



MAZDA DEALER EMAIL

August 29, 2024

Attention: Mazda General, Parts and Service Managers

Subject: Recall 6023G Rearview Camera Image – REPAIR and PARTS ORDERING REMINDER

Dear Mazda Dealer Colleagues,

With the first phase launch of this campaign, the Dealer Assistance Group has received an excessive number of requests for Camera Replacements that were not necessary or required. Upon investigation, some dealer staff mistakenly believed that all rear cameras were to be replaced and this is incorrect.

The main action for this recall is an inspection!

The rear camera is **NOT** to be ordered unless the vehicle has been diagnosed by a Mazda technician and inspection results confirm a rear camera failure. For vehicles in OPEN Status, please follow the inspection procedure. If the diagnosis results in no failure of the rear camera, the repair is installation of the pad kit only.

It is estimated that less than 1 vehicle out of 10 vehicles should require a REAR CAMERA.

Parts ordering for the pad kit is available through the LPO screen. If a camera has failed, and a technician has confirmed the diagnosis, then a rear camera can be ordered through the RPO Screens in eMDCS.

Please review the updated Parts & Warranty and Repair Procedures for this recall posted in MGSS and Warranty Vehicle Inquiry as of August 29, 2024

Sincerely,

Mazda North American Operations

Travis Young
Manager, Recalls
Technical Services Division

Dan Lindsay
Supervisor, Dealer Assistance Group
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