

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

**NOTE:** Please temporarily use this PARTS and WARRANTY INFORMATION until the repair parts for Recall 6023G become available in fall of 2023.

**All Mazda Dealers: You must complete the Dealer Recall Help form on OneMazda before repairing the vehicle. This interim parts and warranty information only applies to:**

- 1. Any vehicle with a diagnosed, flickering or distorted (failed) rear camera.**
- 2. Sold, affected used cars in dealer inventory prior to release to the customer. This applies to both Certified Pre-Owned (CPO) and non-CPO (used) vehicles.**
- 3. Customers who utilize their vehicle for business and require the repair (Turo, Uber, Lyft or Rental Car (Hertz, Avis, Enterprise etc...)).**
- 4. A customer insisting to repair their vehicle (refusing to drive).**

**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 will notify the owners by first class mail no later than September 12, 2023.

**PARTS INFORMATION** **NOTE:** Use the VIN to lookup the correct part number in the GEPC. – The parts must be ordered by the Dealer Recall Help Team. Please fill out the Dealer Recall Help form on [OneMazda](#) if you have vehicles that fit the criteria at the beginning of this document.

Description	Part Number	Quantity	Note	Scrap
Campaign Label	9999-95-065A-06	1	Required	N/A
Foam Parts Set (each repairs 6 vehicles)	B6Y1-66-1A3 (must be ordered via Dealer Recall Help)	1	Required	N/A
Back Monitor Camera	B62H-67-RC0	1	Mazda3 5HB	No – hold as per warranty policy
	BHN9-67-RC0A	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)**

	Rear Camera Function Check ONLY (Foam Pad installed upon arrival at dealer)	Inspection and Wiring harness pad installation
Process Number	AP040A	AP040A
Symptom Code	99	99
Damage Code	99	99
Causal Part Number & Qty	7777XXX (TBD) & 0 (To be available by 10/23)	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	TBD	XXWF6AAX
Labor Hours	0.4 hrs. (Mazda3) 0.3 hrs. (CX-3) (To be available by 10/23)	0.4 hrs. (Mazda3) 0.3 hrs. (CX-3)

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

	Inspection, rear camera replacement and wiring harness pad installation	
	Mazda3 (BM/BN) 5HB	CX-3 (DK)
Process Number	AP040A	AP040A
Symptom Code	99	99
Damage Code	99	99
Causal Part Number & Quantity	BHN9-67-RC0A OR B62H-67-RC0 & 1	DB3R-67-RC0A & 1 or D24M-67-RC0 & 1 (*)
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>	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	XXWF6CRX
Labor Hours	0.5 hrs.	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

