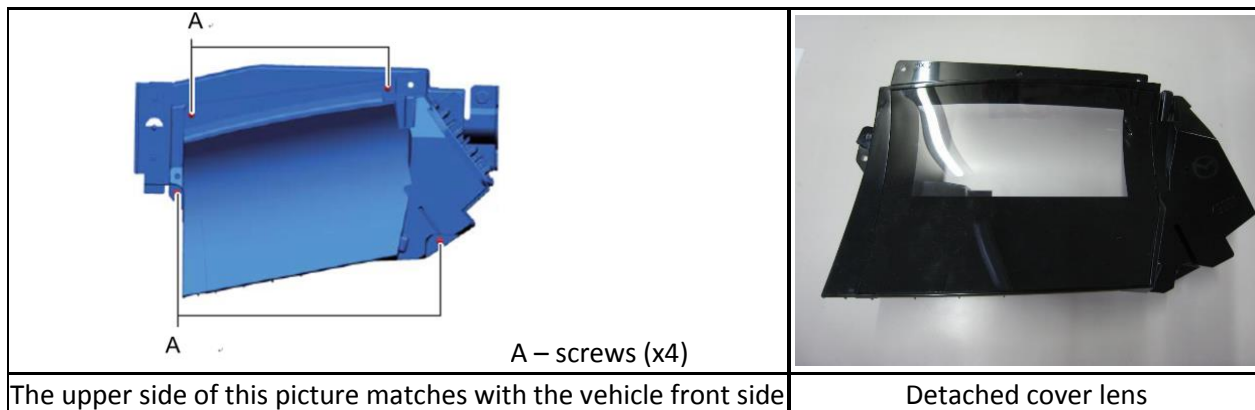
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REPAIR PROCEDURE

1. Verify customer concern.
2. Remove the active driving display (ACTIVE DRIVING DISPLAY REMOVAL/INSTALLATION [(US)]) and replace the deformed cover lens with a modified one.

IMPORTANT: When disassembling the active driving display, make sure to work on a surface with a soft cloth to prevent damaging the display if accidentally dropped. The shock caused by a fall may affect its normal performance.

- a. Detach the cover lens by removing the 4 screws which are joining it to the active driving display.



- b. Replace the cover lens.
- c. Install all parts in the reverse order of removal.3. Install the active driving display (ACTIVE DRIVING DISPLAY REMOVAL/INSTALLATION [(US)]).
4. Verify repair.

PARTS INFORMATION

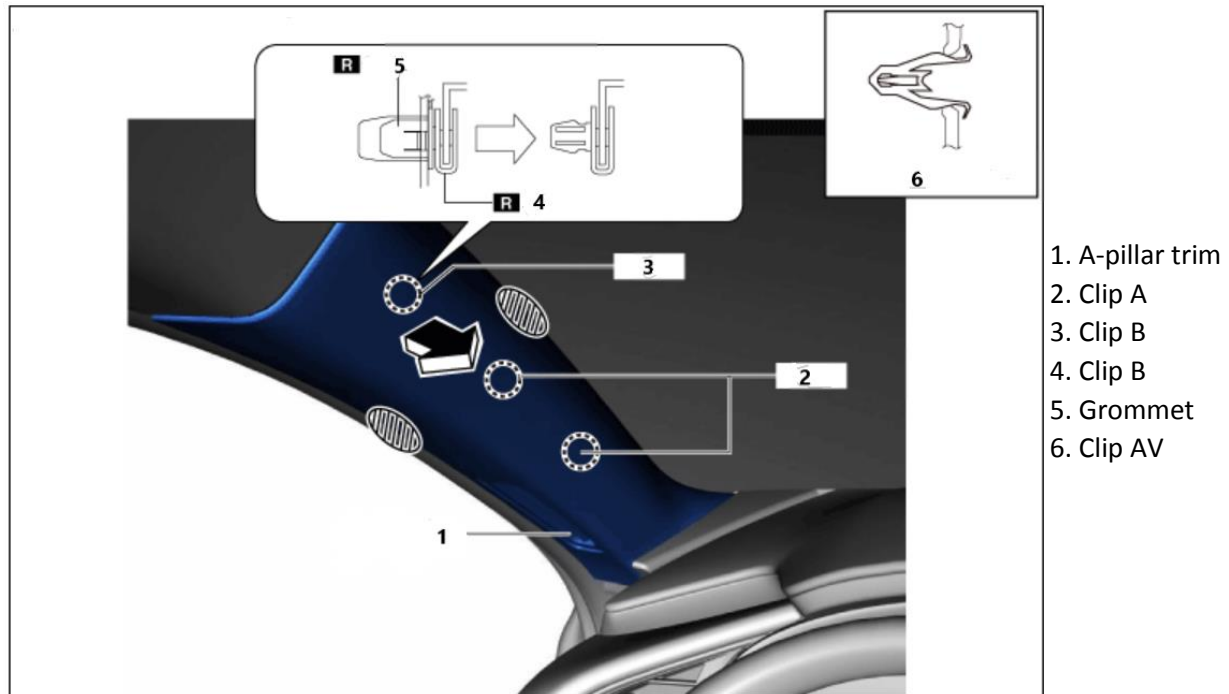
| Parts Number | Description | Qty. | Notes |
|--------------|-------------------|------|---|
| BDGF-55-459A | Lens, Multi-Meter | 1 | Modified lens |
| BCJL-68-162 | Clip (L), Trim | 1 | [R] for left side A pillar trim |
| 9YA01-1003A | Bolt | 1 | [R] for steering wheel |
| B455-32-099B | Bolt | 1 | [R] Joint bolt A for Intermediate shaft |
| 9YA02-0682 | Bolt | 1 | [R] for instrument panel |

[R]: Non-reusable part

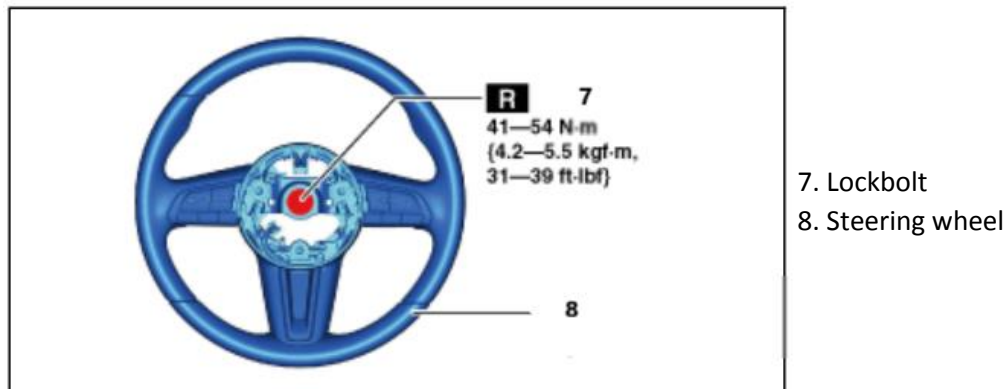
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Non-reusable parts location

Clip for A pillar trim

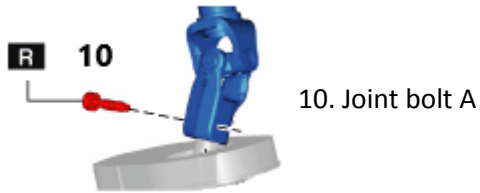


Lockbolt for steering wheel

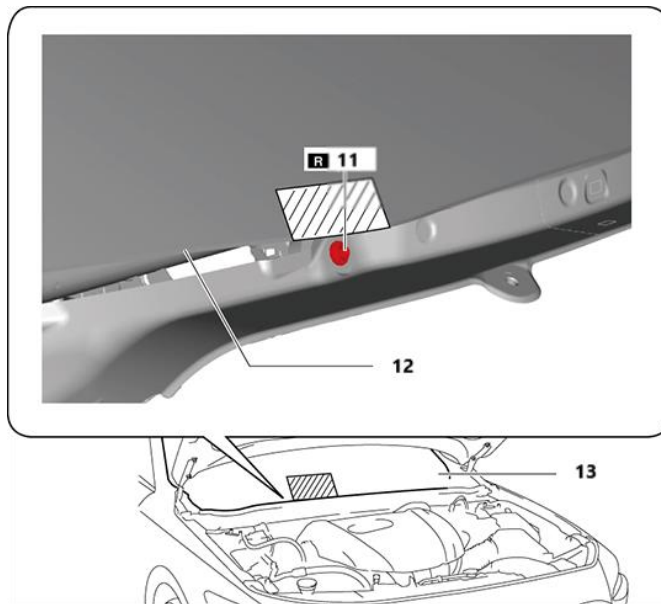


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Joint bolt A for intermediate shaft



Bolt for instrument panel



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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 | 82 |
| Damage Code | 9B |
| Part Number Main Cause | BDGF-55-459A or B0J8-55-459A |
| Quantity | 1 |
| Operation Number / Labor Hours: | XXRBXARX / 2.3 Hrs. (without Knee Airbag) XXRBXBRX / 2.4 Hrs. (with Knee Airbag) |

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