

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: WHITE LINES APPEAR IN INSTRUMENT CLUSTER	Bulletin No.: 09-018/20
	Last Issued: 04/23/2020

APPLICABLE MODEL(S)/VINS

2019-2020 Mazda3 (Japan built) vehicles with VINs lower than JM1BP*****152017 (produced before Sep. 5, 2019)

DESCRIPTION

Some customers may notice white lines appearing across the instrument cluster (as shown below). The white lines may be caused during the production process where poor contact occurs at the internal LCD terminals.



CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.



To eliminate this concern, the production process for the instrument cluster has been modified.

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

REPAIR PROCEDURE

1. Verify the customer concern.
2. Replace the instrument cluster with a modified one according to MGSS online:

- **Mazda3:** (INSTRUMENT CLUSTER REMOVAL/INSTALLATION)

NOTE: Modified parts can be distinguished by the label on the back of the instrument cluster (as shown below).

Mazda3 (Japan built) vehicles:

The lot number on the label includes the production date (“YYMMDD” format) and the serial number (“NNNN”) of the day.

	<p>Format: **YYMMDDANNNN</p> <p>Sample: CY190812A0096 means the 96th production on August 12, 2019</p>
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NOTE: If the production date and the serial number on the label is the same or later than the First Modified Lot Number (as shown above), it is a modified part.

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Part Number	First Modified Lot Number
BDGG-55-430B	BV190721A0001
BCPT-55-430A	HP190723A0001
BDEL-55-430B	CV190720A0001
BDGF-55-430B	AV190721A0001
BDMN-55-430B	DV190722A0001

PARTS INFORMATION

Part Number	Description	Qty.	Notes
BDGG-55-430B	Meter Set	1	Mazda3 2.5L (Japan built)
BDGF-55-430B			Mazda3 2.0L (Japan built)

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	88
Damage Code	9W
Part Number Main Cause	****-55-430*
Quantity	1
Operation Number / Labor Hours:	XXS17ARX / 0.8 Hrs.

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