



IMPORTANT SAFETY RECALL

2014-2018MY Mazda3 and 2016-2021MY CX-3 - Rearview Image May Not Display Properly
Safety Recall 6023G - NHTSA Campaign Number 23V-487

November 2024

This notice applies to your vehicle: VIN _____

Dear Mazda Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2014-2018MY Mazda3 5-door hatchback and 2016-2021MY Mazda CX-3 vehicles. If you receive this notice, your vehicle is included in this Safety Recall. You were sent a notice in September 2023 that parts were not available. We are pleased to inform you that parts are now available for repair.

What is the problem?

The rearview camera wiring harness may become damaged due to improper design of the harness fastener. As a result, the rearview camera may display a distorted or flickering image. A distorted or flickering rearview camera image while reversing can reduce the driver's rear view, increasing the risk of a crash.

What will Mazda do?

Protect What Is Important To You

Your Mazda dealer will inspect your vehicle and replace the rearview camera, as necessary. Your Mazda dealer will also install a wiring harness fastening seal. The inspection and repair will be performed free of charge and at no cost to you.

How long will it take?

It will take approximately one hour to complete the inspection and repair; however, your Mazda dealer may need your vehicle for a longer period of time. Mazda will provide alternate transportation, if needed, when your vehicle is at an authorized Mazda dealership for a recall repair. Please schedule an appointment with an authorized Mazda dealer so they can discuss and accommodate your needs.

What should you do?

Mazda is concerned about your safety, and we encourage you to contact any authorized Mazda dealer to schedule an appointment to have your Mazda vehicle inspected and repaired as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

What if you already paid for repair related to this concern?

If you have already paid for repairs due to conditions similar to this recall campaign prior to receiving this notice, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards. For vehicles purchased in the USA, please visit www.mazdareimbursement.com and enter your Vehicle Identification Number (VIN). Follow the online screen prompts to enter the relevant information to submit your claim. For further questions or if you do not have access to apply online, contact the Mazda Customer Experience Center at 1-800-222-5500, Option #6. For vehicles purchased in U.S. Territories, please contact the U.S. Territory Customer Service where your vehicle was originally sold (see the next section for contact information).

Where is the closest Mazda dealer?

In the USA, to locate your nearest Mazda dealer, visit our website www.MazdaRecallInfo.com, or download the MyMazda app on your smartphone and enable recall notifications for your vehicle. The MyMazda app will also assist with appointment setting for this recall. You can call our Customer Experience Center at (800) 222-5500, option #6. If your vehicle is in a U.S. Territory, please contact Customer Service where your vehicle is located.

For Puerto Rico: www.mazdapr.com, or call (787) 620-7546.

Saipan: www.carssaipan.com, or call (670) 322-7133.

Guam: www.carsguam.com, or call (671) 648-2277.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete and mail the Information Change Card in the postage paid envelope as soon as possible. This enables us to update our records and notify the current owner. Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Still have questions?

If you have any questions regarding this campaign, In the USA, visit our website www.MazdaRecallInfo.com, or call our Customer Experience Center at (800) 222-5500, option #6. If your vehicle is in a U.S. Territory, please contact Customer Service where your vehicle is located.

For Puerto Rico: www.mazdapr.com or call (787) 620-7546.

Saipan: www.carssaipan.com, or call (670) 322-7133.

Guam: www.carsguam.com, or call (671) 648-2277.

If Mazda or its dealers do not repair the defect free of charge and within a reasonable amount of time, you may notify the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327- 4236 (TTY: 1-800-424-9153); or go to <http://www.NHTSA.gov>.

Important Information

As a reminder, you can always go to www.MazdaRecallInfo.com and enter your VIN to view recalls and service campaigns that apply to your vehicle as well as register to receive future recall alerts. You can also sign up for recall notifications in the MyMazda app on your smartphone. Your safety is our first priority at Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. We apologize for any inconvenience this recall may have caused you.

Sincerely,

Mazda North American Operations

*Para información en español, visite www.MazdaSeguridad.com o llame a nuestro **Centro de Experiencia para el Consumidor al (800) 222-5500, opción #8** para hablar con un representante en español.*