

<b>Subject:</b> <b>MAZDA CONNECT CENTER DISPLAY GHOST TOUCH, SPIDER CRACKING AND/OR SURFACE PEELING</b>	<b>Service Alert No.: SA-046/22</b>
	<b>Last Issued : 11/29/2022</b>

## BULLETIN NOTES

This SA supersedes the previously issued SA(s) listed below. Mazda3 has been removed because it is covered by TSB 09-045/22.

Previous SAs:	Date(s) Issued:
SA-008/18	07/21/22 and 02/20/18

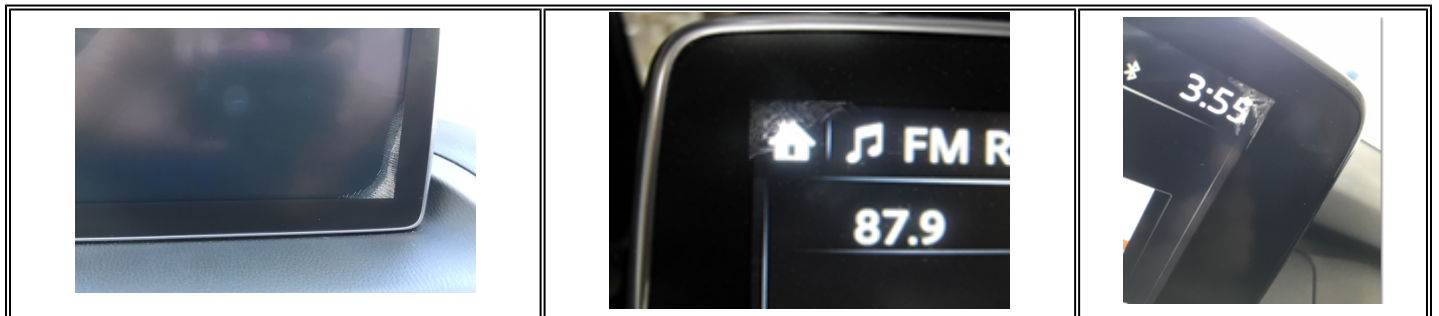
## APPLICABLE MODEL(S)/VINS

2016 CX-5

## DESCRIPTION

Some customers may complain about the MAZDA CONNECT center display screen

- Ghost touch
- Surface peeling
- Spider cracking



This may be caused by a faulty center display.

## REPAIR PROCEDURE

1. Verify the customer concern.
2. Replace the MAZDA CONNECT center display. Refer to the instruction on MGSS CX-5 ([CENTER DISPLAY REMOVAL/INSTALLATION](#))
3. Verify the repair.

**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.

**WARRANTY INFORMATION**

Warranty Compliance Note:

MAZDA CONNECT center display replacement due to external damage is not covered under Mazda's warranty policy.

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