

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  SPIDER WEB-LIKE CRACKING APPEARS IN CORNER(S) OF MAZDA CONNECT CENTER DISPLAY	Bulletin No.: 09-023/22
	Last Issued : 06/17/2022

## BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-018/18	03/26/18

## APPLICABLE MODEL(S)/VINS

2016-~~2022~~ CX-3

2016-~~2022~~ MX-5

## DESCRIPTION

Some customers may complain about spider web-like cracking (as shown below) appearing in the corner(s) of the MAZDA CONNECT center display. The cracks are internal and cannot be felt by touch.



This concern may be caused by a lack of glue between the touch screen and the center display. To eliminate this concern in the future, the manufacturing process has been improved.

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

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**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.

**REPAIR PROCEDURE**

1. Verify the customer concern.
2. Check if the screen is internally damaged (no external impact).
  - If YES, go to the next step.
  - If NO, this Service Information does not apply.
3. Replace the center display with a modified one according to the instructions on MGSS online:
  - CX-3 - CENTER DISPLAY REMOVAL/INSTALLATION
  - MX-5 - CENTER DISPLAY REMOVAL/INSTALLATION
4. Inspect the label at the bottom of the removed center display to check if the production date is on or after July 7, 2016.



- If YES, this Service Information does not apply. Submit a warranty claim according to the normal warranty procedure.
  - If NO, submit a warranty claim according to the warranty information in this Service Information.
5. Verify the repair.

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**PARTS INFORMATION**

Part Number	Description	Qty.	Notes
D09H-61-1J0A	Center display	1	CX-3
NA1P-61-1J0A	Center display	1	MX-5

**NOTE:** The center display part numbers have not been changed by this modification.

**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	87
Damage Code	9W
Part Number Main Cause	D09H-61-1J0A or NA1P-61-1J0A
Quantity	1
Operation Number / Labor Hours:	XXP31XRX / 0.3 Hrs (CX-3) XXP31XRX / 0.4 Hrs (MX-5)

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