

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.

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 pad 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 pad will be added.

SUBJECT VEHICLES

Model	Subject VIN range	Subject production date range
2014-2018 Mazda3 HB 5-door (MC Produced)	JM1 BM*****100049 – 355850 JM1 BN*****100018 – 199399	From June 11, 2013 through October 22, 2018
2014-2018 Mazda3 HB 5-door (MMVO Produced)	3MZ BM*****104583 – 330079 3MZ BN*****100014 – 277183	From March 7, 2014 through December 20, 2018
2016-2021 CX-3 (MC 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. Phase 1 customers were first notified August 14, 2024.



PARTS INFORMATION: ONLY ORDER CAMERAS WHEN DIAGNOSED AS FAILED.

For any failed camera, YOU MUST USE THE REPAIR CALCULATOR. Do not use the GPEC to look up the part number.

The Repair Calculator is located in MGSS under this recall. It will guide you to the correct part. Follow the chart below to order either part.

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

**WARRANTY INFORMATION
SAFETY RECALL 6023G**

	<p style="text-align: center;">Recall 6023G Rear Camera Recall Job Aid - Repair Calculator <u>GOOGLE SHEETS OR EXCEL - MACROS MUST BE ENABLED</u></p> <p>Please Read the ENTIRE Instructions:</p> <ol style="list-style-type: none"> 1. Hit the Button "CLEAR VIN" to make sure the VIN area is blank. 2. Enter the VIN# (Vehicle Identification Number in full), in Cell B3 next to the Red Arrow. Ensure the VIN does not contain a SPACE at the beginning or end of the VIN number 3. Hit "Enter" on your keyboard 4. The answer of which part to install and claim is in GREEN. 5. To enter another VIN, Click the "Clear VIN" Button and Enter another 17 digit VIN <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 style="color: red; font-size: small;"><u>WARNING!!! - NOT FOLLOWING THESE RULES CAN RESULT IN DEBITS, RE-REPAIRS WITH A NEW RO, POOR CUSTOMER EXPERIENCE AND POSSIBLE FEDERAL INFRACTIONS AND MISSED RECALLS.</u></p> <p style="color: red; font-size: small;"><u>THERE ARE NO EXCEPTIONS TO THESE RULES.</u></p> <p style="color: red; font-size: small;"><u>PLEASE SHARE WITH ALL PARTS PERSONNEL, WARRANTY ADMINISTRATOR, SERVICE ADVISOR AND TECHNICIANS!</u></p> <p style="color: red; font-size: small;"><u>THE CLAIM MUST MATCH THE PARTS CHARGED OUT ON THE REPAIR ORDER. IF THEY ARE INCORRECT OR MISSING, DO NOT SUBMIT THE CLAIM!!!</u></p>
<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <input type="button" value="CLEAR VIN"/> VEHICLE IDENTIFICATION NUMBER (VIN) </div> <div style="text-align: center;"> PARTS REQUIRED TO PROPERLY REPAIR THE VEHICLE </div> </div>		
ENTER VIN 		

If you have questions about what part you received or what to order, please contact the Dealer Assistance Group (DAG).

Description	Part Number	Qty	Note	Scrap
Campaign Label	9999-95-065A-06	1	Required	N/A
Pad Set (each repairs 6 vehicles)	B6Y1-66-1A3 (order through the LPO screen)	1	Required	N/A
Back Monitor Camera Part ordering is through the RPO Screen	B6Y2-67-RCX (Rear camera with 1 foam pad as a kit)	1	Mazda3 5HB	No – hold as per warranty policy
	B62H-67-RC0 (OEM Part)			
	BHY1-67-RCX (Rear camera with 1 foam pad as a kit)	1		
	BHN9-67-RC0A (OEM Part)		CX-3	
	DBY1-67RCX (Rear camera with 1 foam pad as a kit)	1		
	DB3R-67-RC0A (OEM Part)			
	D2Y2-67RCX (Rear camera with 1 foam pad as a kit)	1		
D24M-67-RC0 (OEM Part)				

WARRANTY INFORMATION – Follow the Flow Chart in the Repair Procedure

Repair Procedure 1: Inspection and Pad installation (no rear camera image distortion)

	Inspection and Wiring harness pad installation
Process Number	AP040K
Symptom Code	99
Damage Code	99
Causal Part Number & Qty	7777-SP-X55 & 1 (will pay equal to 1/6 cost of the Pad Set, each set will repair 6 cars)
Labor Operation Code	XXWS1AAX
Labor Hours	0.4 hrs. (Mazda3) 0.3 hrs. (CX-3)

Repair Procedure 2: Rear camera replacement and Pad installation

If recall parts kit was shipped - Mazda3

	Inspection, rear camera replacement and wiring harness pad installation
	Mazda3 (BM/BN) 5HB
Process Number	AP040K
Symptom Code	99
Damage Code	99
Causal Part Number & Quantity	BHY1-67-RCX & 1 <u>OR</u> B6Y2-67RCX & 1
Related Part Number & Quantity	No related parts, one (1) pad is included in camera part kit
Labor Operation Code	XXWS1CRX
Labor Hours	0.5 hrs.

If OEM Rear Camera part was shipped - Mazda3

	Inspection, rear camera replacement and wiring harness pad installation
	Mazda3 (BM/BN) 5HB
Process Number	AP040A
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.

If recall parts kit was shipped – CX-3

	Inspection, rear camera replacement and wiring harness pad installation
	CX-3 (DK)
Process Number	AP040K
Symptom Code	99
Damage Code	99
Causal Part Number & Quantity	DBY1-67RCX & 1 <u>OR</u> D2Y2-67RCX & 1
Related Part Number & Quantity	No related parts, one (1) pad is included in camera part kit
Labor Operation Code	XXWS1CRX
Labor Hours	0.3 hrs.

If OEM rear camera part was shipped – CX-3

	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.

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 use 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 (Uber or Lyft Ride Share is allowed)
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