

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  GEN 6 INFOTAINMENT CENTER DISPLAY REPAIR KIT (GHOST TOUCH, SPIDER CRACKING, SURFACE PEELING)	<b>Service Alert No.:</b> SA-041/22
	<b>Last Issued :</b> 08/17/2022

## BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
SA-041/22	06/22/22

## APPLICABLE MODEL(S)/VINS

2014-2016 Mazda3

2016 Mazda6 (equipped with Center Display Part Number GRT7-61-1J0 or GRT7-61-1J0A)


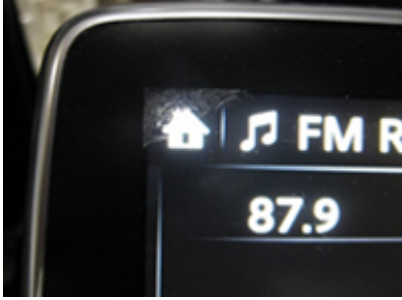
2017-2021 Mazda6

2017-2020 CX-5 (equipped with Center Display Part Number K123-61-1J0 or K123-61-1J0A)

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**DESCRIPTION**

Some customers may complain about infotainment center display:

<ul style="list-style-type: none"> <li>• Ghost Touch</li> </ul>	(Touch screen operates by itself)	
<ul style="list-style-type: none"> <li>• Surface Peeling</li> </ul>		
<ul style="list-style-type: none"> <li>• Spider Cracks</li> </ul>		

Repair kits are available to replace just the screen. There is no need to replace the entire infotainment display unit.

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

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**REPAIR PROCEDURE****Index**

Model	Year	Symptom		
		Ghost Touch	Surface Peeling	Spider Cracking
Mazda3	2014-2016	Go to <a href="#">SSPB6</a>	Go to <a href="#">Mazda3 Repair</a>	Go to <a href="#">Mazda3 Repair</a>
Mazda6	2016 equipped with Center Display Part Number GRT7-61-1J0 or GRT7-61-1J0A	Go to TSB <a href="#">09-021/22</a>	Go to TSB <a href="#">09-021/22</a>	Go to TSB <a href="#">09-021/22</a>
	2017 with VINS lower than JM1GL*****156205 produced on or before December 29, 2017)			
	2017-2022 with VINS higher than JM1GL*****156205 produced after December 29, 2017)	Go to <a href="#">Mazda6 Repair</a>	Go to <a href="#">Mazda6 Repair</a>	Go to <a href="#">Mazda6 Repair</a>
CX-5	2017-2020 with VINS lower than JM3KF*****869655 produced before August 25, 2020) equipped with Center Display Part Number K123-61-1J0 or K123-61-1J0A	Go to TSB <a href="#">09-003/22</a>	Go to TSB <a href="#">09-003/22</a>	Go to <a href="#">CX-5 Repair</a>

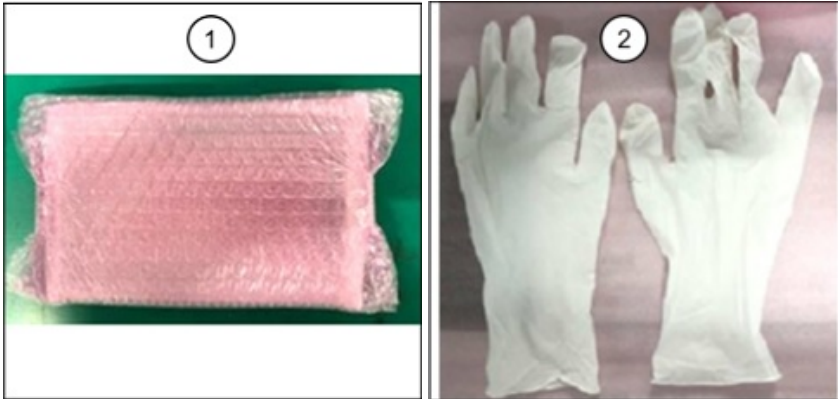
1. Verify the customer concern.
2. Disassemble the center display and replace the lens (inner part) with a newly established part according to the following steps:

**NOTE:** Wear the rubber gloves to protect the lens, cable and electronic circuit.

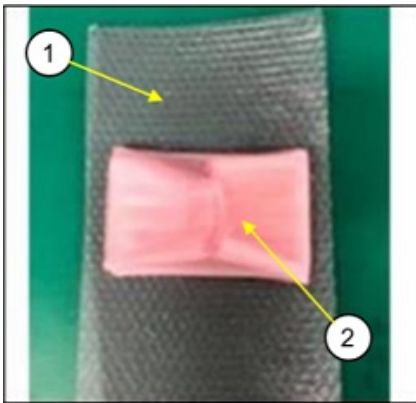
Repair parts set:

No.	Description	Qty.	Notes
(1)	Center Display Lens	1	Cushion materials for packaging are used to protect the lens surface when disassembled.
(2)	Rubber gloves	1	Anti-static

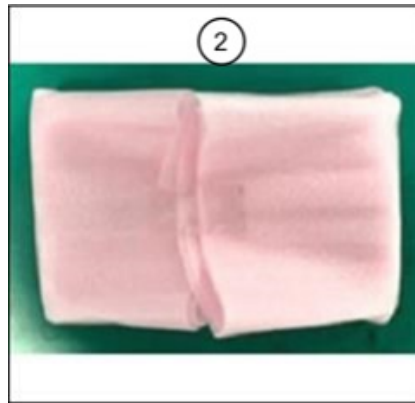
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**NOTE:**

- Center display lens is packaged in bubble wrap and cushion material.
- Unwrap the package carefully so the cushion material can be used to protect the lens surface when disassembling the center display.
- The center display lens is equipped with cables (FPC: Flexible Printed Circuit), so be careful when handling it.



(1) Bubble wrap



(2) Cushion material

**CENTER DISPLAY DISASSEMBLY:**

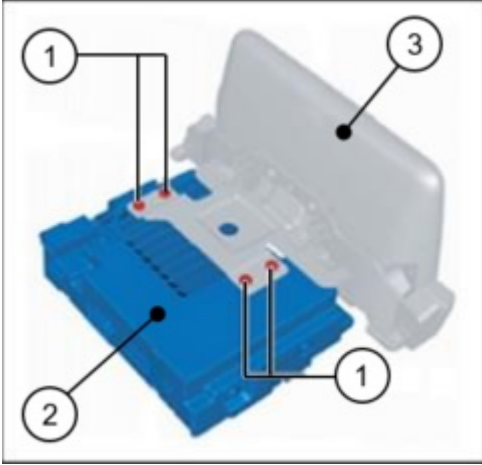
Remove the center display according to the instructions on MGSS:

- Mazda3 - [CENTER DISPLAY REMOVAL/INSTALLATION](#)
- Mazda6 - [CENTER DISPLAY REMOVAL/INSTALLATION](#)
- CX-5 - [CENTER DISPLAY REMOVAL/INSTALLATION](#)

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**Mazda3 Repair**

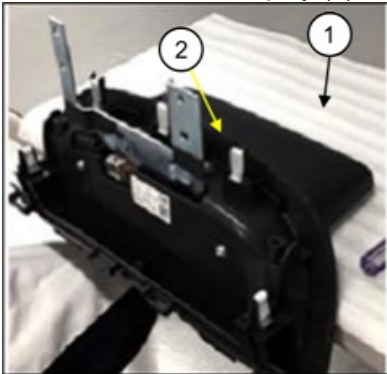
1. Remove the 4 screws (1), then remove the connectivity master unit (CMU) (2) from the center display (3).



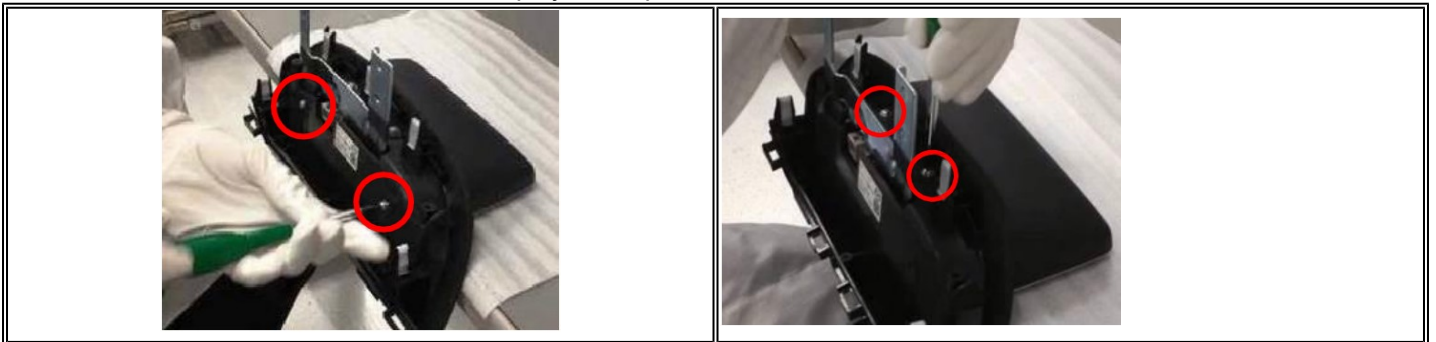
2. Place the cushion sheet (1) that wrapped lens before, on a clean, flat surface.

3. Put on the rubber gloves.

4. Place the center display (2) on the cushion sheet (1) with the display side facing downward.

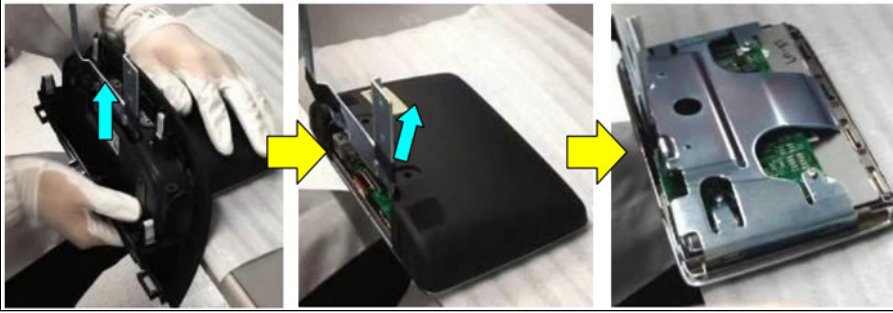


5. Remove the 4 screws from the center display cover panels.

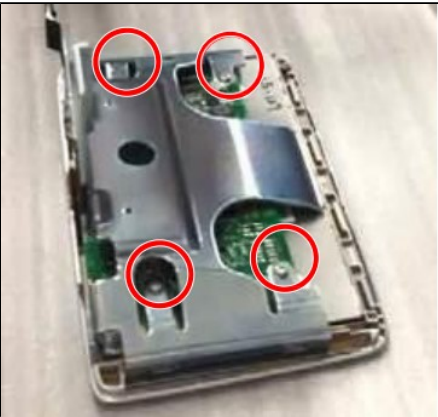


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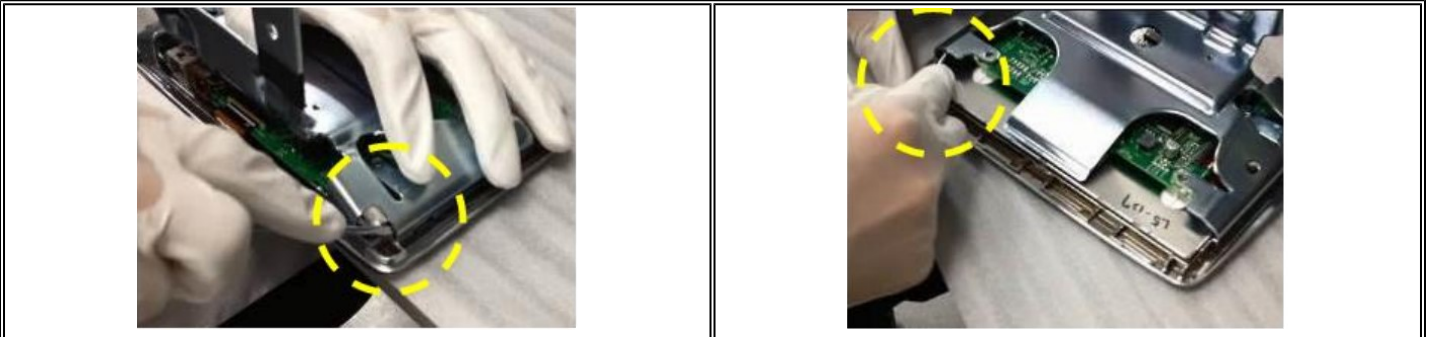
6. Remove the lower cover panel by pulling it up off the bracket, then lift off the back cover panel.



7. Remove the 4 screws from the bracket.



8. Unlock the bracket with a flat head screw driver by carefully prying out and upward on the bracket.



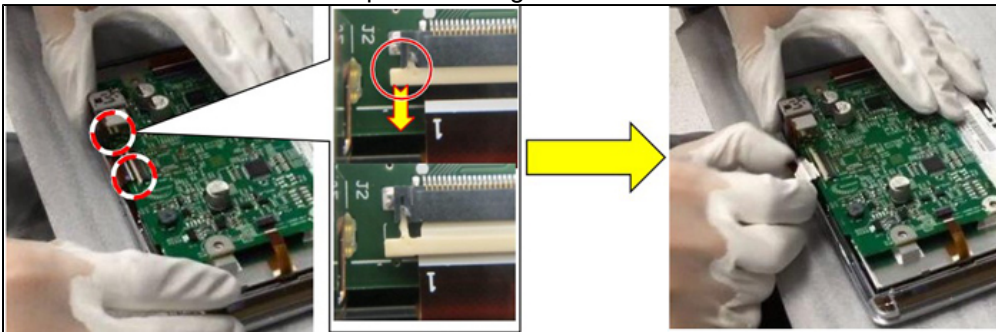
**CAUTION:** DO NOT pry on the printed circuit board.

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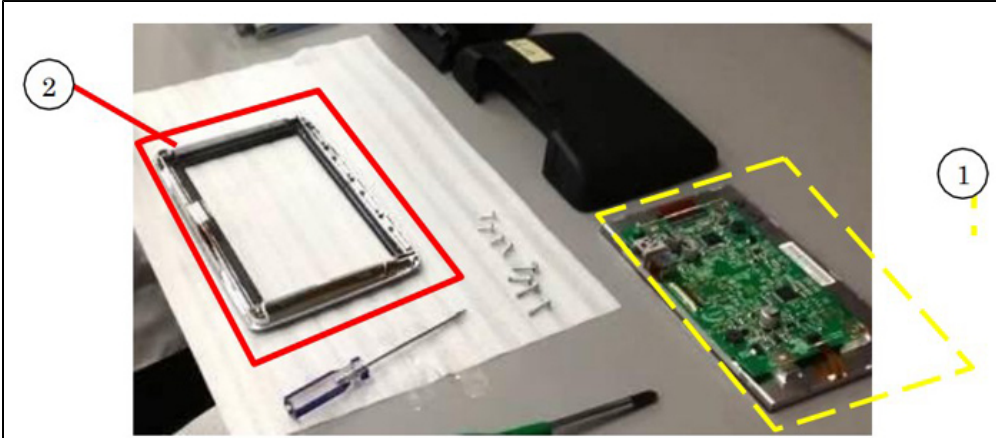
9. Remove the bracket.



10. Unlock and disconnect the printed wiring harness.



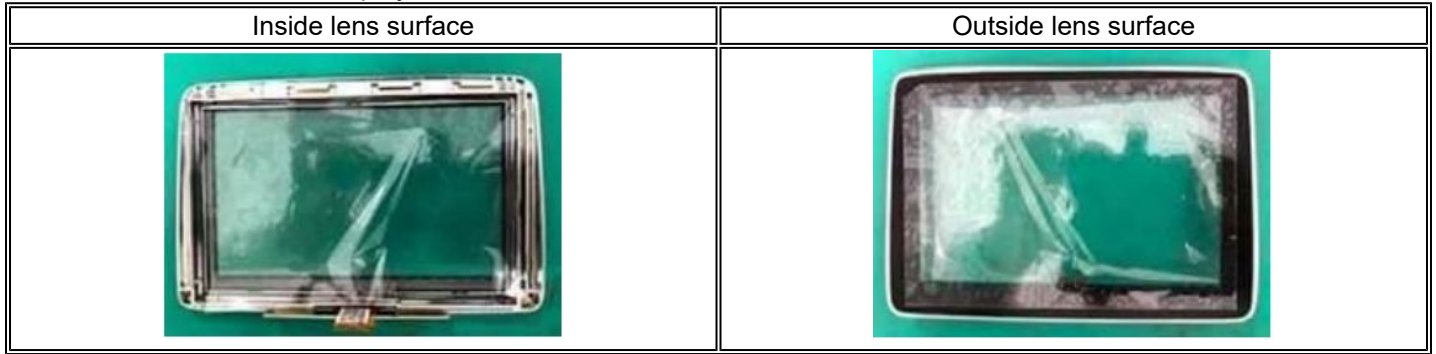
11. Remove the electric circuit board (1) from the display lens (2).



**CAUTION:** Be very careful handling the electric circuit board as it will be reused.

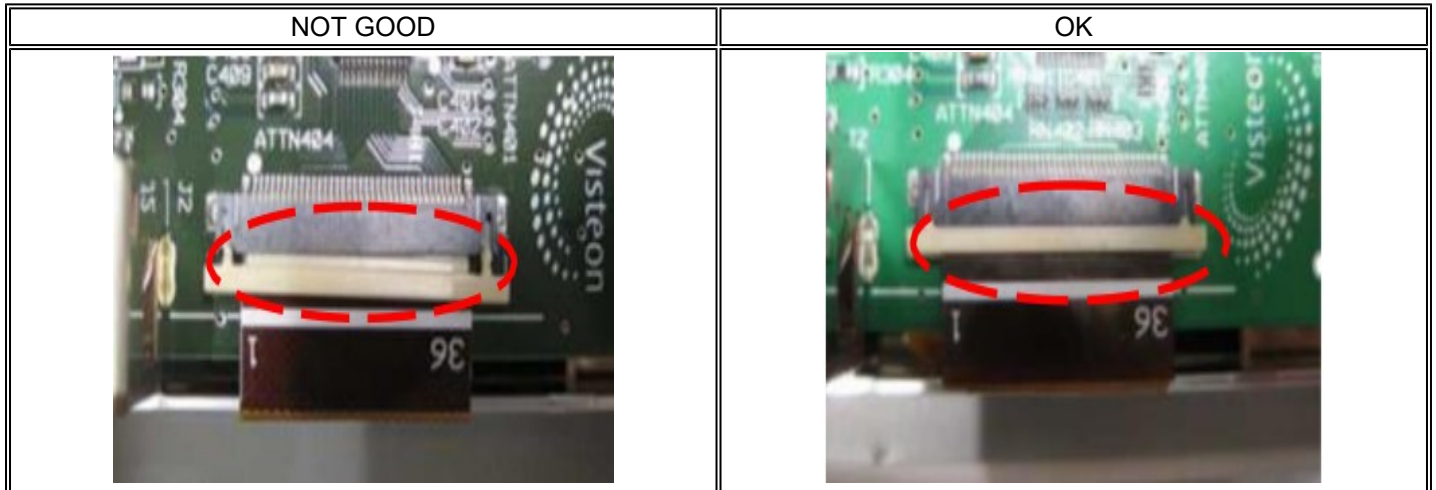
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12. Assemble the modified display lens with the removed electric circuit board.



**NOTE 1:**

- Peel off the protection film from the inside lens surface when replacing.
- Peel off the protection film on the outside lens surface after installing the center display to the vehicle.



**NOTE 2:** Solidly connect the printed wiring harness to the connector in order to avoid the half insertion of the printed wiring harness.

13. Install the center display in the reverse order of removal.

**NOTE:** DO NOT tighten the screws too tightly, but tighten them so that they do not come loose.

14. Verify the repair.

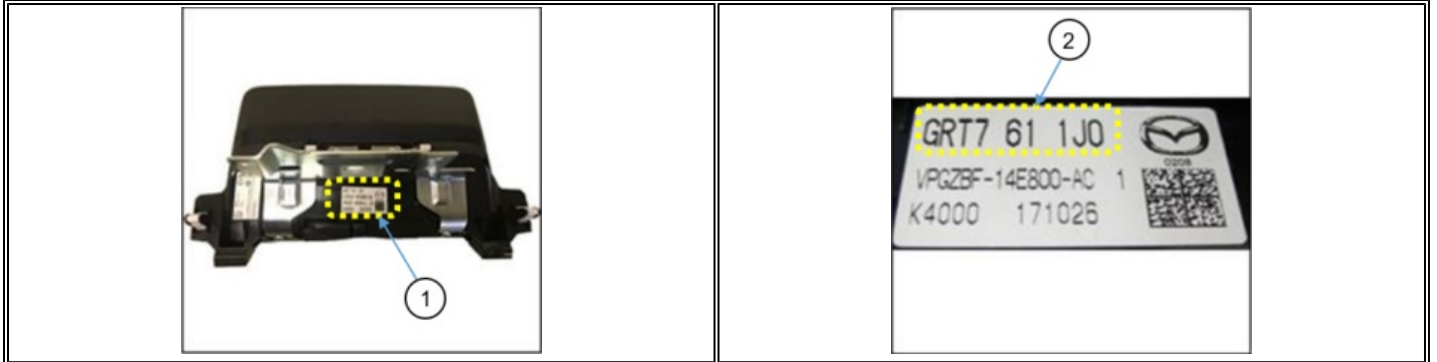
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## Mazda6 Repair

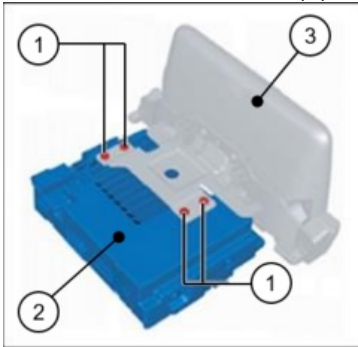
1. Check the Center Display Part Number (1-2).

**Is the Part Number GRT7-61-1J0 or GRT7-61-1J0A?**

- **Yes** - Go to next step.
- **No** - This service information does not apply. Replace the Center Display unit. Go to [MGSS CENTER DISPLAY REMOVAL/INSTALLATION](#)



2. Remove the 4 screws (1), then remove the connectivity master unit (CMU) (2) from the center display (3).



3. Place the cushion sheet (1) that the lens was wrapped on a working table.

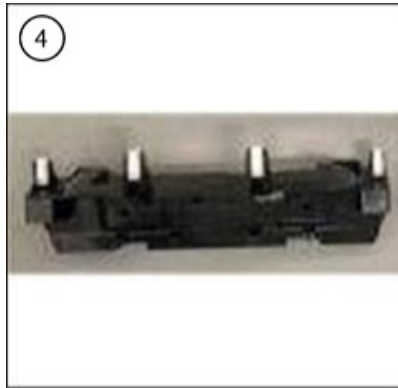
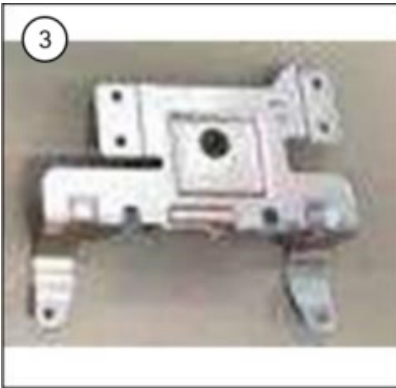
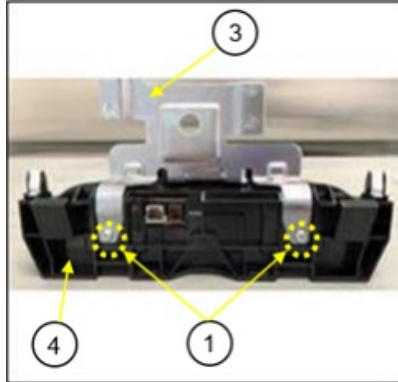
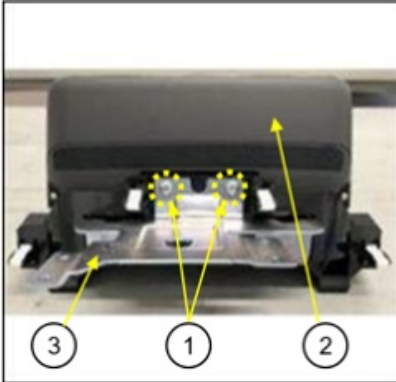
4. Put on the rubber gloves.

5. Place the center display (2) on the cushion sheet (1) with the display side facing downward.

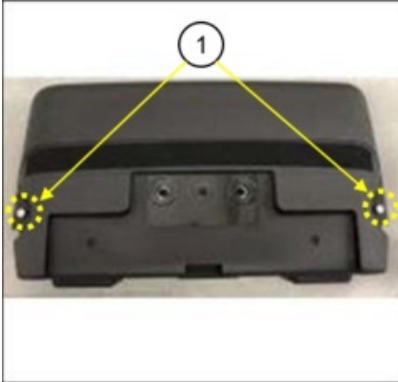


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6. Remove the 4 screws (1) that assemble the center display (2) and the bracket (3), then separate the bracket (3) and the cover panel (4).

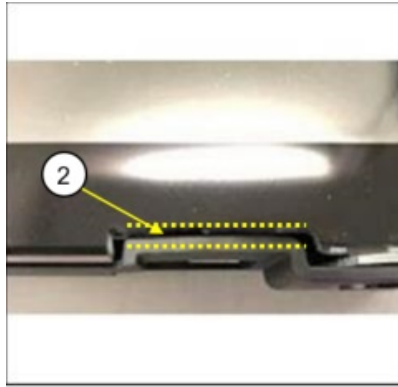


7. Remove the 2 screws (1) on the back of the center display.

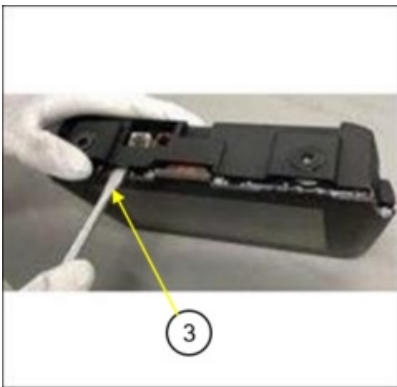


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8. Insert a tip of a flathead screwdriver (3) in the gap (2) between the lens and the rear cover.



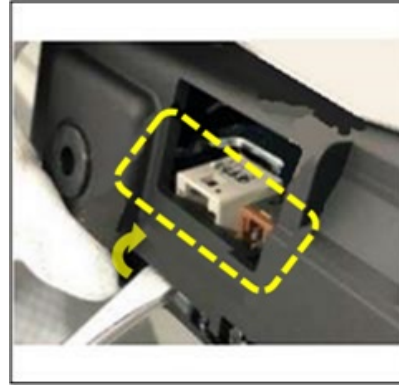
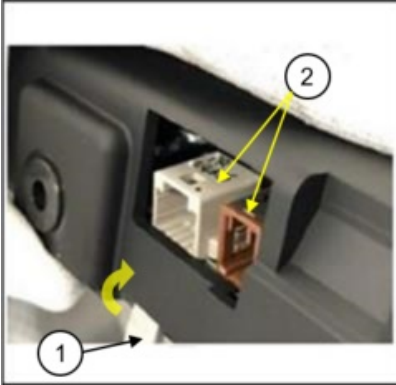
Detail of (1)



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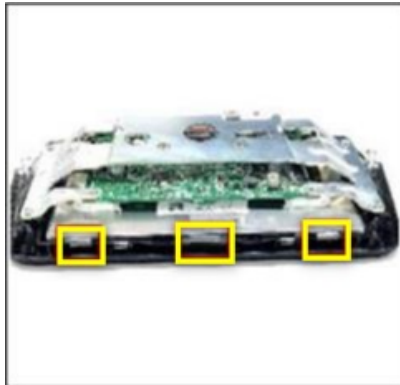
9. Pull up the rear cover with a flathead screwdriver (1) while being careful to not touch the connector, then remove the rear cover.

**CAUTION:** Be careful not to damage the circuit board and the connectors when removing the rear cover.



Pull the rear cover outward so that the cover does not touch the connectors.

Center display (joint with rear cover)



Rear cover (joint with center display)

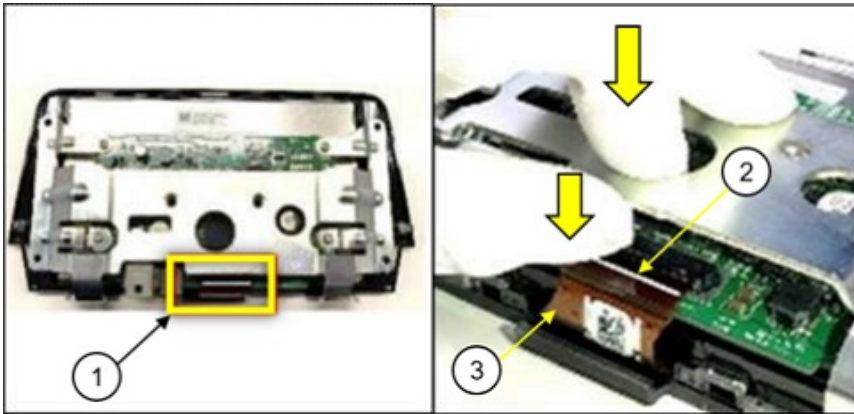


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10. Remove the 4 screws (circled in yellow).

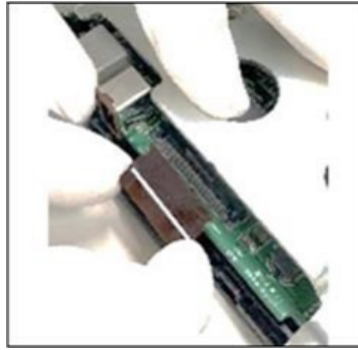
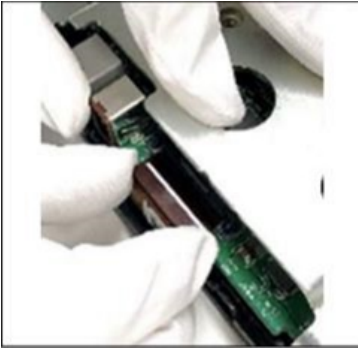


11. Push the locking tab (2) on the connector (1) to unlock it while pushing the circuit board, then remove the cable (FPC: Flexible Printed Circuit) (3).



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**NOTE:** Pull out the cable by holding both side-edges of it to avoid damaging the cable.



12. Remove the center display from the lens.

13. Replace the lens with a modified one, reusing the center display

Replace the lens with a modified one.



Reuse the center display.



14. Assemble the center display in the reverse order of disassemble.

**NOTE:**

- DO NOT tighten the screws too tightly, but tighten them so that they do not come loose.
- When attaching the cable to the circuit board, be careful not to engage with the connector half-fit.

15. Install the center display in the reverse order of removal.

16. Verify the repair.

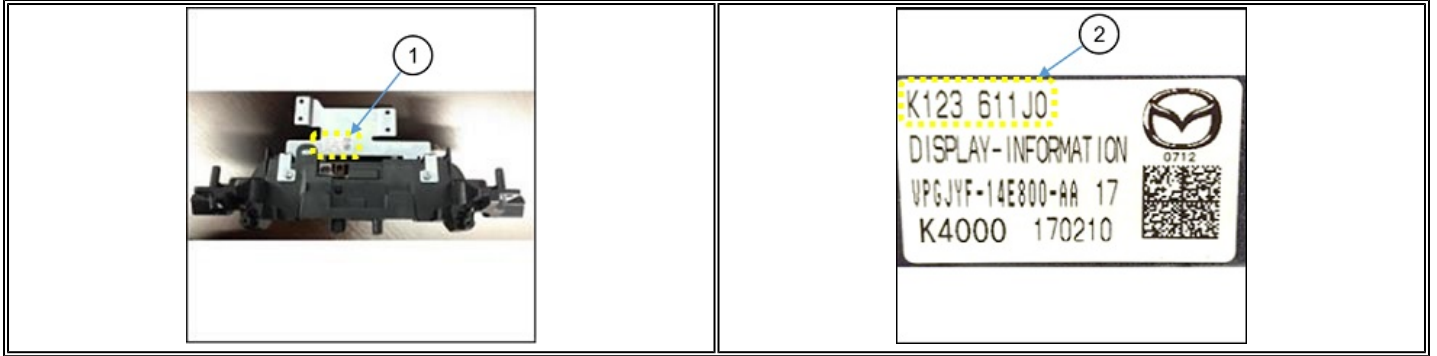
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## CX-5 Repair

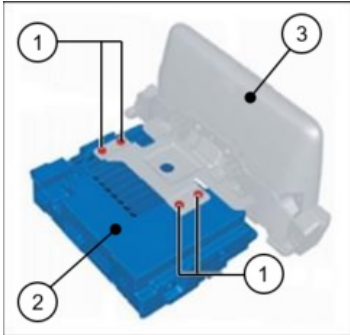
1. Check the Center Display Part Number (1-2).

**Is the Part Number K123-61-1J0 or K123-61-1J0A?**

- **Yes** - Go to next step.
- **No** - This service information does not apply. Replace the Center Display unit. Go to [MGSS CENTER DISPLAY REMOVAL/INSTALLATION](#)



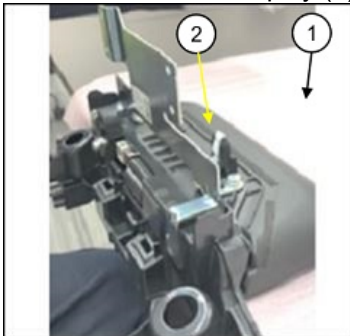
2. Remove the 4 screws (1), then remove the connectivity master unit (CMU) (2) from the center display (3).



3. Place the cushion material (1) that the lens was wrapped in, on a workbench.

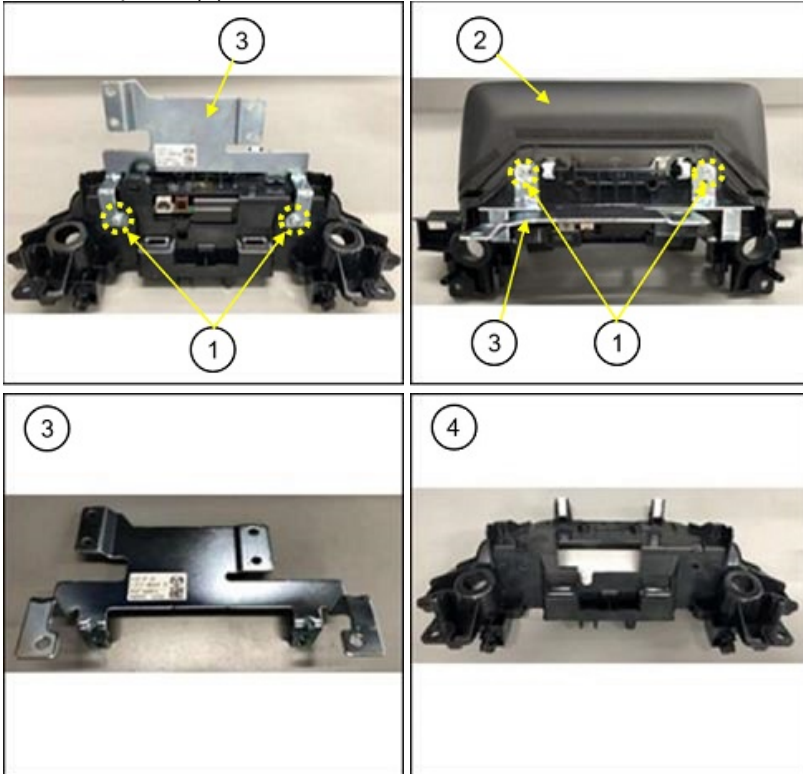
4. Put on the rubber gloves.

5. Place the center display (2) on the cushion material (1) with the display side facing downward.

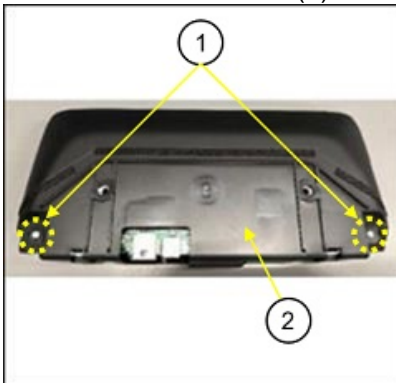


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6. Remove the 4 screws (1) that assemble the center display (2) and the bracket (3), then separate the bracket (3) and the cover panel (4).



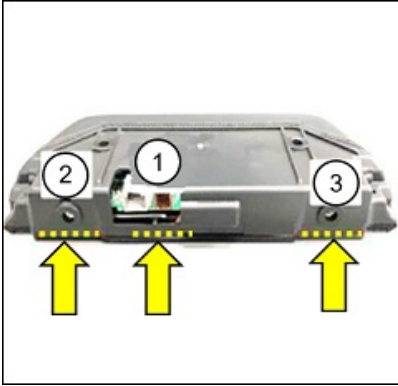
7. Remove the 2 screws (1) that assemble the center display and the rear cover (2).



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8. Remove the rear cover according to the following steps.

- There are 3 fitting sections of the rear cover and the center display.
- The number in the image below is the order in which to unhook the ribs.



Rear cover

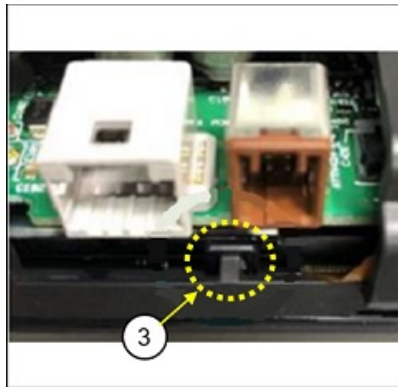
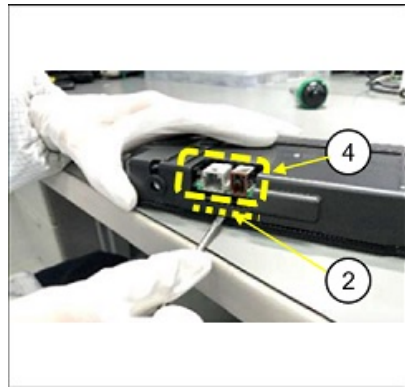
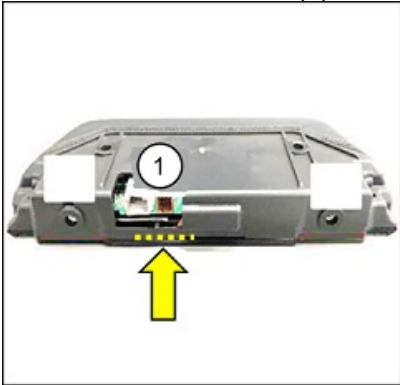


Center display

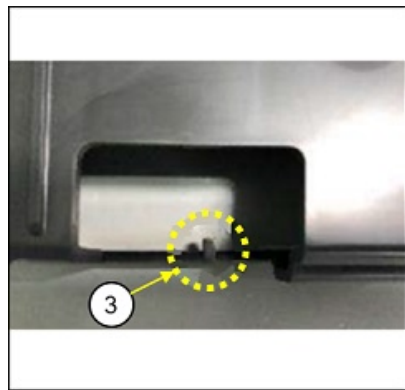


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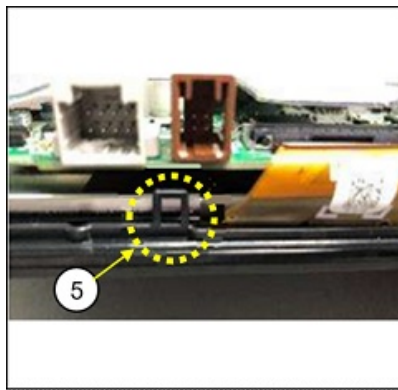
a. Unhook rib (1) by inserting the tip of a flathead screwdriver in the gap (2) between the lens and the rear cover below connectors (4), then unhooking the rib (3).



Rib (3) of the rear cover



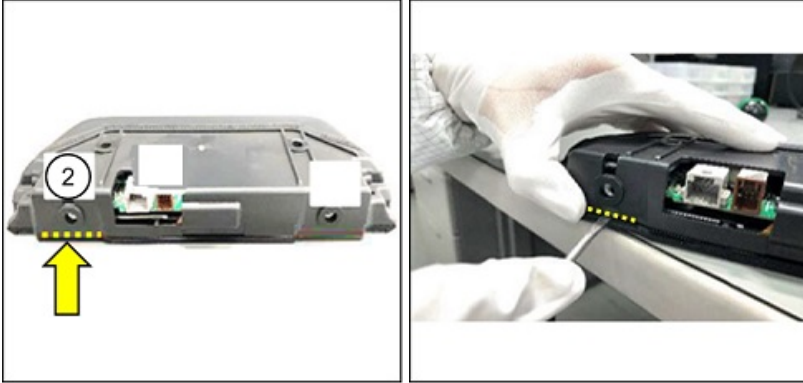
Rib (3) of the rear cover



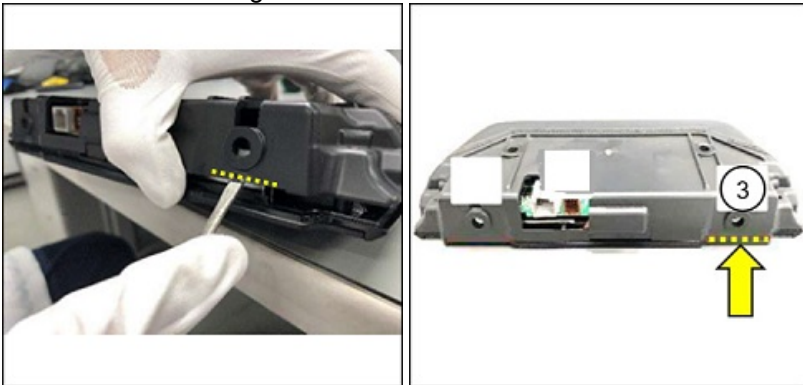
Hook (5) of the center display

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b. Unhook rib (2) by inserting the tip of a flathead screwdriver in the gap (2) between the lens and the rear cover, then unhooking the rib.

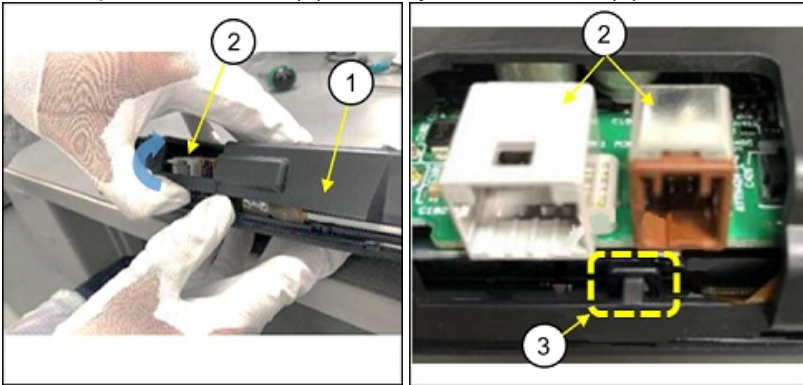


c. Unhook rib (3) by inserting the tip of a flathead screwdriver in the gap (3) between the lens and the rear cover, then unhooking the rib.



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9. Pull up the rear cover (1) carefully so that the rib (3) does not touch the connectors (2), then remove the rear cover.



Rear cover



Center display



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10. Remove the 4 screws shown below.



Bracket

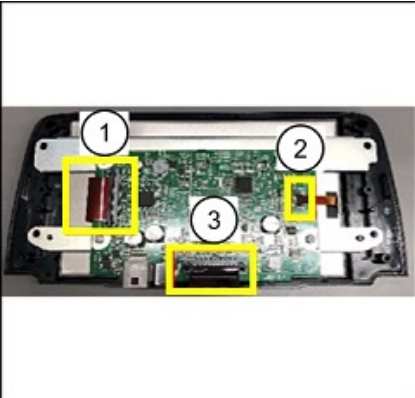


Center display



11. Remove the cable (FPC: Flexible Printed Circuit) in order (1), (2), (3) as shown in the image below.

**NOTE:** To unlock the connector, pull up the locking tab while holding the circuit board.

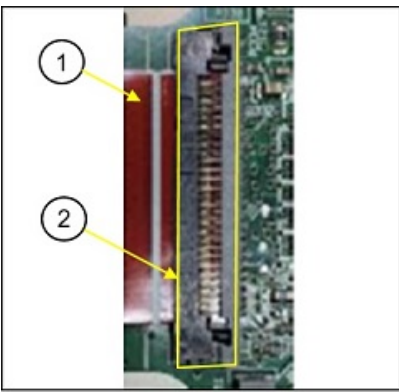


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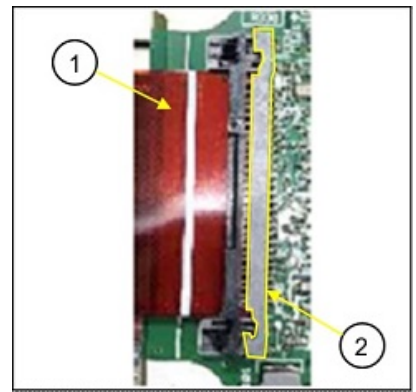
**ATTENTION:** Pull out the cable by holding both side-edges to avoid damaging the cable.



Locked



Unlocked



- (1) Cable
- (2) Locking tab

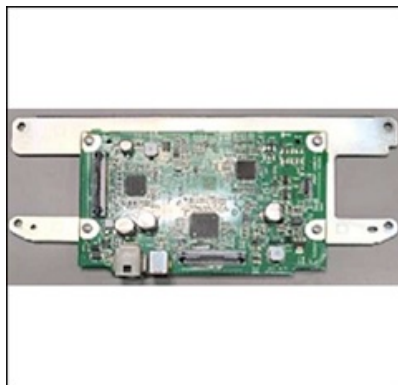
12. Remove the center display from the lens.

13. Replace the lens with a modified one, but reuse the center display

Lens



Center display

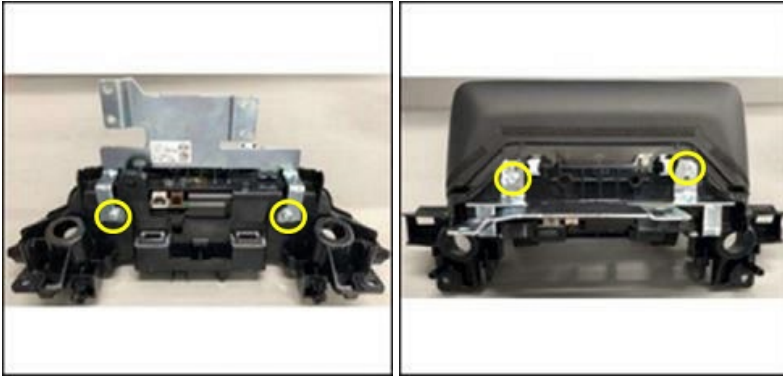


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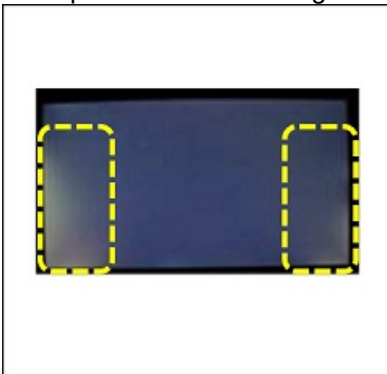
14. Assemble the center display in the reverse order of disassembly.

**NOTE:**

- When attaching the cable to the circuit board, be sure the connection is secure.
- DO NOT use electric tools to tighten the screws. Overtightening the screws (circled in yellow in the following figures) may cause uneven brightness of the display. If uneven brightness occurs, loosen the screws and retighten them to the point to avoid coming loose.



Example of the uneven brightness:



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15. Install the center display in the reverse order of removal.
16. Verify the repair.

**PARTS INFORMATION**

Year	Model	Parts Number	Description	Qty.	Note 1	Note 2
2014-2016	Mazda3	BHY1-61-1JZ	Display-Assembly (Repair Kit)	1	---	Includes a center display lens and antistatic rubber gloves.
2016	Mazda6 Equipped with Center Display P/N GRT7-61-1J0 or GRT7-61-1J0A	GRY7-61-1JZ	Display-Assembly (Repair Kit)	1	Vehicles equipped with center display P/N GML8-611J0 do not apply to this service information.	
2017-2022	Mazda6	GRY7-61-1JZ	Display-Assembly (Repair Kit)	1	---	
2017-2020	CX-5 Equipped with Center Display P/N K123-61-1J0 or K123-61-1J0A	K1Y3-61-1JZ	Display-Assembly (Repair Kit)	1	Vehicles equipped with center display P/N K123-61-1J0B or later suffix are already modified and do not apply to this service information.	

**WARRANTY INFORMATION**

Vehicles outside of [SSPB6, 09-021/22](#) and [09-003/22](#) VIN range, use normal warranty process.

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