



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

September 2023

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 CX-3 vehicles. If you received this notice, your vehicle is included in this Safety Recall.

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 should you do?

Repair parts are not currently available. Another letter will be sent to you once parts are available to inspect and/or repair your vehicle with instructions on making an appointment at your nearest Mazda dealer. If you experience a distorted or flickering image with your rear camera, please take your vehicle to a Mazda dealer for diagnosis of the concern. The inspection and repair will be performed free of charge and at no cost to you.

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 also call our Customer Experience Center at (800) 222-5500, option #6. If your vehicle is in a U.S. Territory,

– Page 2 –

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 and 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 and 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.safercar.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.*