

**June 18, 2024 – Removed ordering for some Mazda3 models, please see below.**

All Mazda Dealers – Foam parts set (Pad kit) ordering is available through the Limited Parts Ordering Screen (LPO). Note: Any vehicle with a failed camera, you must fill out the Dealer Recall Help form located on OneMazda with the part number you need and they will order the rear camera.

**ACCEPTABLE SITUATIONS FOR REPAIR**

1. **Vehicles subject to Recall 6023G meeting the criteria below can be inspected. Pad ordering is available through the LPO screen.**
  - a. **Certified Pre-Owned (CPO) and non-CPO (used) vehicles.**
  - b. **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...)).**
  - c. **Vehicles from Canada, Mexico and the U.S. Territories.**
  - d. **Customer vehicles not exhibiting camera failure as outlined in the recall**
2. **Any vehicle with a diagnosed, flickering or distorted (failed) rear camera and the customer demands a repair. You must fill out the Dealer Recall Help form to order a rear camera.**

**NOTE: Camera parts supply is extremely limited and will run out if the above points are not followed.**

**Safety Recall 6023G - 2014-2018 Mazda3 5HB and 2016-2021 CX-3  
Rearview Image May Not Display Properly**

**CONDITION OF CONCERN**

Due to improper design of the rearview camera wiring harness fastener, the harness may become damaged from vibrations during normal vehicle use and/or while closing the liftgate. Subsequently, the connector pins wear out, causing high electrical resistance. This results in image distortion or flickering. A distorted or flickering rearview camera image while reversing could affect driver judgment, increasing the risk of a crash.

**REPAIR OUTLINE:** Dealers will inspect vehicles. If inspections verify no concern with the rearview camera image, a wiring harness fastening seal will be added to prevent harness movement. If inspections verify there is image distortion or flickering, the rearview camera will be replaced with a new part and a wiring harness fastening seal will be added.

**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
2016-2021 CX-3 (MMVO Produced)	JM1 DK*****103784-505792	From June 1, 2015 through October 15, 2020

\*Only the Mazda3, 5-door HB and CX-3 vehicles listed both in eMDCS Warranty Inquiry **AND** in this range are affected.

**OWNER NOTIFICATION**

Mazda notified owners by first class mail September 12, 2023.

**PARTS INFORMATION** **NOTE: If a camera is needed, use the VIN to lookup the correct camera part number in the GEPC. The camera must be ordered by the Dealer Recall Help Team. Please fill out the Dealer Recall Help form on [OneMazda](#) with the part number you need if you have a vehicle with a failed camera.**

Description	Part Number	Qty	Note	Scrap
Campaign Label	9999-95-065A-06	1	Required	N/A
Foam Parts Set (each repairs 6 vehicles)	B6Y1-66-1A3 (order through the LPO screen)	1	Required	N/A
Back Monitor Camera (Must contact Dealer Recall Help to order, send the camera PN# in the form)	B62H-67-RC0 (OEM Part)	1	Mazda3 5HB	No – hold as per warranty policy
	Parts not available for original OEM part BHN9-67-RC0A (repairs prior to June 18 can continue)	1	Mazda3 5HB	No – hold as per warranty policy
	DB3R-67-RC0A	1	CX-3	No – hold as per warranty policy
	D24M-67-RC0	1	CX-3	No – hold as per warranty policy

**WARRANTY INFORMATION – Follow the Flow Chart in the Repair Procedure**

**Repair Procedure 1: Inspection and Pad installation (no rear camera image distortion and 95% OF THE VEHICLES WILL BE THIS INSPECTION ONLY)**

	<b>Inspection and Wiring harness pad installation</b>
Process Number	AP040A
Symptom Code	99
Damage Code	99
Causal Part Number & Qty	5555-23-003A & 1 <b>(will pay equal to 1/6 cost of the Fastening Pad Noise Parts Set, each set will repair 6 cars)</b>
Labor Operation Code	XXWF6AAX
Labor Hours	0.4 hrs. (Mazda3) 0.3 hrs. (CX-3)

**Repair Procedure 2: Rear camera replacement and Pad installation**

**Mazda3 with BHN9-67-RC0A – ORDERED BEFORE JUNE 3, 2024 use only if shipped BHN9-67-RC0A**

	<b>Inspection, rear camera replacement and wiring harness pad installation – Prior to June 3, 2024</b>
	<b>Mazda3 (BM/BN) 5HB</b>
Process Number	AP040A
Symptom Code	99
Damage Code	99
Causal Part Number & Quantity	BHN9-67-RC0A
Related Part Number & Quantity	5555-23-003A & 1 <b>(will pay equal to 1/6 cost of the Fastening Pad Noise Parts Set, each set will repair 6 cars)</b>
Labor Operation Code	XXWF6CRX
Labor Hours	0.5 hrs.

**Mazda3 – ALL AFTER JUNE 3, 2024**

	Inspection, rear camera replacement and wiring harness pad installation	
	Mazda3 (BM/BN) 5HB (B62H-67-RC0 is the OEM Part)	Mazda3 (BM/BN) 5HB (BHN9-67-RC0A is the OEM Part)
Process Number	AP040A	Parts not available for original OEM part BHN9-67-RC0A (repairs prior to June 18 can continue).
Symptom Code	99	
Damage Code	99	
Causal Part Number & Quantity	B62H-67-RC0 & 1	
Related Part Number & Quantity	5555-23-003A & 1 (will pay equal to 1/6 cost of the Fastening Pad Noise Parts Set, each set will repair 6 cars)	
Labor Operation Code	XXWF6CRX	
Labor Hours	0.5 hrs.	

(\*) : Use the VIN to lookup the correct part number in the GEPC.

	Inspection, rear camera replacement and wiring harness pad installation	
	CX-3 (DK)	
Process Number	AP040A	
Symptom Code	99	
Damage Code	99	
Causal Part Number & Quantity	DB3R-67-RC0A & 1 or D24M-67-RC0 & 1 (*)	
Related Part Number & Quantity	5555-23-003A & 1 (will pay equal to 1/6 cost of the Fastening Pad Noise Parts Set, each set will repair 6 cars)	
Labor Operation Code	XXWF6CRX	
Labor Hours	0.3 hrs.	

(\*) : Use the VIN to lookup the correct part number in the GEPC.

**RENTAL CAR INFORMATION**

**Rental expenses exceeding the two-day limit or over the per day limit set by Mazda Warranty policy will require prior Warranty Department Authorization prior to giving the rental to the customer regardless of the reason. Please refer to the Mazda Rental Car Reimbursement Program policy in the Mazda Warranty Policies and Procedures Manual.** Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less, so the next customer can receive the same experience.

**Rental Car Warranty Claim Information**

	MCVP Vehicle Preferred	Rental Agency Vehicle
Warranty Type Code	N/A  MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-60-23GR
Part Quantity		0
Labor Operation Code		MM024XRX
Labor Hours		0
Sublet Invoice Number		Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code		Enter "Z9" (other)
Sublet Amount and Sublet Text (# of days customer had vehicle)		Up to \$30.00 per day for the number of days customer had vehicle