

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

**CENTER DISPLAY SURFACE PEELING AND/OR MAP SCROLLS
WITHOUT OPERATION (GHOST TOUCH)**

Bulletin No.: 09-003/22

Last Issued : 11/21/2022

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-003/22	06/06/22, 01/27/22

APPLICABLE MODEL(S)/VINS

2017-2020 CX-5 vehicles with VINs lower than JM3KF*****869655 (produced before August 25, 2020)

NOTE: This service bulletin is only applicable to vehicles equipped with 7 inch center display (part number K123-61-1J0 or K123-61-1J0A).

DESCRIPTION

Some vehicles may exhibit the following malfunctions:

- The film on the center display is peeling off, as shown in the illustration below. This may be caused by cleaning the center display surface. Water and/or a cleaning solution may get into the scratches on the film and cause the film to start peeling (As a result, DTC B108E:04 may be stored). To eliminate this concern, the anti-reflective film has been modified to reduce scratches during cleaning.
- The map on the center display may scroll by itself without operating the map (ghost touch). The thermal expansion and contraction of the touch panel may cause a deformation. Loosening of the touch panel resulting in increased wire resistance may be causing the map malfunction (As a result, DTC B108E:04 may be stored). To eliminate this concern, a protection film has been added in the touch panel to prevent deformation.

• 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.

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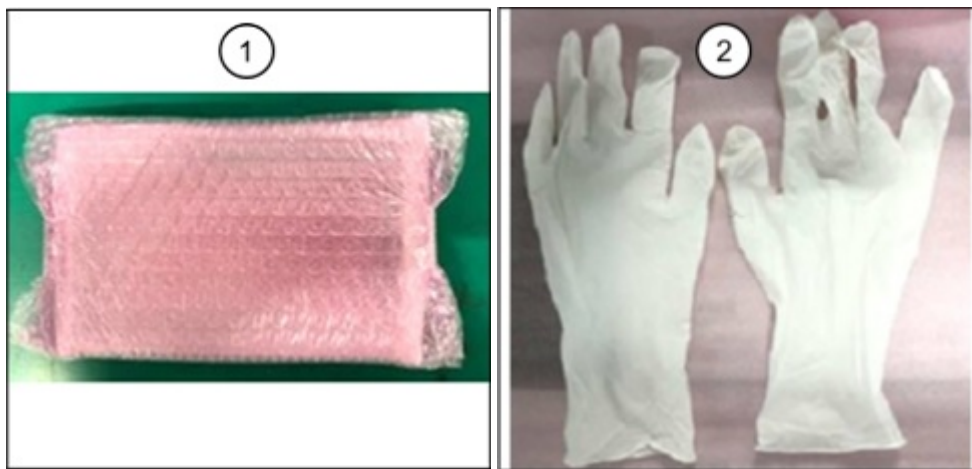
REPAIR PROCEDURE

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.

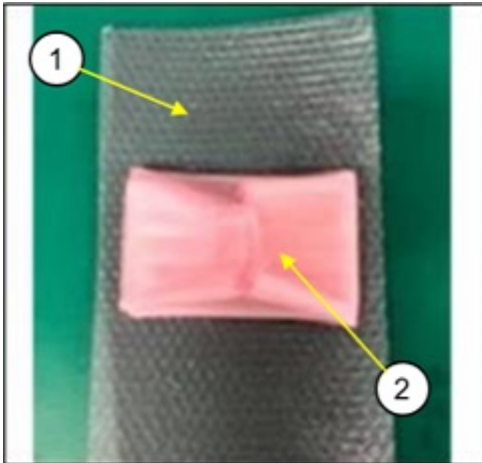
Repair parts set: K1Y3-61-1JZ

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

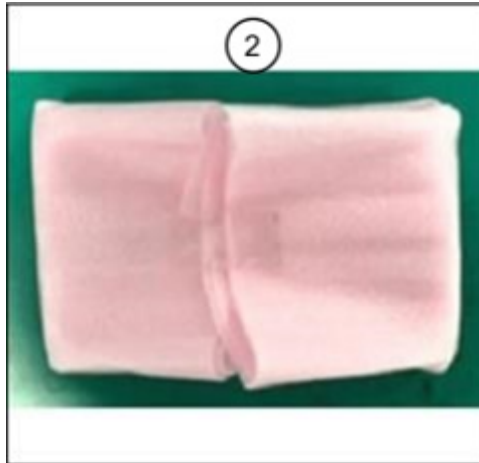
**NOTE:**

- 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.

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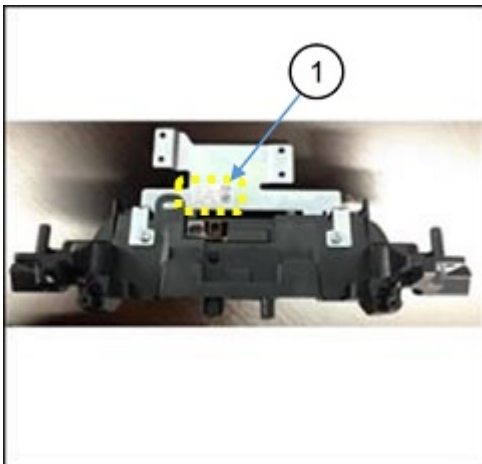
(1) Bubble wrap



(2) Cushion material

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

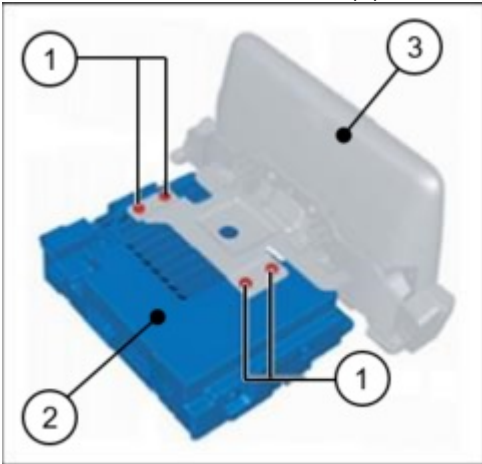
Center Display part numbers to be replaced:

- K123-61-1J0
- K123-61-1J0A

NOTE: K123-61-1J0B or later suffix are the modified parts.

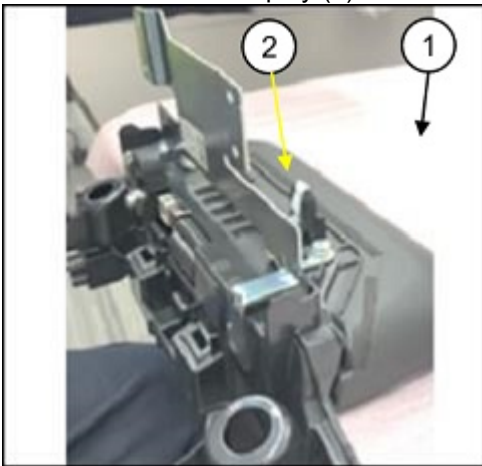
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3. Remove the 4 four screws (1), then remove the connectivity master unit (CMU) (2) from the center display (3).



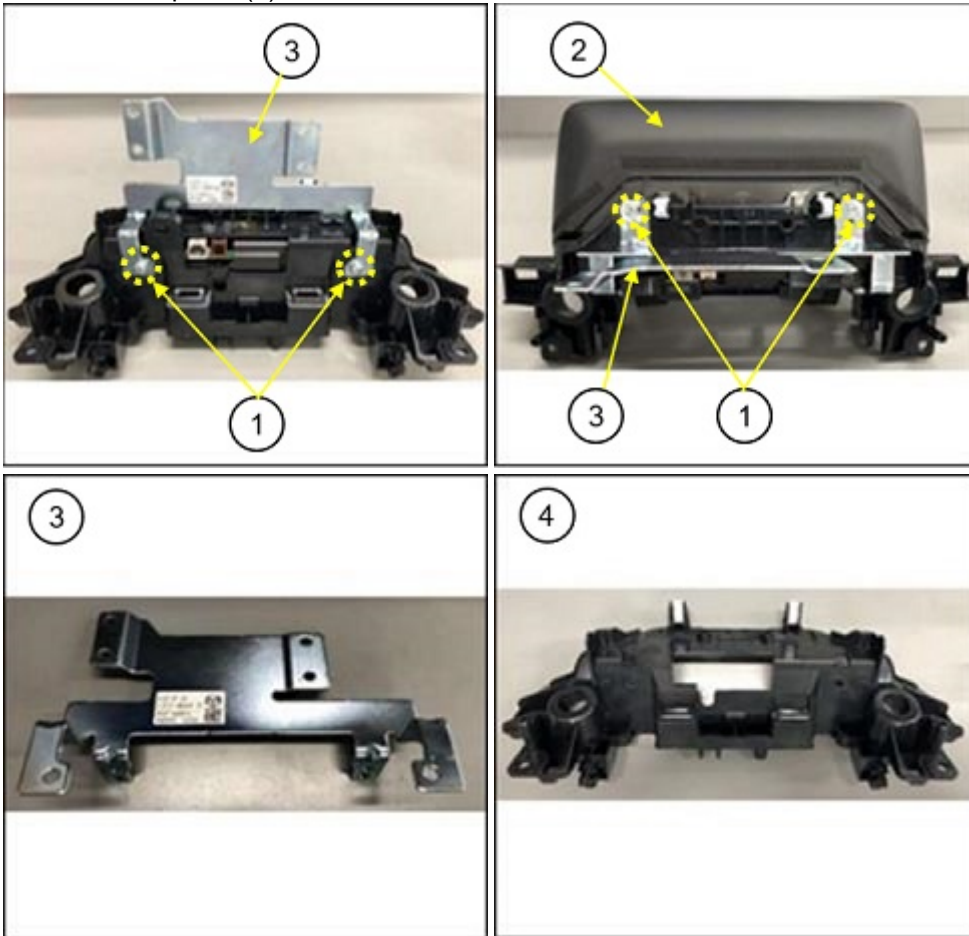
4. Place the cushion material (1) that the lens was wrapped in, on a workbench.

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

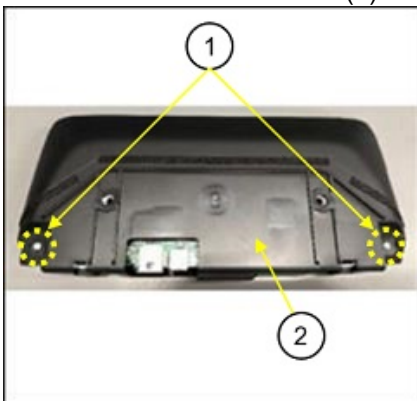


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6. Remove the 4 four screws (1) that assemble the center display (2) and the bracket (3), then separate the bracket (3) and the cover panel (4).



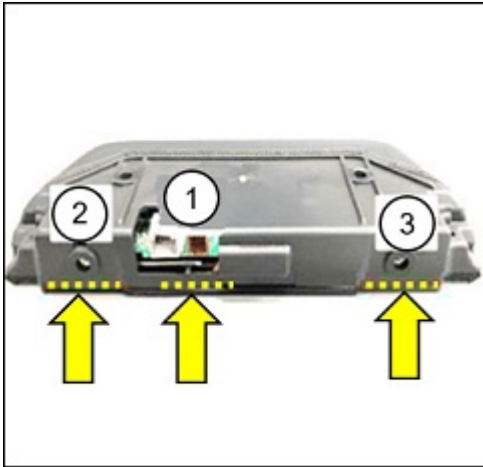
7. Remove the 2 two screws (1) that assemble the center display and the rear cover (2).



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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

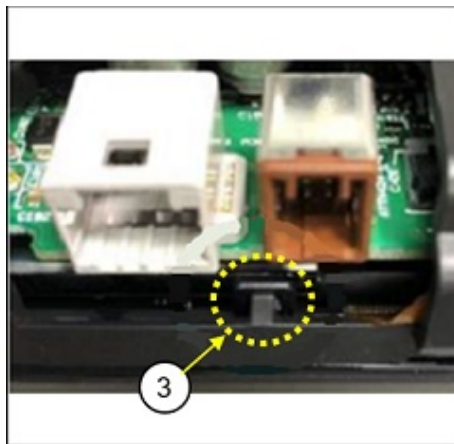
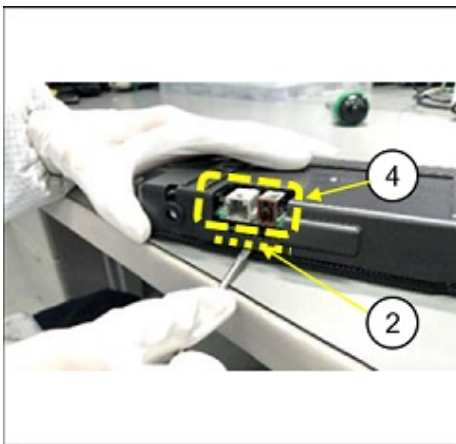
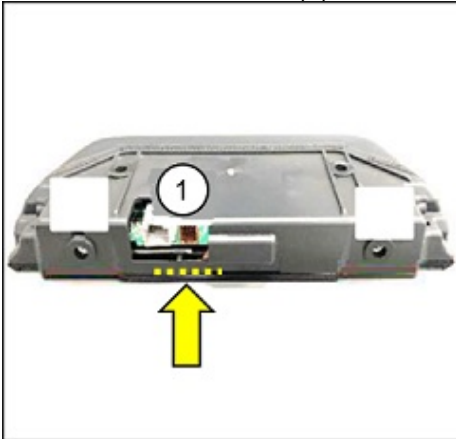


Center display

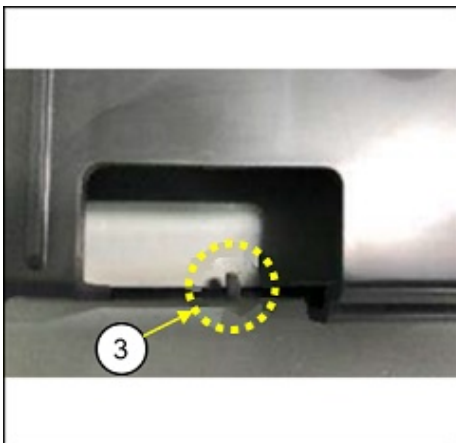


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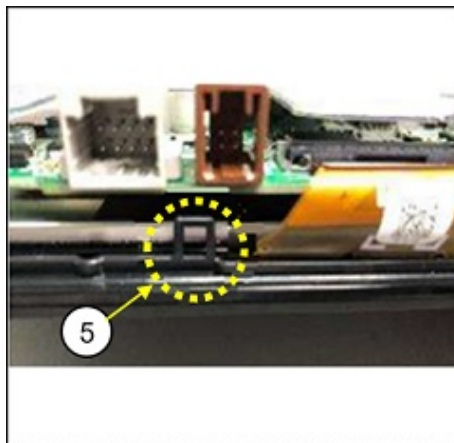
- a. Unhook rib (1) by inserting the tip of a flathead screwdriver in the gap (2) between the lens and the rear cover below connectors (4), then unhooking the rib (3).



Rib (3) of the rear cover



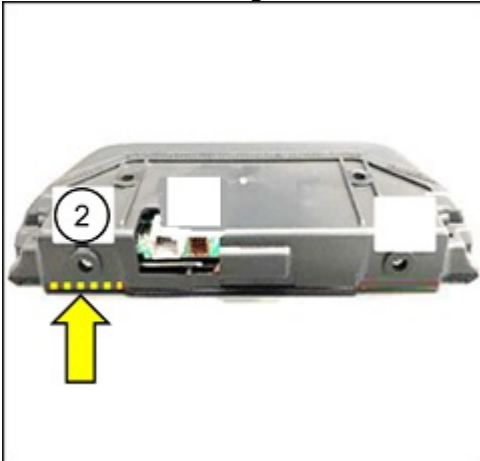
Rib (3) of the rear cover



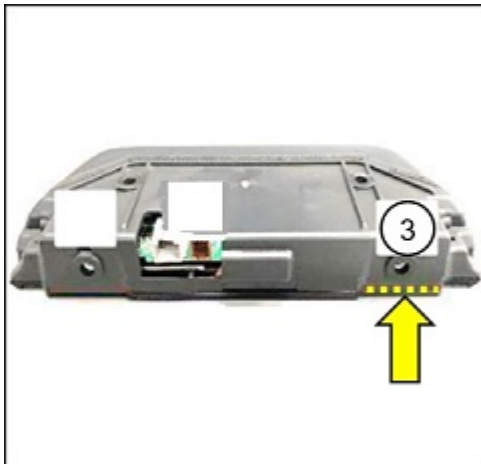
Hook (5) of the center display

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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.

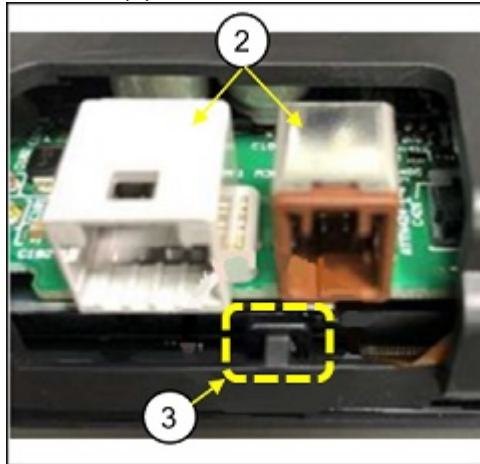
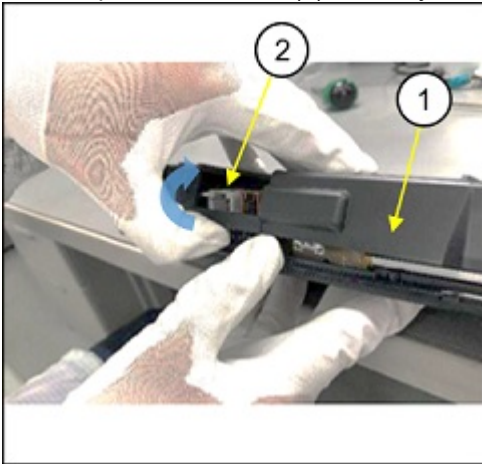


c. Unhook rib (3) by inserting the tip of a flathead screwdriver in the gap (3) between the lens and the rear cover, then unhooking the rib.



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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 4 four screws shown below.



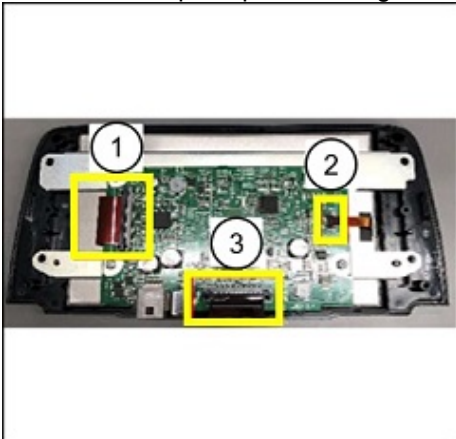
Bracket



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.

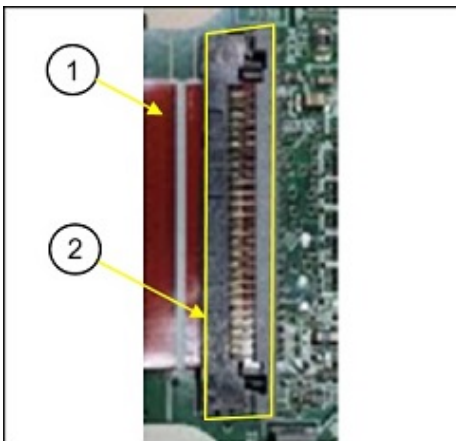


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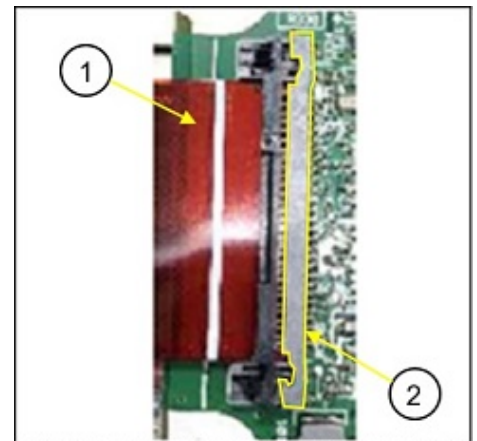
ATTENTION: Pull out the cable by holding both side edges to avoid damaging the cable.



Locked



Unlocked



- (1) Cable
(2) Locking tab

12. Remove the center display from the lens.

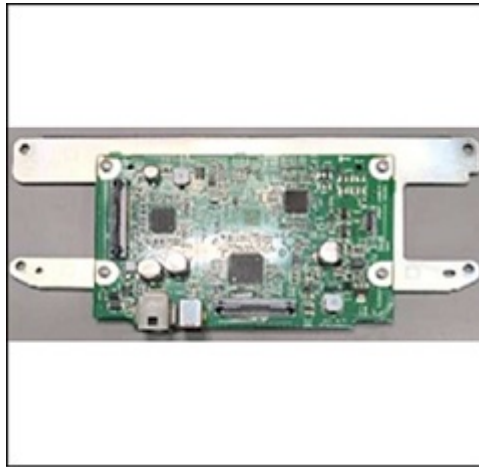
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13. Replace the lens with a modified one, but reuse the center display

Lens



Center display



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

NOTE:

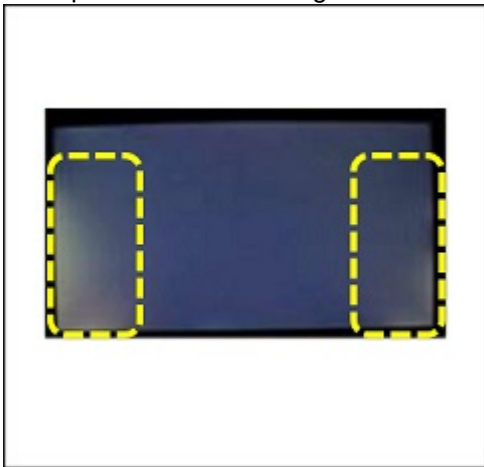
- When attaching the cable to the circuit board, be sure the connection is secure.
- DO NOT use electric tools to tighten the screws. Overtightening the screws (circled in yellow in the following figures) may cause uneven brightness of the display. If uneven brightness occurs, loosen the screws and retighten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



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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.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
K1Y3-61-1JZ	Display, Assembly	1	Includes center display lens and anti-static rubber gloves

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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	K1Y3-61-1JZ
Quantity	1
Operation Number / Labor Hours:	XXT6HARX / 0.5 Hrs.

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