

**August 29, 2024**

***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.***

**GUIDELINES FOR REPAIR**

Vehicles in OPEN Status – Please follow the inspection procedure outlined for this recall to determine the repair needed. The rear camera is only to be replaced if inspection results confirm a rear camera failure.



**Less than 1 vehicle out of 10 will require a REAR CAMERA.**

**Vehicles in Prelim Letter Status -**

- Pad ordering is available through the LPO screen.
  - If a customer demands a repair as a result of a diagnosed failure, then a rear camera can be ordered through the RPO Screens in eMDCS
- I. **Certified Pre-Owned (CPO) and non-CPO (used) vehicles.**
    - a. Perform the inspection and if no rear camera failure, install Pad Kit
    - b. Replace camera only if confirmed failure
  - II. **Fleet vehicles or business use - Owners/customers who utilize their vehicle for business and require the repair (Turo, Uber, Lyft or Rental Car (Hertz, Avis, Enterprise etc...)).**
    - a. Perform the inspection and if no rear camera failure, install Pad Kit
    - b. Replace camera only if confirmed failure
  - III. **Vehicles from Canada, Mexico and the U.S. Territories.**
    - a. Perform the inspection and if no rear camera failure, install Pad Kit
    - b. Replace camera only if confirmed failure
  - IV. **Customer vehicles not exhibiting camera failure as outlined in the recall**
    - a. Replace with a Pad Kit to close the recall
  - V. **Any vehicle in preliminary status with a diagnosed flickering, or distorted (failed) rear camera, and the customer requests a repair.**

**NOTE: Due to the low failure rate, rear camera parts supplies are extremely limited and, there is a high risk of backorders if the above points are not followed.**

**Only use the Repair Calculator for a diagnosed failed rear camera.**

	<p><b>Recall 6023G Rear Camera Recall Job Aid - Repair Calculator</b>  <u><b>GOOGLE SHEETS OR EXCEL - MACROS MUST BE ENABLED</b></u></p>	
	<p>Please Read the <b>ENTIRE</b> Instructions:</p> <ol style="list-style-type: none"> <li>1. Hit the Button "CLEAR VIN" to make sure the VIN area is blank.</li> <li>2. Enter the VIN# (Vehicle Identification Number in full), in Cell B3 next to the Red Arrow. <b>Ensure the VIN does not contain a SPACE at the beginning or end of the VIN number</b></li> <li>3. Hit "Enter" on your keyboard</li> <li>4. The answer of which part to install and claim is in GREEN.</li> <li>5. To enter another VIN, Click the "Clear VIN" Button and Enter another 17 digit VIN</li> </ol> <p><i>*Note: You must copy all 17 characters of the VIN. It is better to copy and paste the VIN from the Warranty Inquiry Screen on eMDCS. This tool will return an error code if the VIN is not 17 digits, or does not match the affected vehicle list.</i></p>	<p><u><b>WARNING!!! - NOT FOLLOWING THESE RULES CAN RESULT IN DEBITS, RE-REPAIRS WITH A NEW RO, POOR CUSTOMER EXPERIENCE AND POSSIBLE FEDERAL (NHTSA) FINES AND MISSED RECALLS.</b></u></p> <p><u><b>THERE ARE NO EXCEPTIONS TO THESE RULES.</b></u></p> <p><u><b>PLEASE SHARE WITH ALL PARTS PERSONNEL, WARRANTY ADMINISTRATOR, SERVICE ADVISOR AND TECHNICIANS!</b></u></p> <p><u><b>THE CLAIM MUST MATCH THE PARTS CHARGED OUT ON THE REPAIR ORDER. IF THEY ARE INCORRECT OR MISSING, DO NOT SUBMIT THE CLAIM!!!</b></u></p>
<p>ENTER VIN </p>	<p><input type="button" value="CLEAR VIN"/></p> <p>VEHICLE IDENTIFICATION NUMBER (VIN)</p>	<p>PARTS REQUIRED TO PROPERLY REPAIR THE VEHICLE</p>

**Rear Camera ordering is through the Restricted Parts Ordering Screen (RPO). Foam parts set (Pad kit) ordering is available through the Limited Parts Ordering Screen (LPO)**

# Safety Recall 6023G – 2016-2021 CX-3 Repair Procedure

## A. VEHICLE INSPECTION PROCEDURE – AND PREPERATION FOR REPAIR

1. Verify that the vehicle is within the following ranges and there is a Prelim Letter or OPEN 6023G recall in eMDCS:

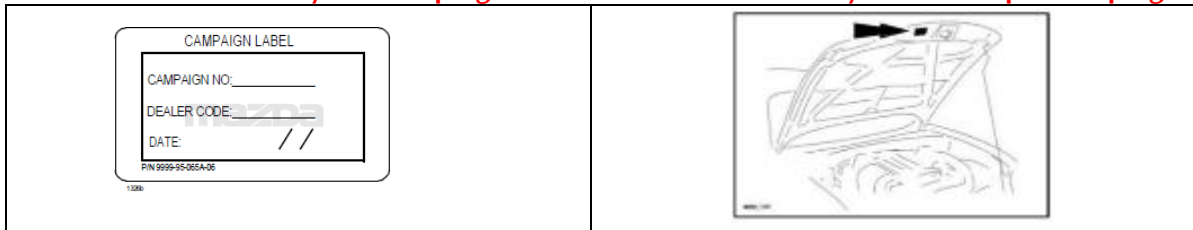
### SUBJECT VEHICLES

Model	Subject VIN range	Subject production date range
2016-2021 CX-3 (MMVO Produced)	JM1 DK*****103784-505792	From June 1, 2015, through October 15, 2020

**- If the vehicle is one of the above listed ranges and 6023G is OPEN or Prelim Letter in eMDCS, proceed to Step 2. If the vehicle does not have an OPEN or Prelim Letter 6023G campaign, return the vehicle to the customer or inventory.**

2. Perform an eMDCS Warranty Vehicle Inquiry and inspect the vehicle for a Campaign Label with **6023G** attached to the vehicle’s hood, driver door or firewall.

**NOTE: Be sure to verify the campaign number as the vehicle may have multiple campaign labels.**



### eMDCS - Warranty Vehicle Inquiry Results:

If eMDCS displays:	Campaign Label is:	Action to perform:
If no repair date is displayed on the line with CAMPAIGN 6023G, it has not been completed on this vehicle	Present	Fill out Dealer Recall Help on OneMazda contact or the Mazda Warranty Department at <a href="mailto:warrantydept@mazdausa.com">warrantydept@mazdausa.com</a> to review vehicle history.
	Not present	Proceed to "REPAIR PROCEDURE".
If repair date is displayed for CAMPAIGN 6023G is "CLOSED"	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood with repair date and dealer code from eMDCS Warranty Inquiry.
CAMPAIGN 6023G is not displayed	See Action	<b>The vehicle is not affected by Recall 6023G</b>

## GENERAL CAUTIONS/WARNINGS – PLEASE READ:



**Air Bag Connectors and Battery Disconnect:** Do not work on the vehicle without disconnecting the vehicle battery as this could result in damage to the vehicle or safety systems.

**Customer Personal Items:** If personal belongings need to be removed from vehicle interior trunk area or inside, please remember to neatly replace any customer items in the same location after the repair is completed. If items need to be removed, please kindly ask the customer to remove prior to beginning work on the vehicle.

**Damage to interior or exterior:** Care should be taken, and protective cover(s) used when working on any Mazda vehicle. Damage to any components, interior trim, vehicle accessories, body panels and paint will not be reimbursed by Mazda (including OEM or aftermarket). *All of these items above could delay repairs, compromise safety, as well as negatively affect the customer experience and Mazda dealer-customer relationship.*

### B. REPAIR OUTLINE - Initial Function Check – Refer to Page 4 for photos

1. Push the Start button twice, ignition to ON position (engine is not running).
2. Set the parking brake
3. While in the driver seat, place your foot on the brake pedal and move the gear selector to (R) Reverse  
**Look at the rear camera image (SEE NEXT PAGE FOR EXAMPLES):**
  1. If not distorted or flickering, proceed to [REPAIR PROCEDURE 1 – FOAM PAD INSTALLATION](#)
  2. If the image is distorted or flickering as on page 4, proceed to [REPAIR PROCEDURE 2 – REAR CAMERA REPLACEMENT.](#)

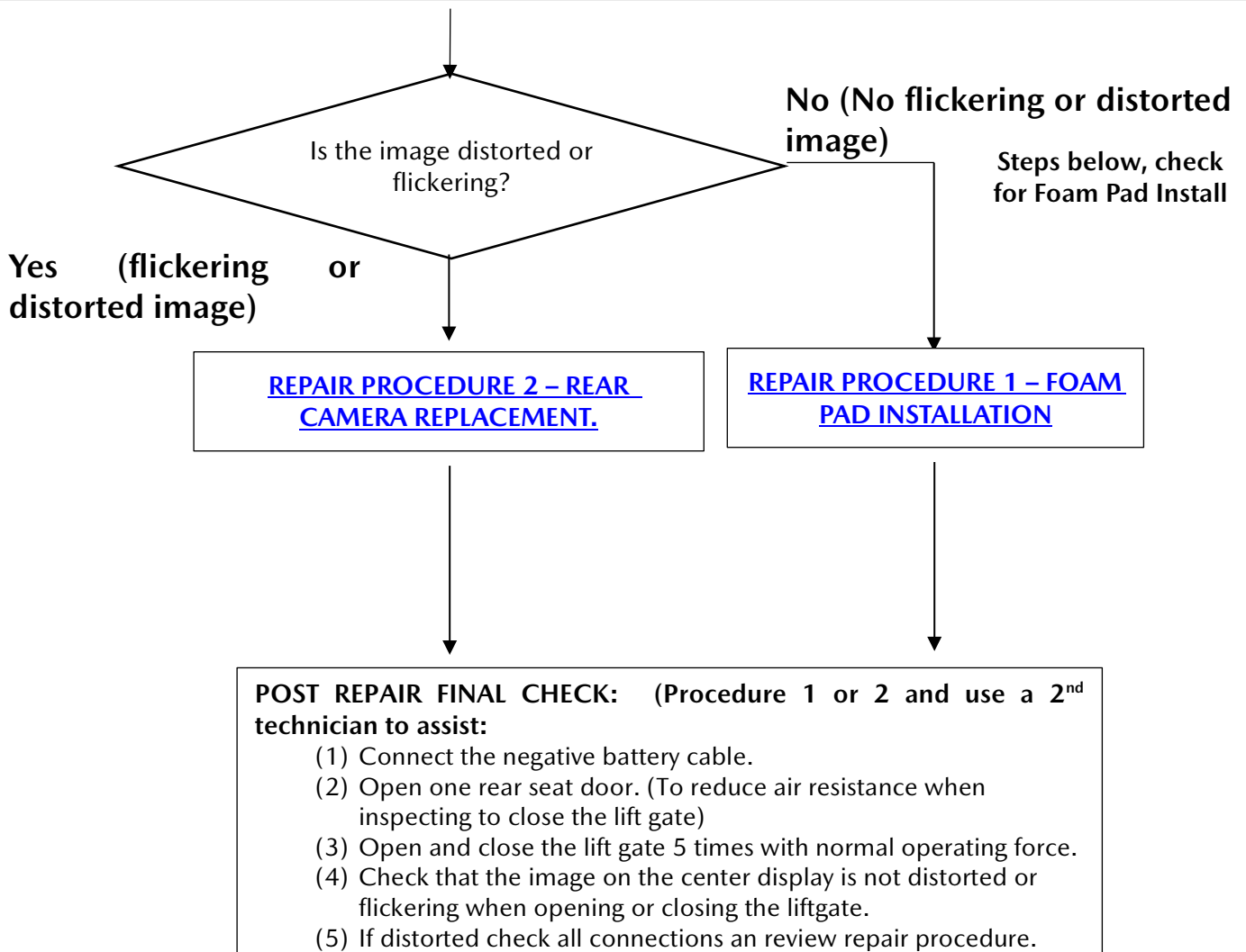
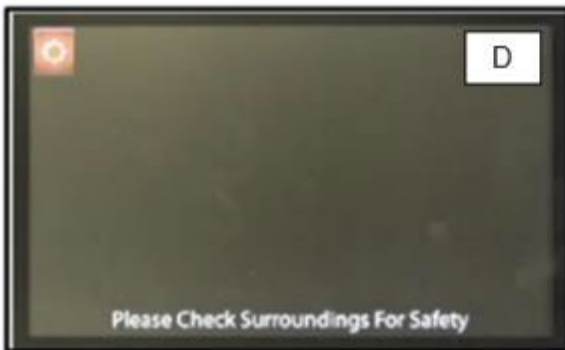
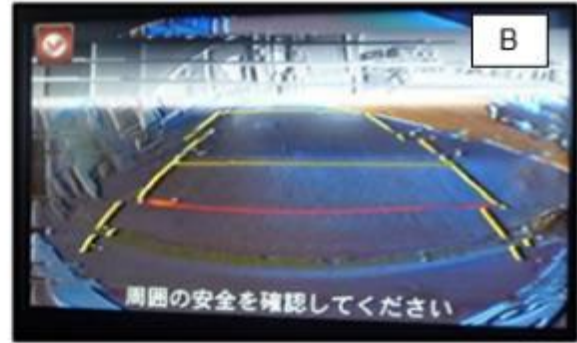
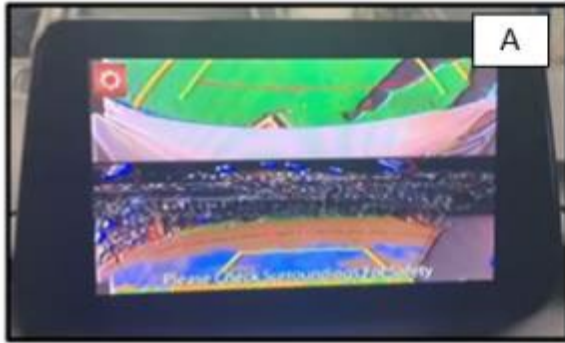


IMAGE DISTORTION THAT IS ACCEPTABLE FOR REPLACEMENT OF THE REAR CAMERA. THE REAR CAMERA MUST BE REPLACED IN THE CONDITIONS BELOW.

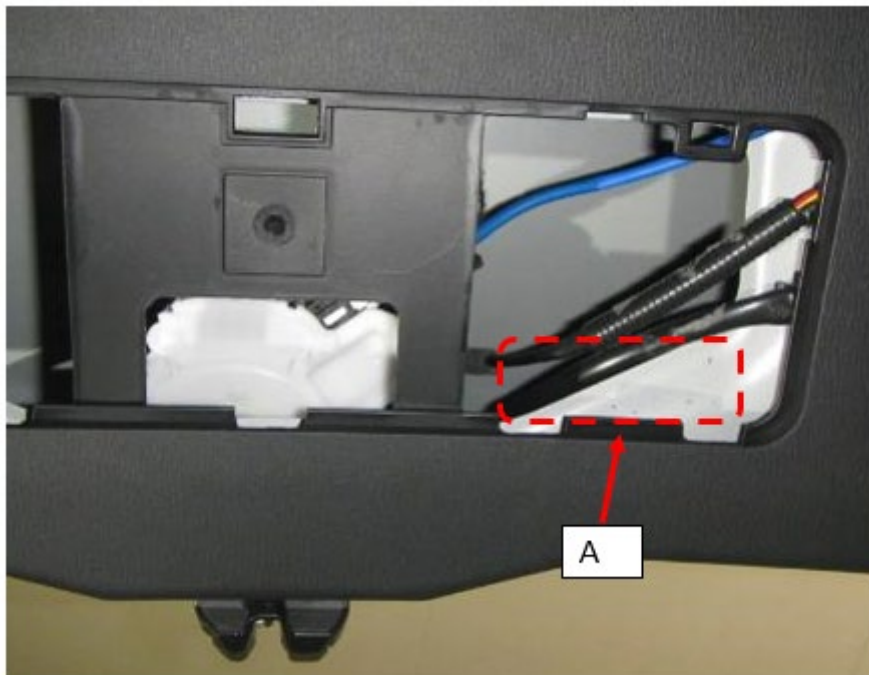


A	Image has noise and distortion
B	Lines appear distorted
C	Scrolling or split image
D	Edges are distorted
E	No image is displayed

## C. REPAIR PROCEDURE 1 - FOAM PAD INSTALLATION (CX-3)

1. Shift the gear to (P) Park and switch the ignition to OFF.
2. Disconnect the negative battery cable. (Needs for replacement of rear camera)
3. Foam Pad Installation – Remove the service hole cover. Using a common shop supply degreasing agent and a clean shop towel, thoroughly clean the front and back surfaces of the liftgate panel around where the Foam pad will be applied.

A	Area to be degreased is on both sides of the trunk panel immediately above the wiring harness in the red square. <b>DO NOT WRAP THE PAD VERY TIGHT AGAINST THE BODY EDGE, THE WIRES MUST BE SECURE AND FLEXIBLE.</b>
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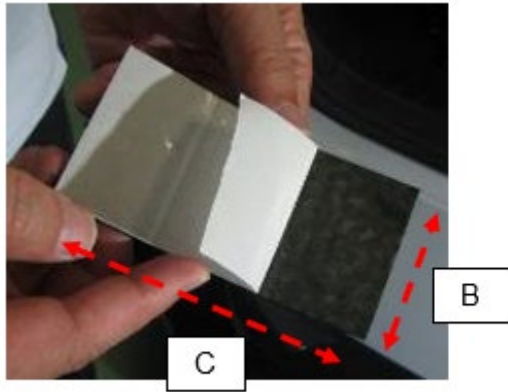


4. Install only one foam pad from kit part # B6Y1-66-1A3. Return any remaining pads to your parts department for use on a future vehicle.

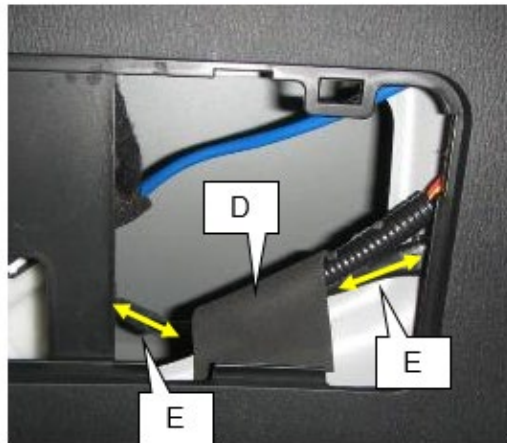
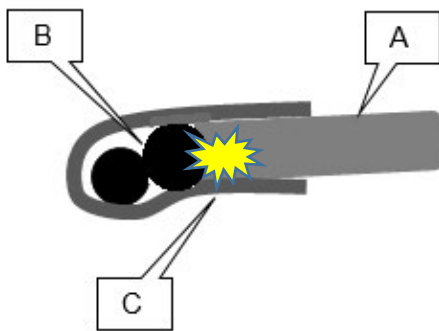


5. Fold the Foam seal to reveal 1.3" (35 mm) of the pad sheet and remove 1/3 of the paper from one side.
6. Stick the 1/3 Foam seal to the front of the liftgate panel. Then, fold over and stick the remaining 2/3 of the Foam pad to the back side. This will bundle the rear camera wiring harness together with the license plate light's wiring harness to the liftgate panel.

**NOTE:** There should be very little tension on rear camera and license plate wires after pad installation (E in second figure below).



B	2" (50 mm)
C	6" (100 mm)
D	Stick 1/3 of the pad on the front side of the body panel, then fold over. <b>DO NOT WRAP THE PAD VERY TIGHT AGAINST THE BODY EDGE, THE WIRES MUST BE SECURE AND FLEXIBLE.</b>



A	Liftgate panel
B	Camera wiring harness and license plate light harness
C	Foam seal
D	The Foam pad will be in the middle of the service hole
E	There should be very little tension on these wires

### MOVE TO SECTION D.

### D. POST REPAIR - REAR CAMERA FUNCTION TEST (CX-3)

**FUNCTION TEST:** Note: Two technicians will be required to determine the camera function, technician A and B. The time needed for a second technician (B) is very minimal, approximately 3-5 minutes maximum. **NOTE: For the function test a CX-3 is shown.**

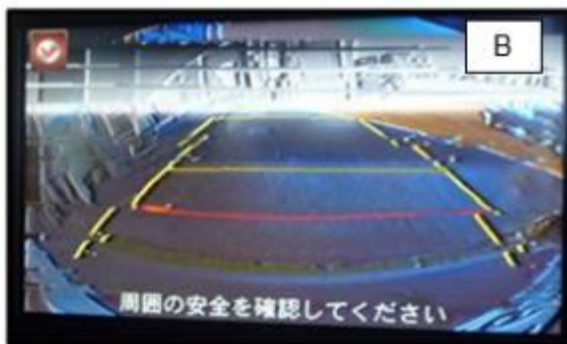
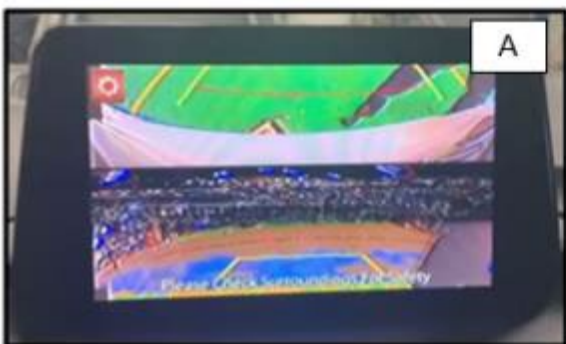
1. **Technician A:** Switch the ignition to ON twice (no engine running). Move the gearshift into (R) Reverse, place your foot on the brake pedal and set the parking brake. Confirm that the rear view image is displayed on the center display.

**Technician B:** Open one rear door (RH - right or LH - left door). This is to reduce air resistance when raising and lowering the liftgate. Raise and lower the liftgate 5 times from the top position with both hands.

If the lift gate does not open while in (R) Reverse, put it in (P) Park range once to open the lift gate, then place in (R) again and repeat raising and lowering the liftgate.



2. Technician A – Watch the display for a flickering or distorted image while Technician B raises and lowers the liftgate 5 times. If the image appears similar to A through D – STOP! AND PROCEED to [REPAIR PROCEDURE 2 – REAR CAMERA REPLACEMENT](#).



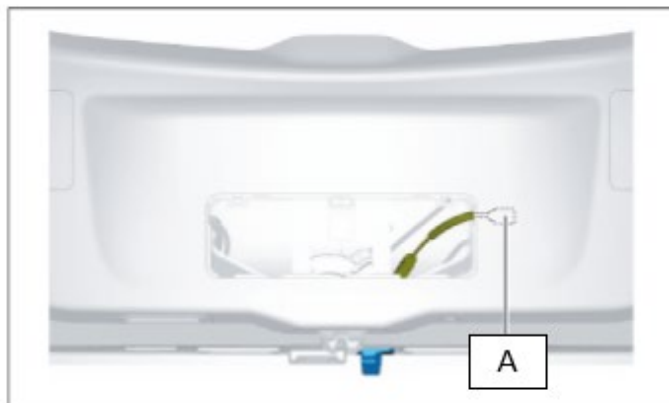
A	Image has noise and distortion
B	Lines appear distorted
C	Scrolling or split image
D	Edges are distorted
E	No image is displayed



3. If function is **GOOD** - there is no image distortion or flickering, Move to Step 5.
4. **If function is NO GOOD** - [GO TO REPAIR PROCEDURE 2. REPLACE THE REAR CAMERA.](#)
5. Reinstall all parts according to the workshop manual. Installation is the reverse of removal. Move to Section [G. Campaign Label Installation.](#)

## E. REPAIR PROCEDURE 2 – REAR CAMERA REPLACEMENT (CX-3)

1. Make sure the vehicle is in (P) Park and switch the ignition to OFF.
2. Disconnect the negative battery cable.
3. Remove the rear camera according to the workshop manual [REAR MOUNT CAMERA REMOVAL/INSTALLATION](#) - *Carefully remove all rear camera connectors by pushing the connector tabs from bottom to top (BELOW – A).*



**NOTE:** Install the new camera with the correct repair kit. Use the chart below and make sure to install the correct rear camera part.



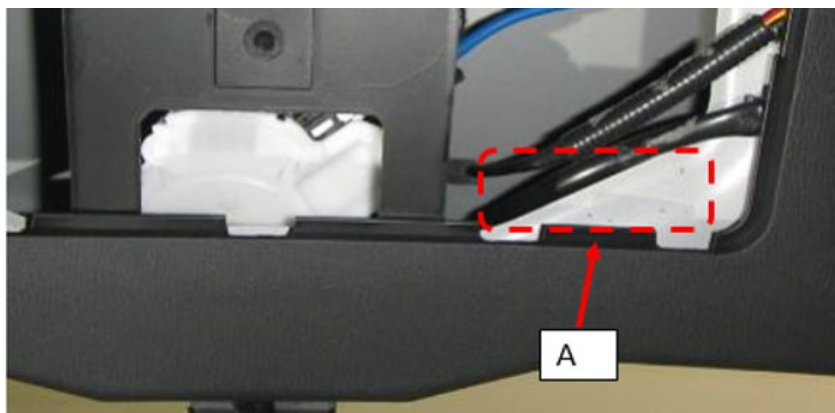
***You must use the Repair Calculator in MGSS to find out which part to order. Double check the Repair Calculator after receiving the part and before installation.***

<p><b>Use the 6023G Mazda Repair Calculator to order the part. Do not use GPEC to order the part as the recall part kit is needed for this repair!</b></p>	Vehicle Model
	<b>CX-3</b>

1. Foam Pad Installation (see camera graphic below). Using a common shop supply degreasing agent and a clean shop towel, thoroughly clean the front and back surfaces of the liftgate panel around where the Foam pad will be applied.
  - a. If using DBY1-67RCX use the pad provided in this part kit. DB3R-67RC0A is the OEM Part.
  - b. If using D2Y2-67RCX use the pad provided in this part kit. D24M-67RC0 is the OEM Part.

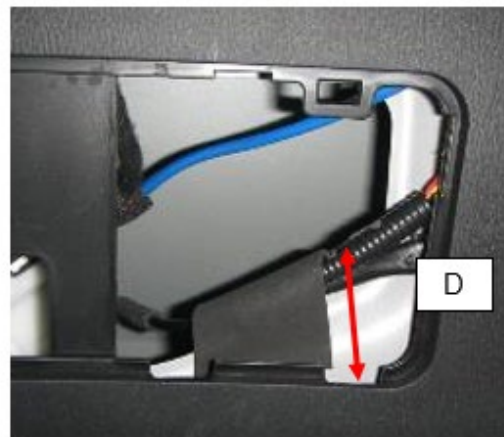
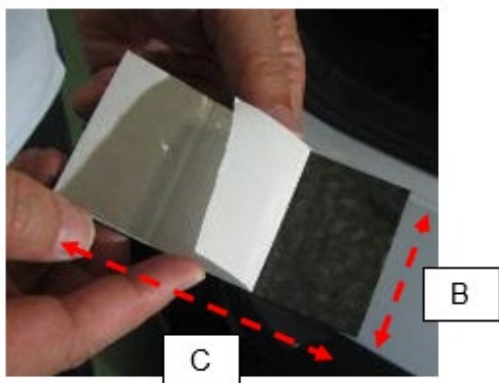
2. Foam Pad Installation - Using a common shop supply degreasing agent and a clean shop towel, thoroughly clean the front and back surfaces of the liftgate panel around where the Foam pad will be applied.

A	Area to be degreased is both sides of the trunk panel immediately above the wiring harness in the red square. <b>DO NOT WRAP THE PAD VERY TIGHT AGAINST THE BODY EDGE, THE WIRES MUST BE SECURE AND FLEXIBLE.</b>
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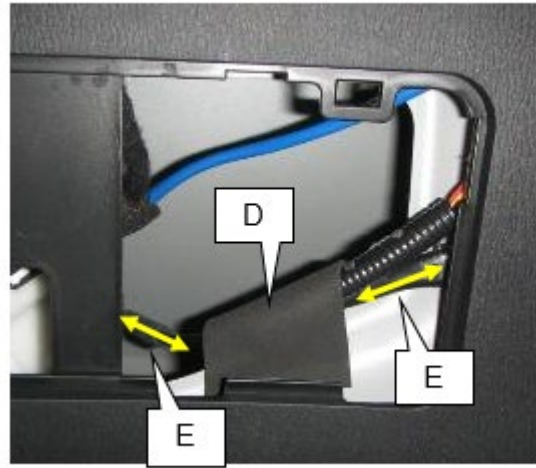
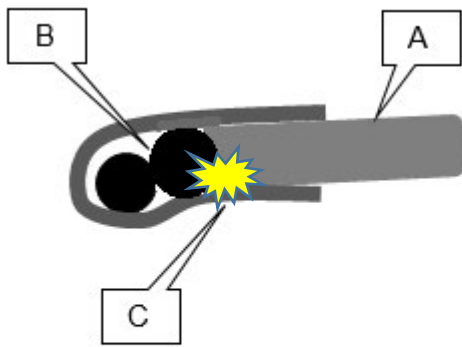


3. Install only one foam pad from the recall parts kit. If you were not sent a recall parts kit (rear camera and 1 pad) then use one pad from B6Y1-66-1A3 and return any remaining pads to your parts department for use on a future vehicle.
4. Fold the Foam seal to reveal 1.3" (1/3 OR 35 mm) of the pad sheet and remove 1.3" (1/3 OR 35 mm) of the paper from one side.
5. Stick the 1/3 Foam seal to the front of the liftgate panel. Then, fold over and stick the remaining 2/3 of the Foam pad to the back side. This will bundle the rear camera wiring together with the license plate light's wiring harness to the liftgate panel.

**NOTE:** There should be very little tension on rear camera and license plate wires after pad installation (E in second figure below).



B	2" (50 mm)
C	6" (100 mm)
D	Stick 1/3 of the pad on the front side of the body panel, then fold over – <b>DO NOT WRAP THE PAD VERY TIGHT AGAINST THE BODY EDGE, THE WIRES MUST BE SECURE AND FLEXIBLE.</b>



A	Liftgate panel
B	Camera wiring harness and license plate light harness
C	Foam seal
D	The Foam pad will be in the middle of the service hole

## MOVE TO SECTION F.

### F. POST REPAIR - REAR CAMERA FUNCTION TEST (Mazda3)

**FUNCTION TEST:** Note: Two technicians will be required to determine the camera function, technician A and B. The time needed for a second technician (B) is very minimal, approximately 3-5 minutes maximum. **NOTE: For the function test a CX-3 is shown but this is the same for a Mazda3.**

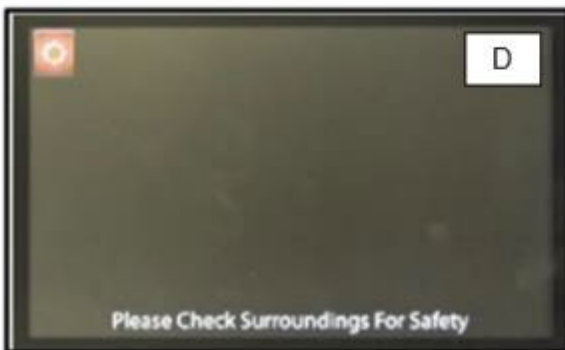
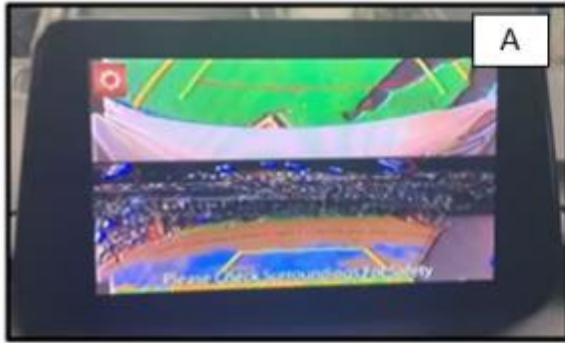
- Technician A:** Switch the ignition to ON twice (no engine running). Move the gearshift into (R) Reverse, place your foot on the brake pedal and set the parking brake. Confirm that the rear view image is displayed on the center display.

**Technician B:** Open one rear door (RH - right or LH - left door). This is to reduce air resistance when raising and lowering the liftgate. Raise and lower the liftgate 5 times from the top position with both hands.

If the lift gate does not open while in (R) Reverse, put it in (P) Park range once to open the lift gate, then place in (R) again and repeat raising and lowering the liftgate.



7. Technician A – Watch the display for a flickering or distorted image while Technician B raises and lowers the liftgate 5 times. If the image appears similar to A through D – STOP! AND PROCEED to [REPAIR PROCEDURE 2 – REAR CAMERA REPLACEMENT](#).



A	Image has noise and distortion
B	Lines appear distorted
C	Scrolling or split image
D	Edges are distorted
E	No image is displayed



8. If function is **GOOD** - there is no image distortion or flickering, Move to Step 5.
9. If function is **NO GOOD** – CHECK CONNECTIONS AND REVIEW STEPS IN [REPAIR PROCEDURE 2. REPLACE THE REAR CAMERA](#).
10. Reinstall all parts according to the workshop manual. Installation is the reverse of removal. Move to Section [G. Campaign Label Installation](#).

## G. CAMPAIGN LABEL INSTALLATION

- a. Fill out a Black "Campaign Label" (9999-95-055A-06) with Campaign No: "6023D", your dealer code, today's date.

CAMPAIGN LABEL

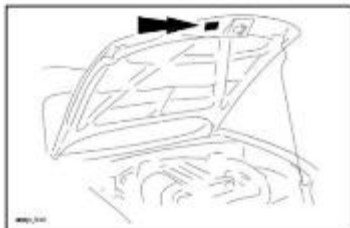
CAMPAIGN NO: \_\_\_\_\_

DEALER CODE: \_\_\_\_\_

DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

PIN 9999-95-055A-06

- b. Affix it to the hood as shown:



**END OF REPAIR PROCEDURE**