



MAZDA DEALER EMAIL

September 8, 2023

Attention: Mazda General, Parts and Service Managers

Subject: Preliminary Notification - Safety Recall 6023G – 2014-2018MY Mazda3 and 2016-2021 CX-3 - Rearview Image May Not Display Properly

Dear Mazda Dealer Partners,

Mazda Motor Corporation has decided to conduct a Safety Recall on certain 2014-2018MY Mazda3 (5-door hatch vehicles only) and 2016-2021MY CX-3 vehicles. Please see the description, model, year, and VIN ranges below for the vehicles in this campaign. The VIN range and list has been revised adding additional 2014 Mazda3 Hatchback VIN's totaling 236,100 U.S. and U.S. Territory vehicles.

Subject Vehicles:

Model	Subject VIN range	Subject production date range
2014-2018 Mazda3 HB 5-door (MC Produced)	JM1 BM*****100049 – 355850 JM1 BN*****100018 – 199399	From June 11, 2013 through December 20, 2018
2014-2018 Mazda3 HB 5-door (MMVO Produced)	3MZ BM*****104583 – 330079 3MZ BN*****100014 – 277183	From December 28, 2013 through December 20, 2018
2016-2021 CX-3 (MMVO Produced)	JM1 DK*****103784-505792	From June 1, 2015 through October 15, 2020

*Only the Mazda3, 5-door HB and CX-3 vehicles listed both in eMDCS Warranty Inquiry **AND** in this range are affected.

Mazda Dealer Action Requested - UPDATE:

Vehicles will show Preliminary Notification status by September 12, 2023. All customers will be notified that parts are unavailable, however they should bring their vehicle to a Mazda dealer if they experience concerns with their rear camera. Parts are expected to be available in early 2024, but a firm date has not been established. The Missed Recall Report does not have recall 6023G at this time, but will be added when vehicles are in "Open" status.

Until parts are widely available, vehicles in specific situations below can be repaired. To determine if a vehicle at your dealer applies, please review this dealer email and information in MGSS under this campaign. For any Parts ordering, you must fill out Dealer Recall Help on [OneMazda](#) and the team will

order parts as needed for the vehicle at your dealership. Vehicles that can be repaired are **ONLY** in the following situations:

- Sold, affected used cars in dealer inventory prior to release to the customer. This applies to both Certified Pre-Owned (CPO) and non-CPO (used) vehicles.
- Customers who utilize their vehicle for business and require the repair (Turo, Uber, Lyft or Rental Car (Hertz, Avis, Enterprise etc...)).
- Any vehicle with a diagnosed, flickering or distorted (failed) rear camera.
- Any customer insisting on the repair.

Interim Repair Procedures and Parts & Warranty information will be available from Dealer Recall Help for the situations above only until parts are widely available.

U.S. Territories and vehicles from Mazda Canada Inc. are also affected by this recall and should be repaired if presented to your dealership under the guidelines presented in this dealer email. For next steps with these specific vehicles please follow Warranty Policy 3.30, which details what to do when a vehicle arrives at your dealership.

Customers also can apply for reimbursement of prior, pre-launch out-of-warranty repairs if directly related to this recall by going to www.mazdareimbursement.com. A repair order showing parts replaced with labor and proof of payment is required.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this recall before responding to customer inquiries. We apologize for any inconvenience this recall may cause you and your customers. Your understanding and support in carrying out this campaign are greatly appreciated.

Sincerely,

Mazda North American Operations

Travis Young

Manager, Recalls

Technical Services Division