

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  <b>ACTIVE DRIVING DISPLAY VIBRATION / RATTLE NOISE WHILE DRIVING AND/OR UPPER LENS DEFORMED</b>	<b>Service Alert No.:</b> SA-045/20
	<b>Last Issued:</b> 04/08/2020

## APPLICABLE MODEL(S)/VINS

2019 Mazda3

## DESCRIPTION

Some customers may complain about a vibration / rattle noise coming from the dash above the instrument cluster. This may be caused by an active driving display unit and or warped / deformed active driving display lens.

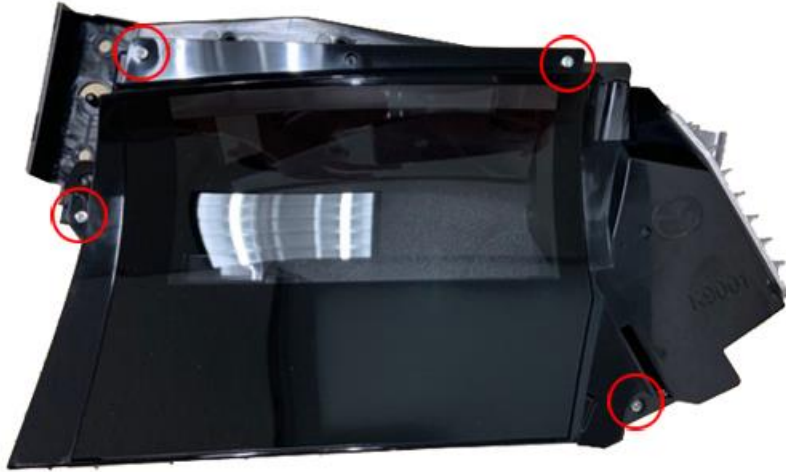
Customers having this concern should have their vehicle repaired using the following repair procedure.

## REPAIR PROCEDURE

1. Verify customer concern.
2. Inspect the active driving display upper lens. Is the lens warped / deformed?
  - Yes - Go to TSB 09-010/20, then proceed to step 3.
  - No - Go to step 3.
3. Remove the active driving display unit (ACTIVE DRIVING DISPLAY REMOVAL/INSTALLATION [(US)]).

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4. Remove the upper lens by removing the (4) screws as shown.

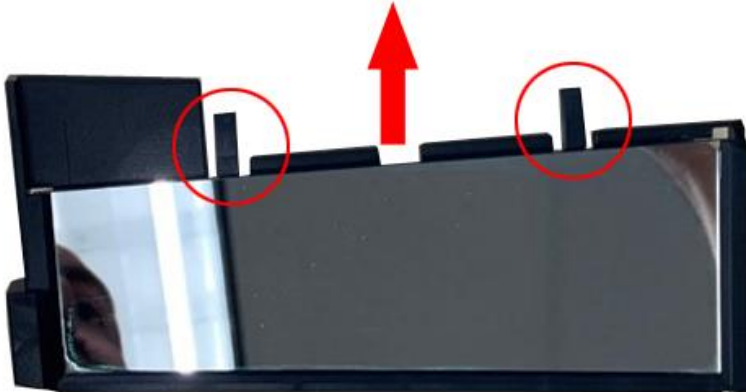


5. Remove the reflective glass bracket by removing one screw as shown.



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6. Press the two tabs away from the glass and then slide the glass up.



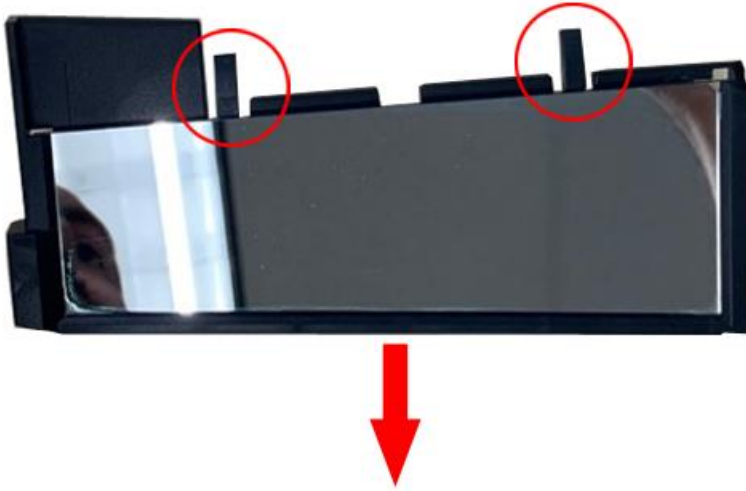
7. Using Mazda gray silicone, apply 5 dabs on the reflective glass holder.

**NOTE:** Apply enough silicone so that when the glass is reinstalled, silicone will "squeeze out".



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8. Slide the glass back down into the holder, making sure the two tabs lock the glass. Clean the glass using isopropyl alcohol and a clean micro fiber towel.



9. Install the active driving display upper lens.

10. Install the active driving display unit in the reversal order of removal (ACTIVE DRIVING DISPLAY REMOVAL/INSTALLATION [(US)]).

11. Verify repair.

**PARTS INFORMATION**

Parts Number	Description	Qty.	Notes
BDGF-55-459A	Lens, Multi-meter	1	Active Driving Display Upper Lens Only replace if the lens is warped / deformed

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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.

	Active Driving Display lens IS warped / deformed	Active Driving Display lens IS NOT warped / deformed
Warranty Type	A	A
Symptom Code	87	82
Damage Code	9B	9E
Part Number Main Cause	BDGF-55-459	BDGF-55-HU0B
Quantity	1	0
Operation Number / Labor Hours:	T0608ERX / 2.4 hrs. (RR of unit) T0608XRT / 0.1 hrs. (application of silicone)	T0608DRX / 2.4 hrs. (RR of unit) T0608XRT / 0.1 hrs. (application of silicone)

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