

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: 10/30/2020

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-018/20	04/23/20

APPLICABLE MODEL(S)/VINS

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

2019-2020 Mazda3 (Mexico built) vehicles with VINs lower than 3MZBP*****128583 (produced before Nov. 29, 2019)

2020 CX-30 (Mexico built) vehicles with VINs lower than 3MVDM*****102129 (produced before Nov. 1, 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.

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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)
- **CX-30:** (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.

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	<p>Format: **<u>YYMMDDANNNN</u></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.

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

Mazda3 (Mexico built) vehicles:

The lot number on the label consists of 4 digits for the part number (PPPP) and 6 digits (NNNNNN) for the serial number (it does not include the production date).

	<p>Format: <u>PPPPNNNNNN</u></p> <p>Sample: BDFT021137 means BDTS-55-430 and the serial number 021137</p>
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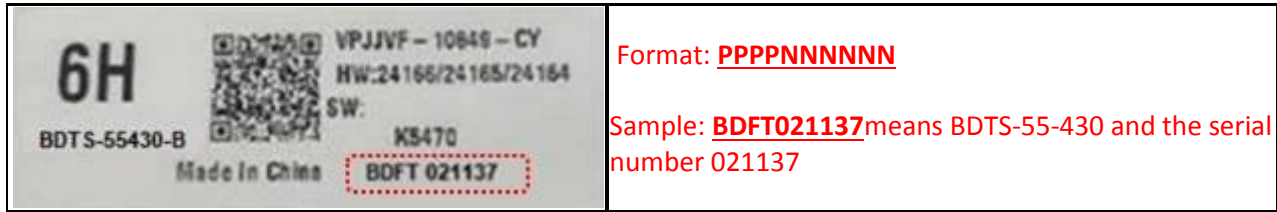
NOTE: If the serial number on the label is the same or later than the First Modified Lot Number (as shown above), it is a modified part.

Part Number	First Modified Lot Number
BEDP-55-430B	BEGT 035077
BFRW-55-430A	BFKL 032895
BDTS-55-430B	BDFT 021137
BDCJ-55-430A	BDJL 037762

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CX-30 (Mexico built) vehicles:

The lot number on the label consists of 4 digits for the part number (PPPP) and 6 digits (NNNNNN) for the serial number (it does not include the production date).



NOTE: If 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.

Part Number	First Modified Lot Number
DAKM-55-430	DAGE 035138
DGJ2-55-430	DGFE 033317

PARTS INFORMATION

Part Number	Description	Qty.	Notes
BDGG-55-430B	Meter Set	1	Mazda3 2.5L (Japan built)
BDGF-55-430B	Meter Set	1	Mazda3 2.0L (Japan built)
BEDP-55-430B	Meter Set	1	Mazda3 2.5L (Mexico built)
BDTS-55-430B	Meter Set	1	Mazda3 2.0L (Mexico built)
DAKM-55-430	Meter Set	1	CX-30 2.5L (Mexico built)
DGJ2-55-430	Meter Set	1	CX-30 2.0L (Mexico 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.

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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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