

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: TOUCH SCREEN OPERATES BY ITSELF (GHOST TOUCH) / MAP ON THE CENTER DISPLAY SCROLLS WITHOUT OPERATION	Bulletin No.: 09-021/22
	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:
09-021/22	06/07/22
09-037/21	11/23/21

APPLICABLE MODEL(S)/VINS

2016-2017 Mazda6 (US spec) with VINS lower than JM1GL*****156205 (produced before December 29, 2017)

2017-2018 Mazda6 (Mexico spec) with VINS lower than JM1GL*****149891 (produced before October 31, 2017)

NOTE: These vehicles are originally built with the center display GML8-611J0* and are not applicable to this TSB. Only if the center display has been replaced with GRT7-61-1J0 or GRT7-61-1J0A in the past is the vehicle applicable to this TSB.

DESCRIPTION

Some vehicles may exhibit a malfunction where the touch screen operates by itself (ghost touch). An example ghost touch would be the map on the center display scrolls without touching it. This is caused by heat expansion and contraction of the center display deforming and loosening the touch panel, resulting in an increased wire resistance (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.

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 spider cracks (may clear DTC B108E:04).

<ul style="list-style-type: none"> • Ghost Touch • DTC B108E:04 may be stored 	(Touch screen operates by itself)
<ul style="list-style-type: none"> • Surface Peeling • DTC B108E:04 may be stored 	
<ul style="list-style-type: none"> • Spider Cracks 	

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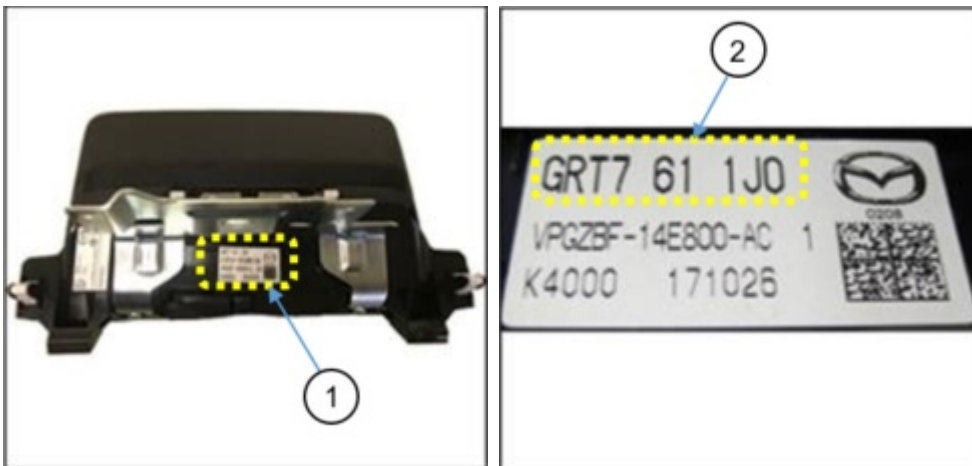
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REPAIR PROCEDURE

1. Verify customer concern.
2. Check vehicle repair history to confirm replacement of the display with the part number below.
 - If the part number is GRT7-61-1J0 or GRT7-61-1J0A, go to next step.

NOTE: GRT7-61-1J0B and later are already modified.

 - If the part number IS NOT GRT7-61-1J0 or GRT7-61-1J0A, this TSB is not applicable.
3. Remove the center display according to the instructions on MGSS and check the label on the back of the display (1) to confirm the part number (2).
 - 2016 (US spec) / 2017 (Mexico spec): CENTER DISPLAY REMOVAL/INSTALLATION
 - 2017 (US spec) / 2018 (Mexico spec): CENTER DISPLAY REMOVAL/INSTALLATION



(1) Label

(2) Part number

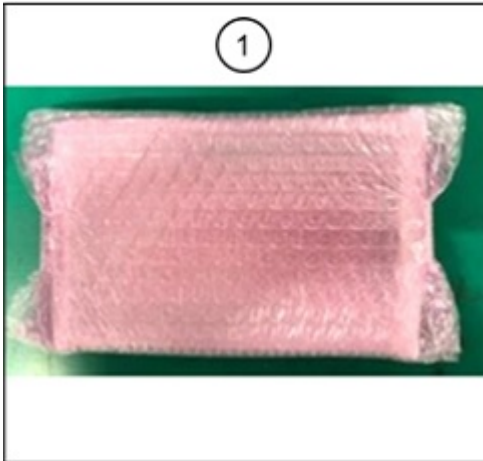
4. Disassemble the center display and replace the lens (inner part) with a newly established one according to following steps.

NOTE: Wear rubber gloves while handling the repair parts set to protect the lens, cable and electronic circuit.

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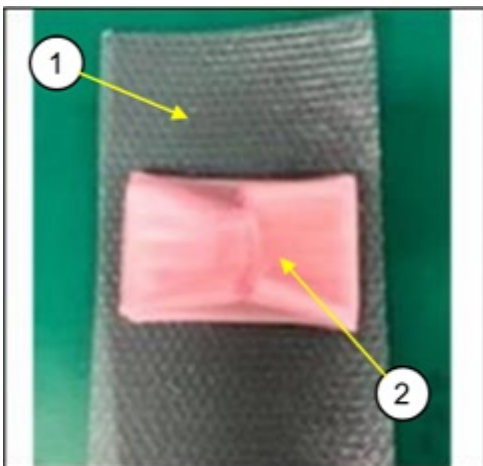
Repair parts set: GRY7-61-1JZ

Number	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	For antistatic.

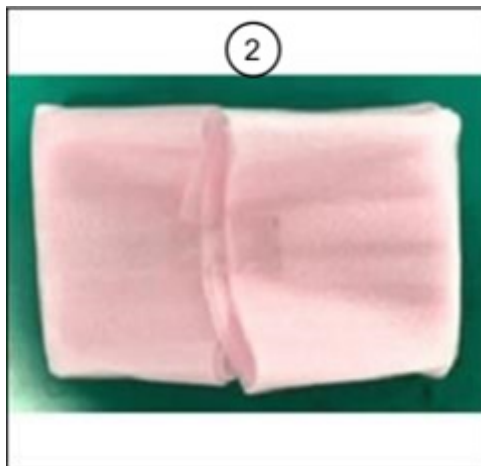


NOTE:

- The center display lens is packaged with a cushion material and a bubble wrap. Unwrap the package carefully so that the cushion materials can be used to protect the lens surface when disassembling the center display.
- Handle the center display lens with care as it is equipped with a cable (FPC: Flexible Printed Circuit).



(1) Bubble wrap

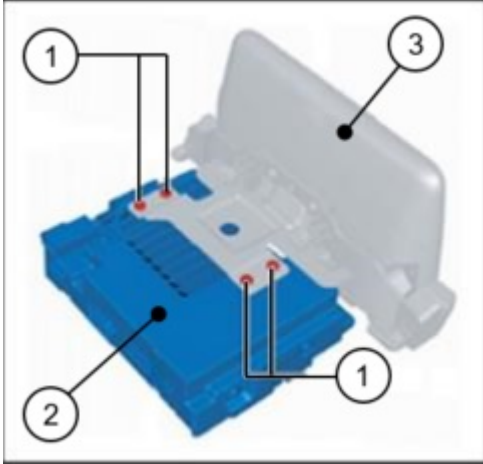


(2) Cushion material

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[Disassembling the center display]

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



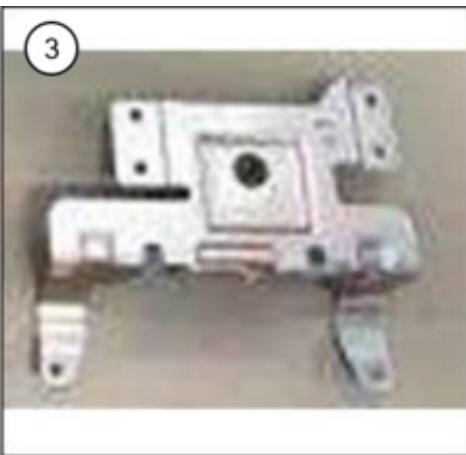
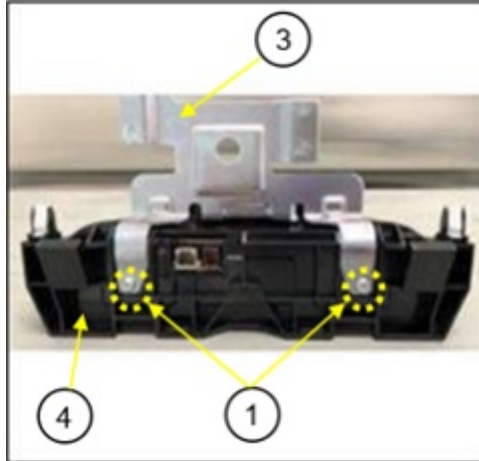
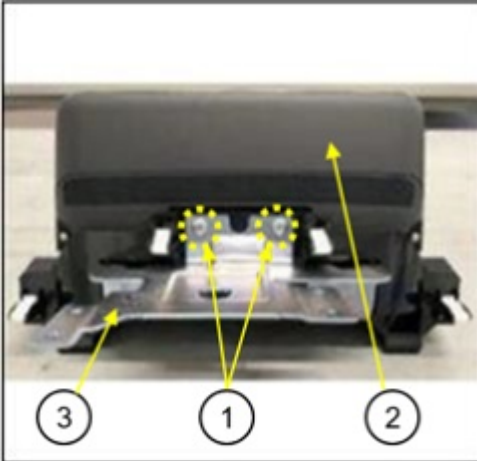
b. Place the cushion sheet (1) that the lens was wrapped on a working table.

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



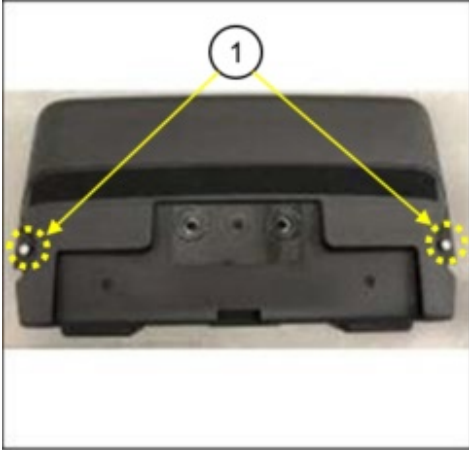
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d. Remove the 4 screws (1) that assemble the center display (2) and the bracket (3), then separate the bracket (3) and the cover panel (4).

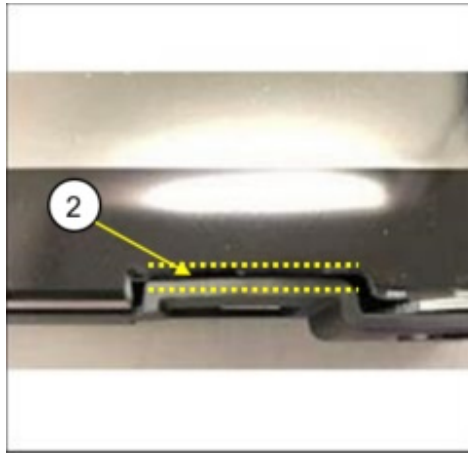


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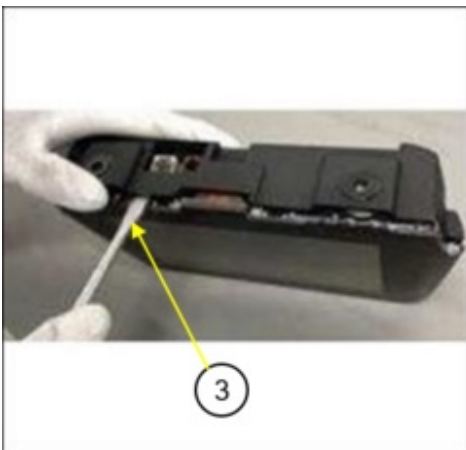
e. Remove the 2 screws (1) on the back of the center display



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



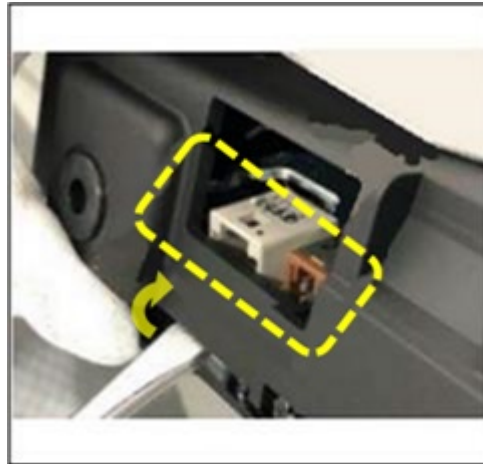
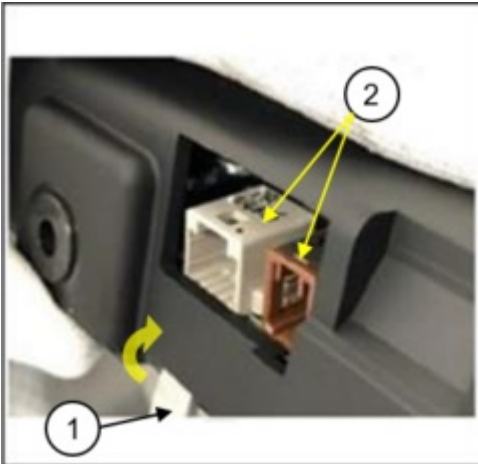
Detail of (1)



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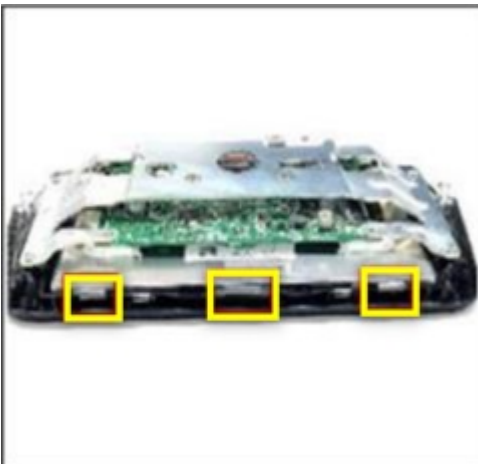
g. Pull up the rear cover with flathead screwdriver (1) being careful to not touch the connector, then remove the rear cover.

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)

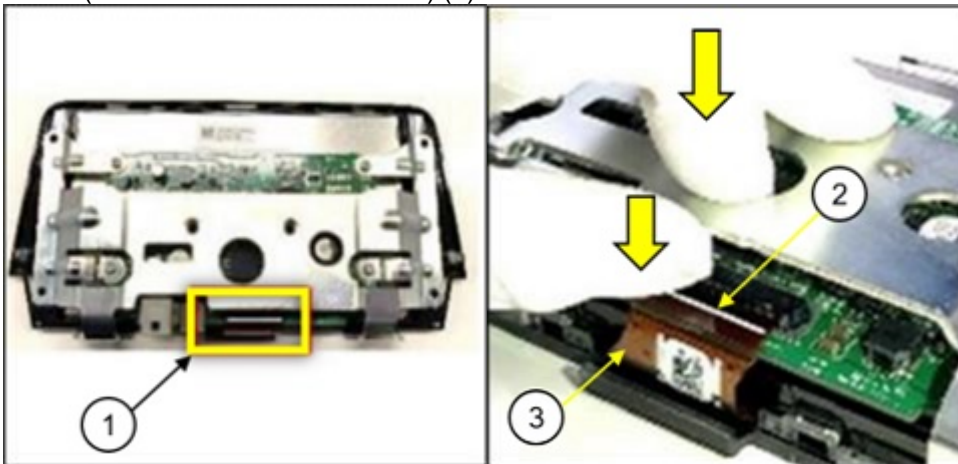


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h. Remove the 4 screws (circled in yellow).



i. 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.



- j. Remove the center display from the lens.
- k. Replace the lens with a modified one, reusing the center display

Replace the lens with a modified one.



Reuse the center display.



- l. 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.

4. Install the center display according to the instructions on MGSS.

- 2016 (US spec) / 2017 (Mexico spec): CENTER DISPLAY REMOVAL/INSTALLATION
- 2017 (US spec) / 2018 (Mexico spec): CENTER DISPLAY REMOVAL/INSTALLATION

5. Verify repair.

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

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
GRY7-61-1JZ	Display-Assembly	1	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	GRY7-61-1JZ
Quantity	1
Operation Number / Labor Hours:	XXT6HARX / 0.4 Hrs

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