



MAZDA DEALER EMAIL

November 7, 2024

Attention: Mazda General, Parts and Service Managers

Subject: Phase 2 Launch (Owner Mailing) - Safety Recall 6023G – 2014-2018MY Mazda3 and 2016-2021 CX-3 - Rearview Image May Not Display Properly

Dear Mazda Dealer Colleagues,

OWNER NOTIFICATION AND MAZDA DEALER ACTION REQUESTED:

Mazda will send Owner Letters by U.S. Mail to approximately 82,000 vehicle owners on November 8, 2024 and all VIN's will be in OPEN status the same day. We are mailing to all customers in the Midwest Region, Northeast Region (owners not included in Phase 1 August 2024 mailing), Alaska, Arizona, Colorado, Hawaii, Idaho, Montana, Oklahoma, Utah, Wyoming and all U.S. Territories. All VIN's in OPEN status must be repaired. All Owner Letters, and Repair & Warranty documents are up to date and available on Mazda Global Service Support (MGSS).

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.

NOTE: Mazda is launching this recall in various phases due to restrictions in available parts supplies. Additional recall phases will be announced as remedy parts become available.

Any VIN with an OPEN Status will be tracked on the Missed Recall Report.

REMAINING VEHICLES IN PRELIM LETTER STATUS:

Any vehicle in Preliminary Notification status can be repaired if requested by the customer. Please do not decline a recall repair without reviewing the Recall 6023G Description section in MGSS for the campaign. All customers will be notified in phases moving forward.

Parts Ordering:

If needed, a back-up camera can be ordered from the Restricted Parts Ordering (RPO) screen in eMDCS. To complete an order, you will need to include the VIN number associated with the repair order, and the VIN must be OPEN for Recall 6023G. The part numbers for this recall repair can be found in the Repair Procedure documents.

Because of the limited number of VINs that will need a camera to complete the repair the back-up camera orders will flow through the RPO process with a low weekly order quantity. In the rare occurrence you need an additional part, please contact the Dealer Assistance Group with the VIN and RO number.

For additional parts related questions, please don't hesitate to [email the Dealer Assistance Group](#) or call 877-727-6626 – Option 2.

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 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