

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

MAZDA CONNECT CENTER DISPLAY CRACKING (SPIDER CRACKING)

Service Alert No.: SA-008/18

Last Issued: 02/20/2018

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2014-2018 Mazda3	2016-2018 CX-3	2016-2018 CX-9
2016-2018 Mazda6	2016-2018 CX-5	2016-2018 MX-5

DESCRIPTION

Some customers may complain about the MAZDA CONNECT center display cracking (spider cracking). The cracks are internal and cannot be felt by touch. This may be caused by a faulty center display.



REPAIR PROCEDURE

1. Verify customer concern.
2. Replace the MAZDA CONNECT center display. Refer to MGSS online Workshop Manual CENTER DISPLAY REMOVAL/INSTALLATION.
3. Verify repair.

WARRANTY INFORMATION

Warranty Compliance Note:

Page 1 of 2

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.

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

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.