

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

**CENTER DISPLAY OPERATES BY ITSELF (GHOST TOUCH),
SURFACE PEELING**

Bulletin No.: 09-045/22

Last Issued : 11/21/2022

BULLETIN NOTES**APPLICABLE MODEL(S)/VINS:**

2017-2018 Mazda3 (Japan built) with VINS between JM1BN*****100017 - 199538 (produced from June 27, 2016 to October 31, 2018)

2017-2018 Mazda3 (Mexico built) with VINS between 3MZBN*****100013 - 277187 (produced from September 1, 2016 to December 20, 2018)

NOTE: Only for vehicles equipped with center display B61A-61-1J0 or later suffix.

DESCRIPTION

Some vehicles may exhibit the following symptoms:

- Center display touchscreen operates by itself (Ghost Touch). This is due to high-temperature and humidity, the touch panel sensor causes a chemical reaction, which causes the touch sensors to corrode, resulting in the screen scrolling without operations.
- The film of the center display may be peeled off. This is due to insufficient adhesive thickness, the layers in the touch panel deteriorate over time, resulting in peeling off of the film surface (As a result, DTC B108E:04 may be stored).

• Ghost Touch • DTC B108E:04 may be stored	(Touch screen operates by itself)
• Surface Peeling • DTC B108E:04 may be stored	

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

NOTE: This TSB repair can fix ghost touch, surface peeling issues and may clear DTC B108E:04, but cannot fix spider cracks.

REPAIR PROCEDURE

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

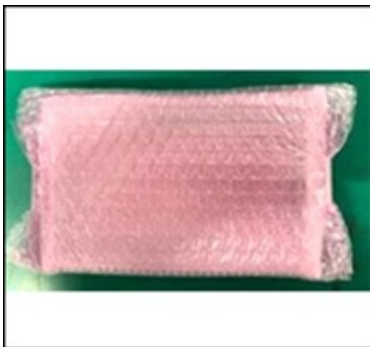
NOTE: Wear the rubber gloves to protect the lens, cable and electronic circuit.

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Repair parts set: B6YA-61-1JZ

No.	Description	Qty.	Notes
(1)	Center display lens kit	1	Cushion materials for packaging are used as work mat to protect parts from static electricity and scratches.
(2)	Rubber gloves	1	Antistatic, including Center Display lens kit



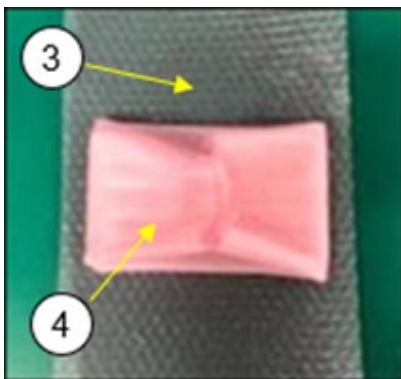
(1) Center display lens kit



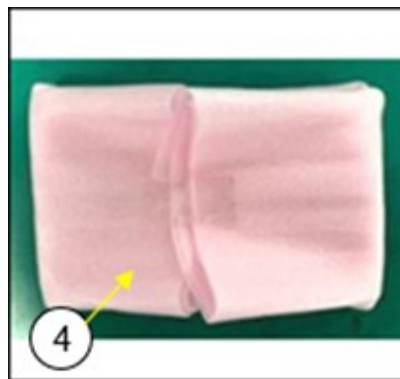
(2) Rubber gloves

NOTE:

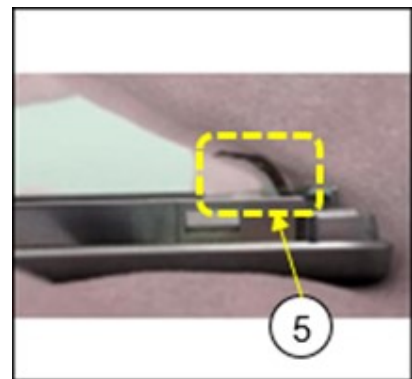
- Center display lens is packaged in bubble wrap and cushion material.
- Unwrap the package carefully so the cushion material can be used to protect the lens surface when disassembling the center display.
- The center display lens is equipped with cables (FPC: Flexible Printed Circuit), so be careful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



(3) Bubble wrap



(4) Cushion material

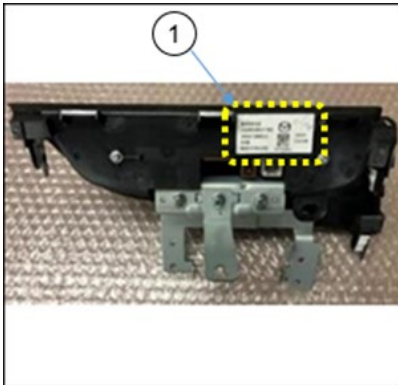


(5) Cable: Flexible Printed Circuit

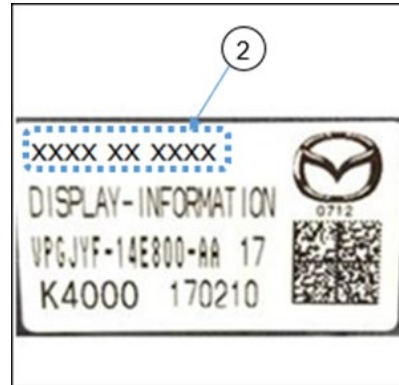
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CENTER DISPLAY DISASSEMBLY:

1. Remove the center display according to the instructions on MGSS: CENTER DISPLAY REMOVAL/INSTALLATION.
2. Confirm the part number (2) on the label (1) on the back of the display.



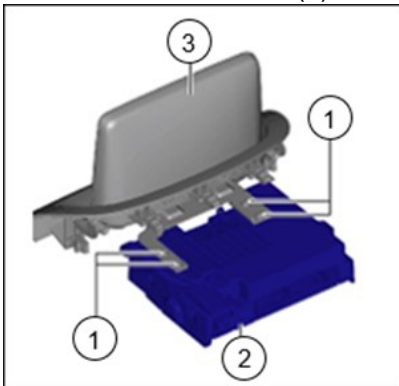
(1) Label



2) Part number

NOTE: Center Display part numbers B61A-61-1J0 or later suffix to be replaced.

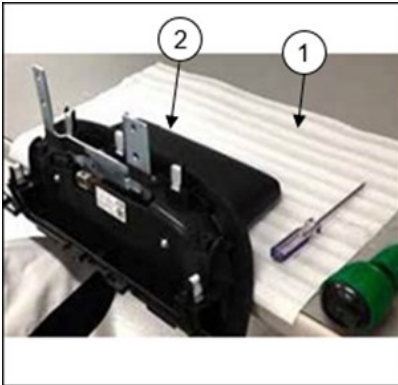
3. Remove the 4 screws (1), then remove the connectivity master unit (CMU) (2) from the center display (3).



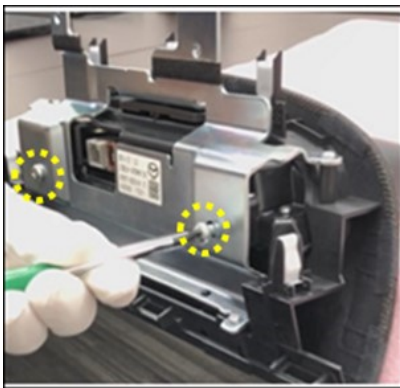
4. Place the cushion sheet (1) that the lens was wrapped on a working table.

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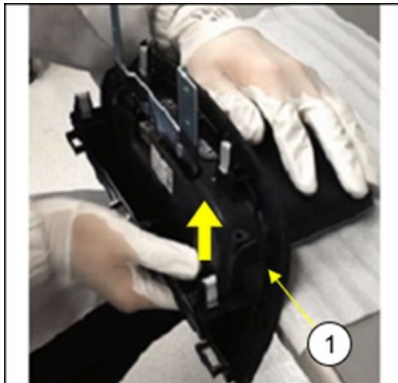
5. Place the center display (2) on the cushion sheet (1) with the display side facing downward.



6. Remove the 4 screws which fix the center display and the bracket.

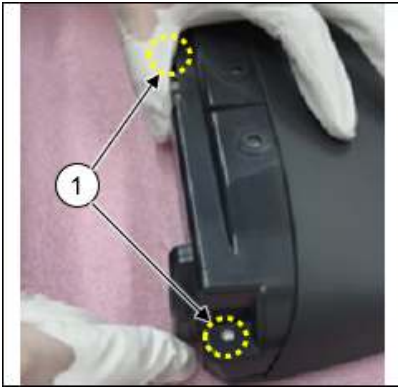


7. Remove the bracket (1).

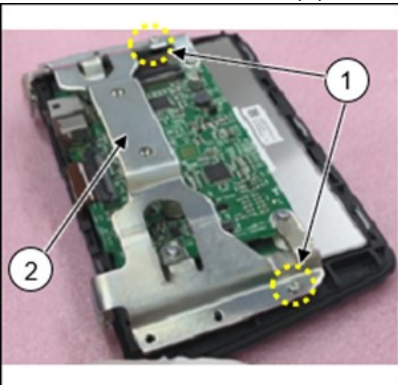


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8. Remove the 2 screws (1) and then remove the cover panel.

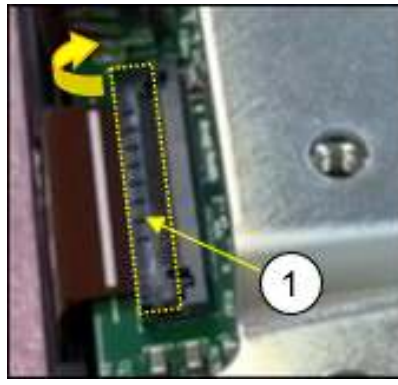
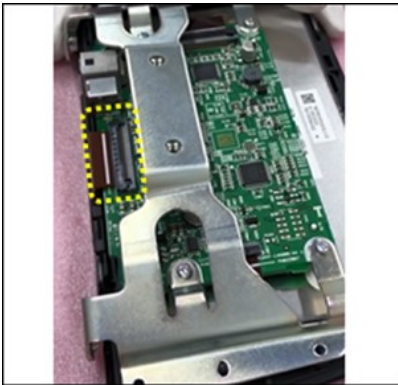


9. Remove the 2 screws (1) which fix the bracket (2).

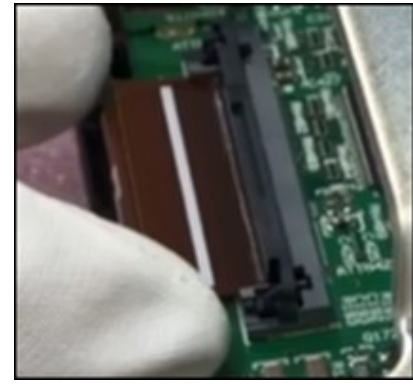


10. Pull up the lock tab (1) to unlock the connector.

NOTE: Pull the lock tab (1) carefully so that the lock tab is not damaged.



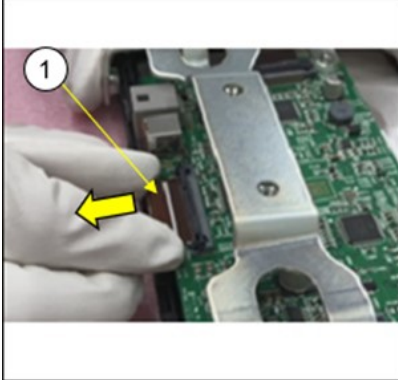
Lock



Unlock

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11. Hold both edges of the cable (1), and pull it out.



12. Remove the electric circuit board (1) and the liquid crystal part together from the lens.

NOTE: Handle the the removed electric circuit board (1) with care since it will be reused.

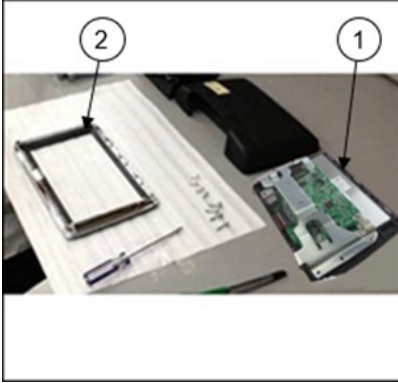


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13. Replace the lens with the modified one, but reuse the center display.

NOTE:

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



Inside lens surface



Outside lens surface

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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:



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

16. Verify the repair.

NOTE: If DTC B108E:04 is not cleared then refer to the diagnostic procedures in MGSS.

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PARTS INFORMATION

Parts Number	Description	Qty.	Notes
B6YA-61-1JZ	CENTER DISPLAY LENS KIT	1	For vehicles equipped with display B61A-61-1J0* Includes a center display lens and antistatic rubber gloves

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	61
Damage Code	9W
Part Number Main Cause	B6YA-61-1JZ
Quantity	1
Operation Number / Labor Hours:	XXW6ZXRX / 0.4 Hrs.

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