



MAZDA DEALER EMAIL

July 19, 2023

Attention: Mazda General, Parts and Service Managers

Subject: Announcement of 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. When fully launched in September 2023, this Safety Recall is a direct replacement for TSB 09-031/20.

Subject Vehicles:

Model	Subject VIN range	Subject production date range
2014-2018 Mazda3 HB 5-door (MC Produced)	JM1 BM*****167841 – 355850 JM1 BN*****100018 – 199399	From December 28, 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.

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

Repair Outline: 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. The expected failure rate for this campaign is 3% of the population, or less. **Production Note:** For Mazda3, there were no changes in production so all 5-door hatch vehicles are affected. For CX-3, changes were implemented in production after October 15, 2020.

NOTE: As a reminder, failure to properly perform any recall repair is a direct violation of Paragraph 14(F) of the Dealer Agreement and can cause one or more of the following: Mechanical breakdown or failure, crash or injury, Dealership penalties/fines by Mazda and NHTSA, increased liability risk for the dealership, Missed Recall penalties, loss of customer trust and a poor Customer Experience. Also, vehicles sold by Mazda Canada, Inc. and U.S. Territories are also affected by this recall and should be repaired if presented to your dealership.

Parts: Parts are not available to complete this campaign at the present time. For vehicles that have a verified and diagnosed, distorted or flickering image, please contact Dealer Recall Help for next steps regarding repairs to the vehicle. We expect an update on parts availability soon and will provide and update in a future dealer communication.

Owner Notification: All vehicles will show as “Not Launched” as of July 19, 2023 by the end of the business day. The “Not Launched” status is required prior to mailing Owner Letters to customers. Mazda will directly contact affected owners by U.S. Mail no later than September 8, 2023. **Customer Reimbursement:** Customers also can apply for reimbursement of prior 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. It is expected that customers can apply for reimbursement beginning on or before September 12, 2023.

To help you effectively perform this recall, Mazda has developed the following resources:

1. Parts and Warranty Information, Repair Procedure, and the affected VIN list are expected to be posted to MGSS on or before July 25, 2023. Searching by VIN is available immediately but Keyword Searching may not be available until the next business day.
2. For Warranty questions, please contact the Warranty Hotline at warrantydept@mazdausa.com
3. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.
4. For recall related questions, please fill out the Dealer Recall Help Form located on [OneMazda](#).

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