



Chronology of Defect updated on April 23, 2024

Rearview camera image distorts or flickers on 2014 – 2018 Mazda3 and 2016 – 2021 CX-3 NHTSA #23V-487 (Mazda #6023G)

May 7, 2015: Mazda received the first field report from the United States market and placed the concern in monitor status.

June 2015 to June 12, 2017: Mazda received similar field reports from outside the United States market and opened an investigation.

May 2019 to March 2020: Mazda continued the investigation and received another eight field reports from the United States market.

May 2020: Mazda identified the root cause as connector pin wear from the rearview camera wiring harness. Mazda concluded there was no associated safety risk.

August 2020 to March 2022: Mazda released a technical service bulletin to provide guidance to dealers for proper diagnosing and repairing of the concern.

April 2022 to July 2023: Transport Canada contacted Mazda regarding the handling of this concern as a technical service bulletin. Ongoing communications were conducted with Transport Canada in which Mazda provided responses supporting the technical service bulletin action.

July 6, 2023: Based on preliminary reviews, Transport Canada recommended that Mazda conduct a voluntary safety recall as the appropriate action for resolution of the concern.

July 10, 2023: Mazda held a Quality Audit Committee meeting to review all available information to date and determined to conduct a proactive field action on certain MY2014–2018 Mazda3 5-door hatchback and MY2016–2021 CX-3 vehicles. Mazda received nine field allegations with no injury and fatality; however, one minor property damage was reported.

September 4, 2023: An additional 8,765 Mazda3 vehicles were found from an archived database and not originally included in 23V487. These added vehicles would increase the subject volume from 227,335 to 236,100. Mazda held a Quality Audit Committee meeting to review new findings and background about missing the affected vehicles to be added to 23V487 and determined to expand the subject recall coverage to add 8,765 units of MY2014 MAZDA3 vehicles. As a temporary action for recurrence prevention, VINs will be extracted using both current and archived VIN's databases, depending on the age of the affected vehicles. As a permanent resolution, Mazda intends to build and utilize a new system which can extract all VIN data simultaneously by September 2024.

September 11, 2023: In earlier discussions to account for the added vehicles, NHTSA has permitted Mazda to revise the Planned Owner Notification End Date. As part of this second amendment to account for the added vehicles, Mazda has updated the Planned Owner Notification End date accordingly.

September 12, 2023: This third amendment is filed to attach a Chronology Report that includes full content of the Chronology of Defect.

December 20, 2023: Since Mazda originally launched this recall program by mailing interim, no parts available owner letters, this fourth amendment provides a “parts available” estimated date of April 24, 2024, as required by 49 CFR 573.6 (c)(8)(ii).

April 23, 2024: This fifth amendment provides an updated full parts availability date of May 1, 2025, as well as an anticipated recall phasing consideration.