

Safety Recall 6023G – 2014-2018 Mazda3 5-Door Hatch Repair Procedure

A. VEHICLE INSPECTION PROCEDURE – AND PREPERATION FOR REPAIR

1. Verify that the vehicle is within the following ranges and there is a Not Launched or OPEN 6023G recall in eMDCS:

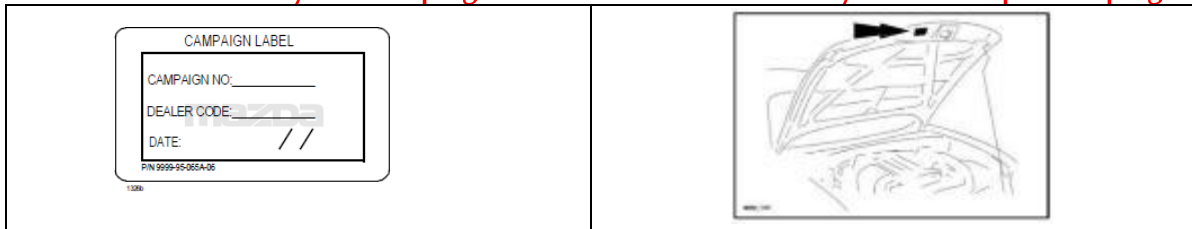
SUBJECT VEHICLES

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

- If the vehicle is one of the above listed ranges and 6023G is OPEN or Not Launched in eMDCS, proceed to Step 2. If the vehicle does not have an OPEN or Not Launched 6023G campaign, return 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 warrantydept@mazdausa.com 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	The vehicle is not affected by Recall 6023G

GENERAL CAUTIONS/WARNINGS – PLEASE READ:



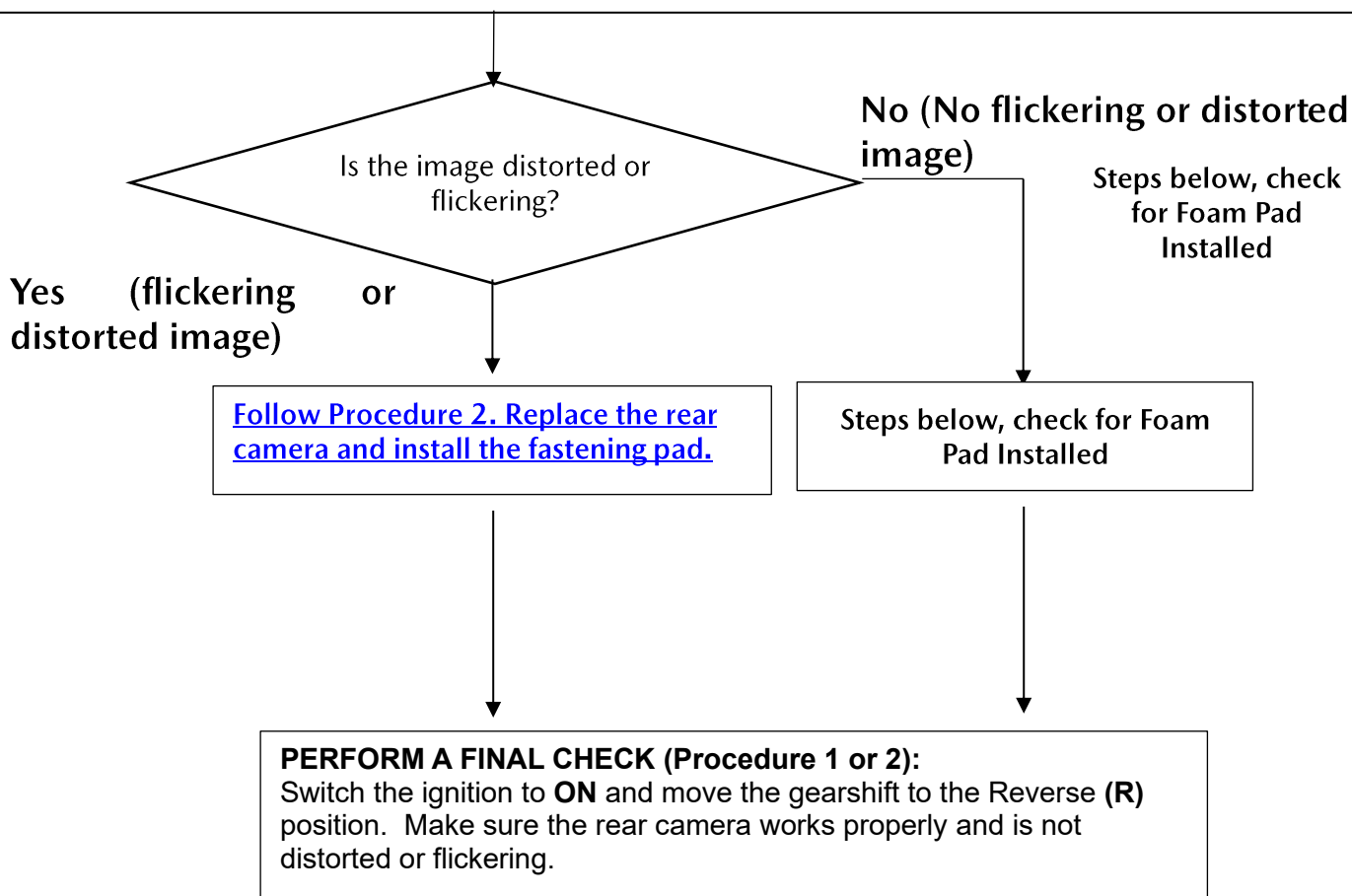
Air Bag Connectors and Battery Disconnect: Do not work on the vehicle without disconnecting the vehicle battery as this could result in damage to the vehicle or safety systems.

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

1. Fully open one of the rear doors
2. Push the Start button twice, ignition to ON position (engine is not running).
3. While in the driver seat, place your foot on the brake pedal and move the gear selector to (R) Reverse
4. Set the parking brake
5. Have a second technician stand behind the vehicle and raise and lower the liftgate up and down 5 times, with the parking brake applied and the foot on the brake pedal (vehicle is not moving). This is 5 steady up and down motions.



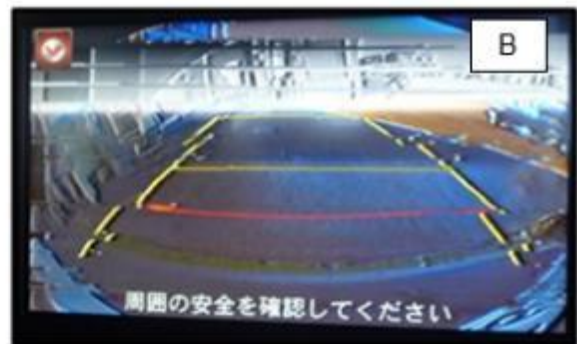
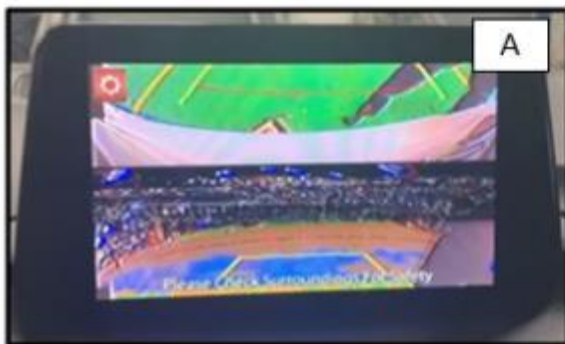
C. REAR CAMERA FUNCTION TEST (Mazda3)

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.**

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.
2. **Technician B:** Open one rear door (RH - right or LH - left door). This is to reduce air resistance when raising and lowering the liftgate



3. **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

Technician B - 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.



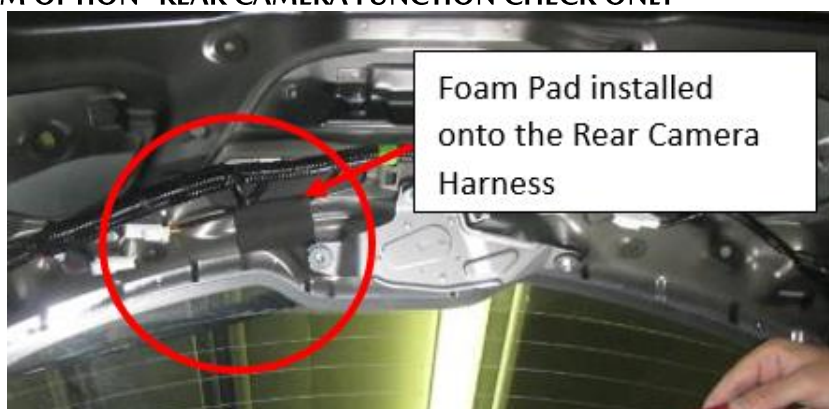
4. If there is no image distortion or flickering, do not replace the rear camera. Move to Step 5.

5. Is there a foam pad installed in the vehicle?

- a. **NO FOAM PAD INSTALLED – REAR CAMERA FUNCTION GOOD.** Place the vehicle in Park, shut the engine OFF and proceed to [REPAIR PROCEDURE 1 – FOAM PAD INSTALLATION](#)



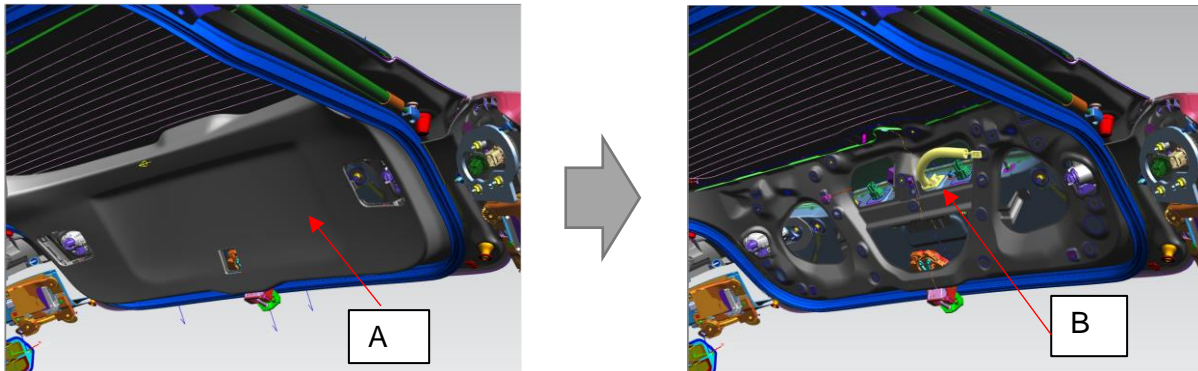
- b. **YES FOAM PAD INSTALLED – REAR CAMERA FUNCTION GOOD.** If Rear Camera function is GOOD, MOVE TO SECTION [F. CAMPAIGN LABEL INSTALLATION](#), THEN SUBMIT WARRANTY CLAIM OPTION "REAR CAMERA FUNCTION CHECK ONLY"



- c. **AFTERMARKET REAR CAMERA (NON-MAZDA) – FUNCTION DOES NOT MATTER, IMMEDIATELY [GO TO REPAIR PROCEDURE 2. REPLACE THE REAR CAMERA AND INSTALL THE FOAM PAD.](#)**

D. REPAIR PROCEDURE 1 – FOAM PAD INSTALLATION (Mazda3)

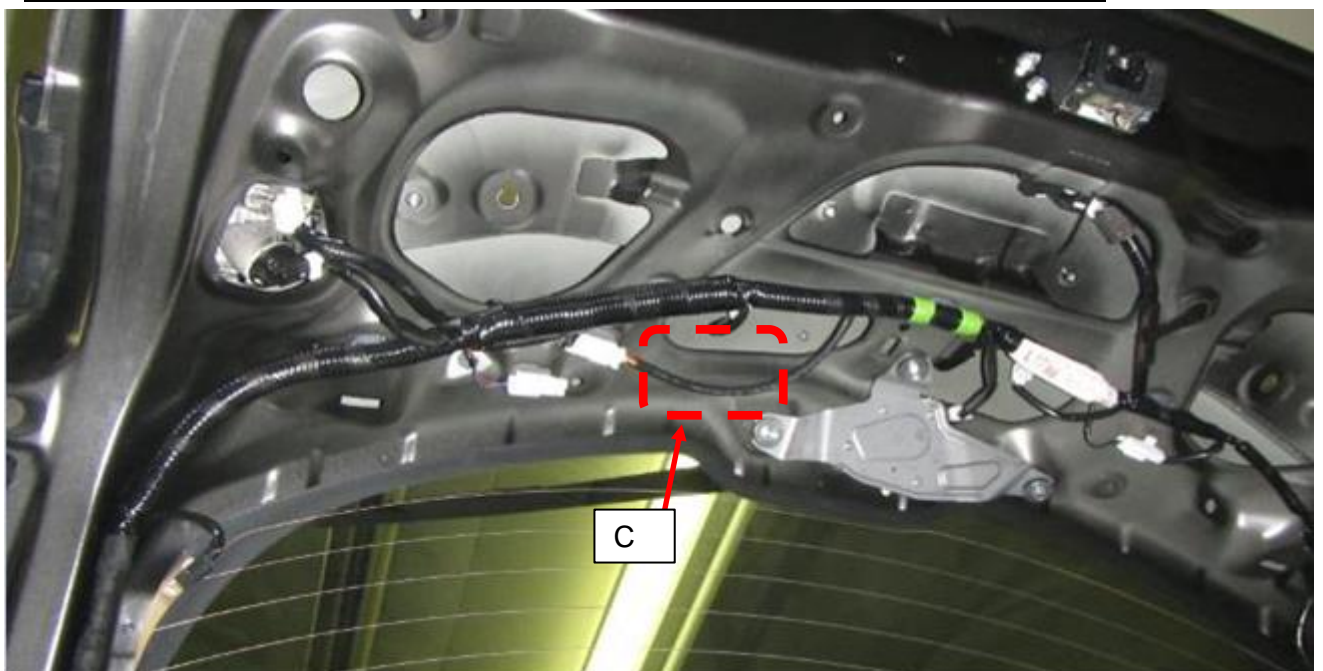
1. Shift the gear to (P) Park and switch the ignition to OFF.
2. Disconnect the negative battery cable. (Needs for replacement of rear camera)
3. Remove the liftgate lower trim according to the workshop manual [LIFTGATE LOWER TRIM REMOVAL/INSTALLATION](#)



A	Liftgate lower trim
B	Rear camera

4. Remove the liftgate garnish according to the workshop manual [LIFTGATE GARNISH REMOVAL/INSTALLATION](#)
5. 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.

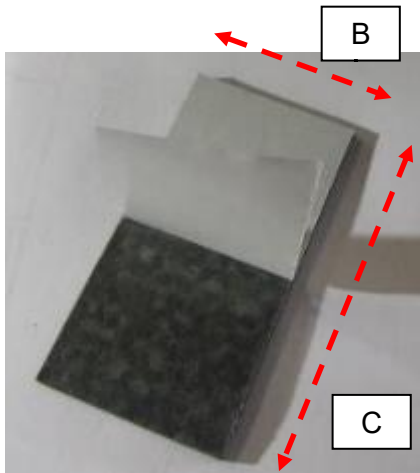
C	Area to be degreased is both sides of the trunk panel immediately above the wiring harness in the red square.
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6. Install only one foam pad from kit part # B6Y1-66-1A3. Return any remaining pads to your parts department for use on a future vehicle.

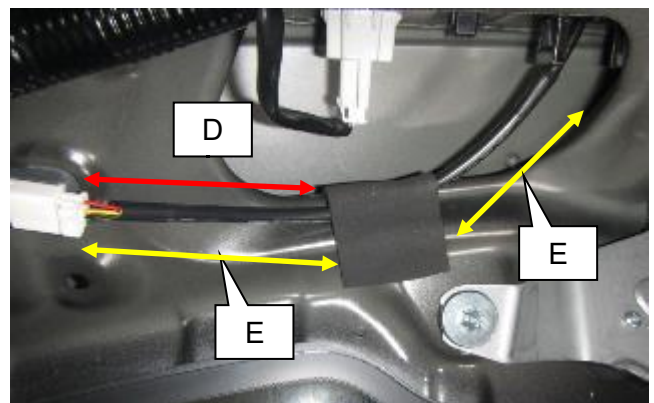
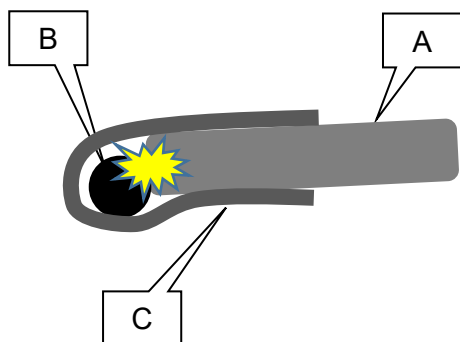


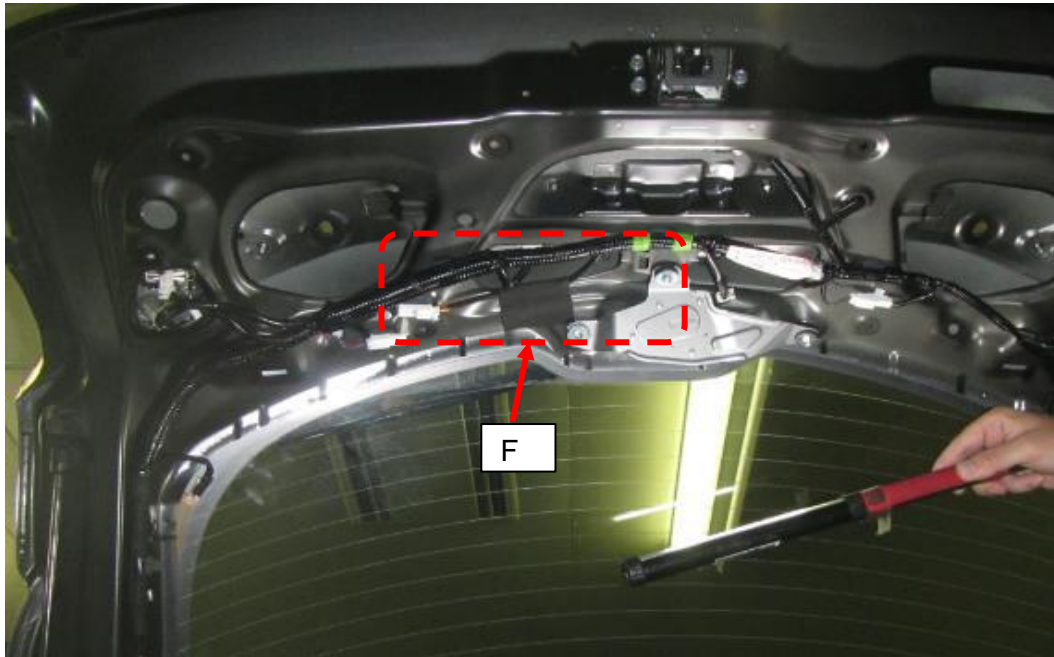
7. Fold the foam pad in half and remove 1/2 of the paper from one side.



B	2" (50 mm)
C	6" (100 mm)
D	First, stick 1/2 on the underside of the body panel. DO NOT WRAP THE PAD VERY TIGHT AGAINST THE BODY EDGE, THE WIRES MUST BE SECURE AND FLEXIBLE.

8. Measure from the rear camera wiring connector 3.5 - 4.0 in (9-10 cm) to the right and place half of the Foam pad on the back side of the panel. Then, fold over the remaining half of the pad around the rear camera wire harness loom. Check for proper installation. The resulting pad installation should appear exactly the same as the three photos below.





A	Liftgate panel
B	Rear camera wiring harness
C	Foam pad
D	3.5 - 4.0 in (9-10 cm)
E	There should be no pulling tension
F	View of the rear camera wiring harness is with the new Foam pad installed.

9. **Rear Camera Function Check. Technician A:** Switch the ignition to ON twice, place your foot on the parking brake. Move the gearshift into (R) Reverse. **Confirm that the rear view is displayed in the center display with no distorted or flickering image.**
10. Reinstall all parts according to the workshop manual. Installation is the reverse of removal. Move to Section [F. Campaign Label Installation](#).

E. REPAIR PROCEDURE 2 – REAR CAMERA REPLACEMENT (Mazda3)

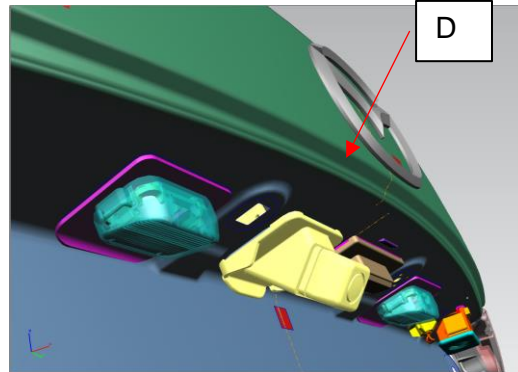
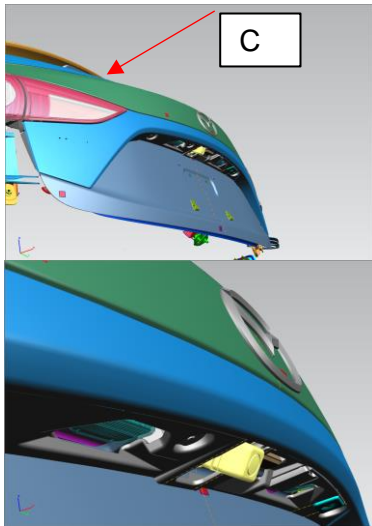
1. Make sure the vehicle is in (P) Park and switch the ignition to OFF.
2. Disconnect the negative battery cable.
3. Remove the liftgate lower trim according to the workshop manual [LIFTGATE LOWER TRIM REMOVAL/INSTALLATION](#)



A	Liftgate lower trim
B	Rear camera

4. Remove the liftgate garnish according to the workshop manual [LIFTGATE GARNISH REMOVAL/INSTALLATION](#) - DO NOT DAMAGE THE TRIM COMPONENTS

5. Remove the rear camera according to the workshop manual [REAR MOUNT CAMERA REMOVAL/INSTALLATION](#)



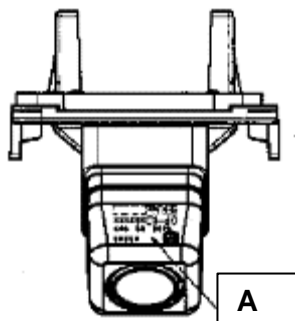
C	Liftgate garnish
D	View of the rear camera after removing the liftgate garnish

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



Check that the rear camera kit given to you by the parts department is the correct part to be installed.

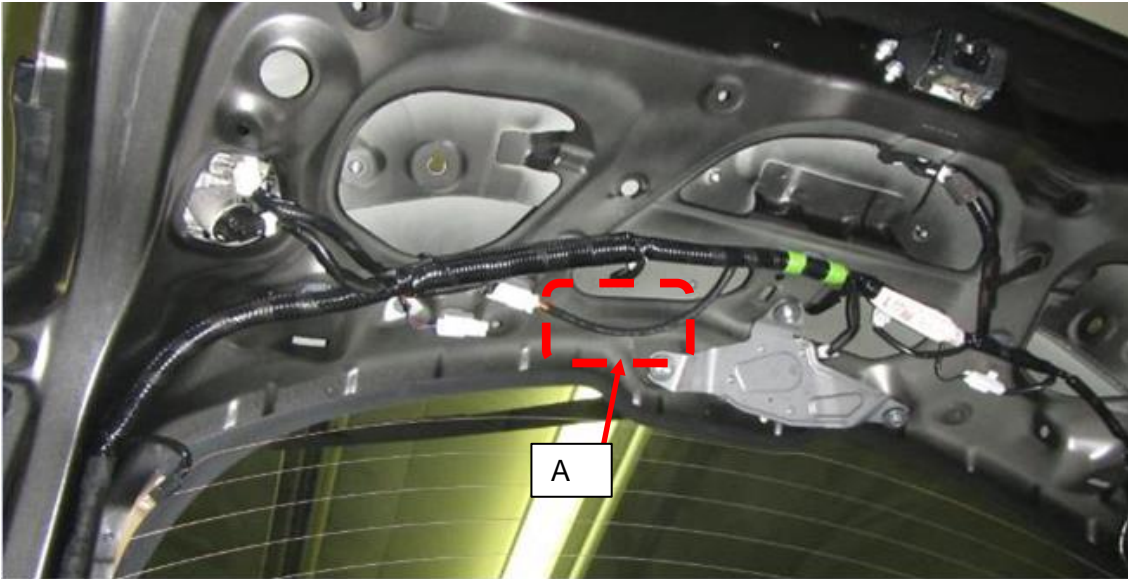
No	Part name	Rear camera part#	Vehicle Model
1	CAMERA ASSY	BHN9-67-RC0A	Mazda 3
2	CAMERA ASSY	B62H-67RC0	Mazda 3



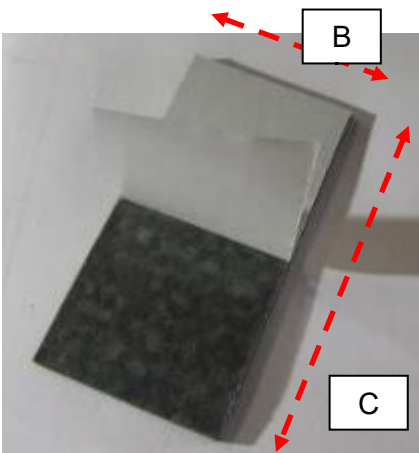
A	Part number (Laser printed) - B62H-67RC0 OR BHN9-67-RC0A
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A	Area to be degreased is both sides of the trunk panel immediately above the wiring harness in the red square.
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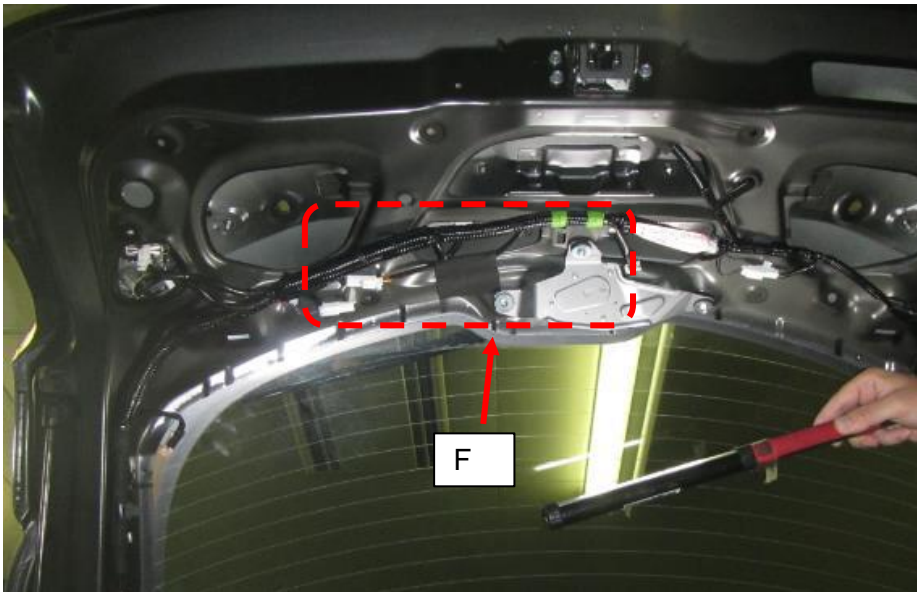
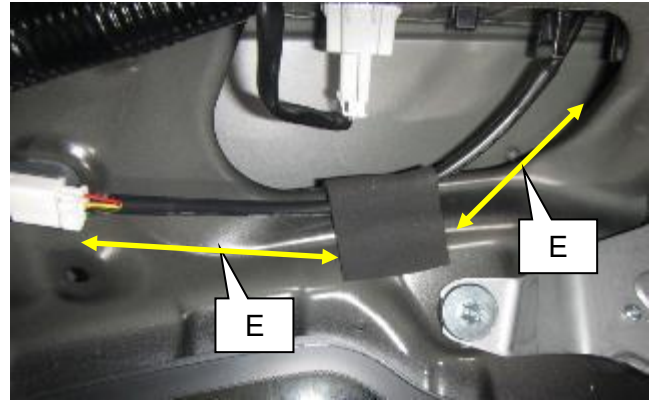
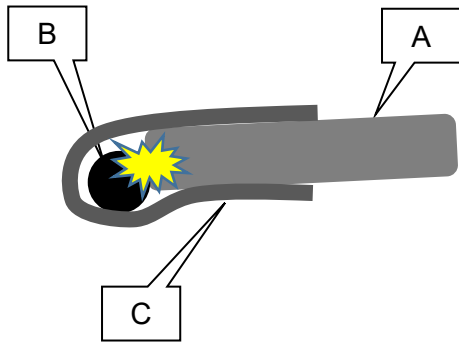


7. Install only one foam pad from kit part # B6Y1-66-1A3. Return any remaining pads to your parts department for use on a future vehicle.
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11. Reinstall all parts according to the workshop manual. Installation is the reverse of removal. Move to Section [F. CAMPAIGN LABEL INSTALLATION](#)

F. CAMPAIGN LABEL INSTALLATION

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

CAMPAIGN LABEL

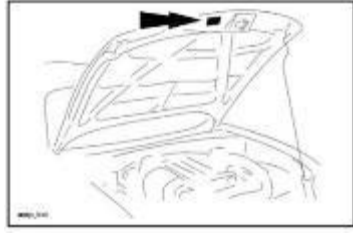
CAMPAIGN NO: _____

DEALER CODE: _____

DATE: // /

PIN 9999-95-055A-06

- b. Affix it to the hood, radiator cross member, firewall or door jamb as shown:



END OF REPAIR PROCEDURE