

Part 573 Safety Recall Report

23V-487

Manufacturer Name : Mazda North American Operations**Submission Date :** SEP 11, 2023**NHTSA Recall No. :** 23V-487**Manufacturer Recall No. :** 6023G**Manufacturer Information :**

Manufacturer Name : Mazda North American Operations

Address : 1025 Connecticut Avenue, NW

Suite 910 Washington DC 20036

Company phone : 800-222-5500

Population :

Number of potentially involved : 236,100

Estimated percentage with defect : 3 %

Vehicle Information :

Vehicle 1 : 2016-2021 MAZDA CX-3

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : GAS

Descriptive Information : – Recall population determined by the production record of vehicles, which may have the subject Rearview camera installed.
 – Vehicles not included in the recall were not equipped with subject Rearview camera.
 The following is the affected number of vehicles by MY/Make/Model:
 MY2016-2021 Mazda CX-3 vehicles built at Mazda Motor Corporation, USA: 85,844 units.

Production Dates : JUN 01, 2015 - OCT 15, 2020

VIN Range 1 : Begin : JM1DKBD72G0103784 End : JM1DKFB76M1505792 Not sequential

Vehicle 2 : 2014-2018 MAZDA Mazda3

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : GAS

Descriptive Information : – Recall population determined by the production record of vehicles which may have the subject Rearview camera installed.
 – Vehicles not included in the recall were not equipped with subject Rearview camera.
 The following is the affected number of vehicles by MY/Make/Model:
 MY2014-2018 Mazda Mazda3 5-door vehicles equipped with a hatchback. built at Mazda Motor Corporation and Mazda de Mexico Vehicle Operation, Mexico: 150,256 units.

Production Dates : JUN 11, 2013 - DEC 20, 2018

VIN Range 1 : Begin : 3MZBM1M74EM104583 End : 3MZBM1N73GM330079 Not sequentialVIN Range 2 : Begin : 3MZBN1K75HM100014 End : 3MZBN1L30JM277183 Not sequentialVIN Range 3 : Begin : JM1BM1M31E1100049 End : JM1BM1N38G1355850 Not sequentialVIN Range 4 : Begin : JM1BN1K72H1100018 End : JM1BN1K7XJ1199399 Not sequential

Description of Defect :

Description of the Defect : On certain vehicles equipped with a hatchback, the rearview camera may display a distorted or flickering image.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A distorted or flickering rearview camera image while reversing could affect driver judgment, increasing the risk of a crash.

Description of the Cause : Due to improper design of the rearview camera wiring harness fastener, the harness may become damaged from vibrations during normal vehicle use and/or while closing the liftgate. Subsequently, the connector pins wear out, causing high electrical resistance. This results in image distortion or flickering.

Identification of Any Warning that can Occur : None.

Involved Components :

Component Name 1 : Camera-Back Monitor

Component Description : Rear View Monitor

Component Part Number : B62H/BHN9/DB3R/D24M -67RC0

Supplier Identification :**Component Manufacturer**

Name : Panasonic Automotive Systems Co., Ltd.

Address : 600 Saedo-cho,
Tsuzuki-ku, Yokohama City, Kanagawa Foreign States 224-8539

Country : Japan

Chronology :

May 7, 2015: Mazda received the first field report from the United States market and placed the concern in monitor status.

June 2015 to June 12, 2017: Mazda received similar field reports from outside the United States market and opened an investigation.

May 2019 to March 2020: Mazda continued the investigation and received another eight field reports from the United States market.

May 2020: Mazda identified the root cause as connector pin wear from the rearview camera wiring harness. Mazda concluded there was no associated safety risk.

August 2020 to March 2022: Mazda released a technical service bulletin to provide guidance to dealers for proper diagnosing and repairing of the concern.

April 2022 to July 2023: Transport Canada contacted Mazda regarding the handling of this concern as a technical service bulletin. Ongoing communications were conducted with Transport Canada in which Mazda provided responses supporting the technical service bulletin action.

July 6, 2023: Based on preliminary reviews, Transport Canada recommended that Mazda conduct a voluntary safety recall as the appropriate action for resolution of the concern.

July 10, 2023: Mazda held a Quality Audit Committee meeting to review all available information to date and determined to conduct a proactive field action on certain MY2014-2018 Mazda3 5-door hatchback and MY2016-2021 CX-3 vehicles. Mazda received nine field allegations with no injury and fatality; however, one minor property damage was reported.

September 4, 2023: An additional 8,765 Mazda3 vehicles were found from an archived database and not originally included in 23V487. These added vehicles would increase the subject volume from 227,335 to 236,100. (Continued in Manufacturer Comments to NHTSA Staff section.)

Description of Remedy :

Description of Remedy Program : Owners will be notified by mail and instructed to take their vehicle to an authorized Mazda dealer. Dealers will inspect vehicles. If inspections verify no concern with the rearview camera image, a wiring harness fastening seal will be added to prevent harness movement. If inspections verify there is image distortion or flickering, the rearview camera will be replaced with a new part and a wiring harness fastening seal will be added. There will be no charge for this service to vehicle owners. A customer reimbursement program will be offered on subject vehicles.

How Remedy Component Differs from Recalled Component : The remedy components were assembled using a fastening seal, which protects the wiring harness from damage.
 Recalled Parts name: Rearview camera
 Part number: B62H/BHN9/DB3R/D24M -67RC0

Identify How/When Recall Condition was Corrected in Production : For Mazda3, there were no changes in production, as all subject vehicles are no longer manufactured.
 For CX-3, changes were implemented in production beginning October 15, 2020.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on or before July 19, 2023. Mailing of owner notification letters for the original population is expected to be completed on or before September 12, 2023. Mailing of owner notification letters for the additional population is expected to be completed on or before October 6, 2023.

Planned Dealer Notification Date : JUL 19, 2023 - JUL 19, 2023

Planned Owner Notification Date : SEP 12, 2023 - OCT 06, 2023

* NR - Not Reported