

Safety Recall 6824H – 2024 CX-30, Mazda3 and 2025 CX-50 – Forward Sensing Camera (FSC) Concern.

Attention all Mazda Dealer Technicians: There are 2 photos required for this repair.

Photo Requirement #1: Photo of the outside of the vehicle with the square cardboard over the FSC Camera.

Photo Requirement #2: Photo of the Instrument Cluster while vehicle is at or above 10MPH on the lift as the instructions advise.

The warranty claim will not be accepted without the required photos. Please see the requirements below.

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**SECTION A: VEHICLE INSPECTION PROCEDURE – AND PREPERATION FOR REPAIR**

1. Verify that the vehicle is within the following ranges and there is a Not Launched or OPEN 6824H recall in eMDCS:

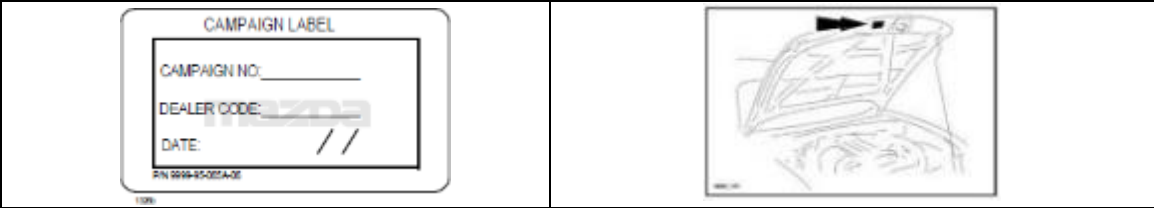
**SUBJECT VEHICLES**

| Model       | Subject VIN range            | Subject production date range            |
|-------------|------------------------------|--|
| 2024 CX-30  | 3MVDM**** RM 715020 – 717515 | From July 10, 2024 through July 23, 2024 |
| 2024 Mazda3 | 3MZBP**** RM 433222 – 434006 | From July 10, 2024 through July 23, 2024 |
| 2025 CX-50  | 7MMVA**** SN 300713 – 301006 | From July 26, 2024 through July 29, 2024 |

\*Only the vehicles in this range and with an “Open” status in eMDCS are affected. If the vehicle is in the range above and 6824H is OPEN or Not Launched in eMDCS, proceed to Step 2. If the vehicle does not have an OPEN or Not Launched 6824H campaign, return the vehicle to the customer or inventory.

2. Perform an eMDCS Warranty Vehicle Inquiry and inspect the vehicle for a Campaign Label with **6824H** attached to the vehicle’s hood, driver door or firewall.

**NOTE:** Always be sure to verify the campaign number as the vehicle may have multiple campaign labels on the hood, radiator support, firewall or driver door jamb.



eMDCS - Warranty Vehicle Inquiry Results:

| If eMDCS displays:  | Campaign Label is: | Action to perform:  |
|---|--------------------|---|
| If no repair date is displayed on the line with CAMPAIGN 6824H, it has not been completed on this vehicle | Present            | Fill out Dealer Recall Help on OneMazda contact or the Mazda Warranty Department at <a href="mailto:warrantydept@mazdausa.com">warrantydept@mazdausa.com</a> to review vehicle history. |
|   | Not present        | Proceed to "REPAIR PROCEDURE".  |
| If repair date is displayed for CAMPAIGN 6824H is "CLOSED"  | Present            | Return vehicle to inventory or customer.  |
|   | Not present        | Complete a label and apply to vehicle's hood with repair date and dealer code from eMDCS Warranty Inquiry.  |
| CAMPAIGN 6824H is not displayed   | See Action         | <b>The vehicle is not affected by Recall 6824H</b>  |

**Technician level required: Certified or above (does not have to be hybrid certified).**

GENERAL CAUTIONS/WARNINGS – PLEASE READ:



**If replacing the FSC - Air Bag Connectors and Battery Disconnect:** Unless a battery connection or engine running is required, do not work on the vehicle without disconnecting the vehicle battery as this could result in damage to the vehicle or safety systems.

**Customer Personal Items:** If personal belongings need to be removed from vehicle interior trunk area or inside, please remember to neatly replace any customer items in the same location after the repair is completed. If items need to be removed, please kindly ask the customer to remove prior to beginning work on the vehicle.

**Damage to interior or exterior (Glass, Trim, etc.):** Care should be taken, and protective cover(s) used when working on any Mazda vehicle. Damage to any components, interior trim, vehicle accessories, body panels and paint will not be reimbursed by Mazda (including OEM or aftermarket).

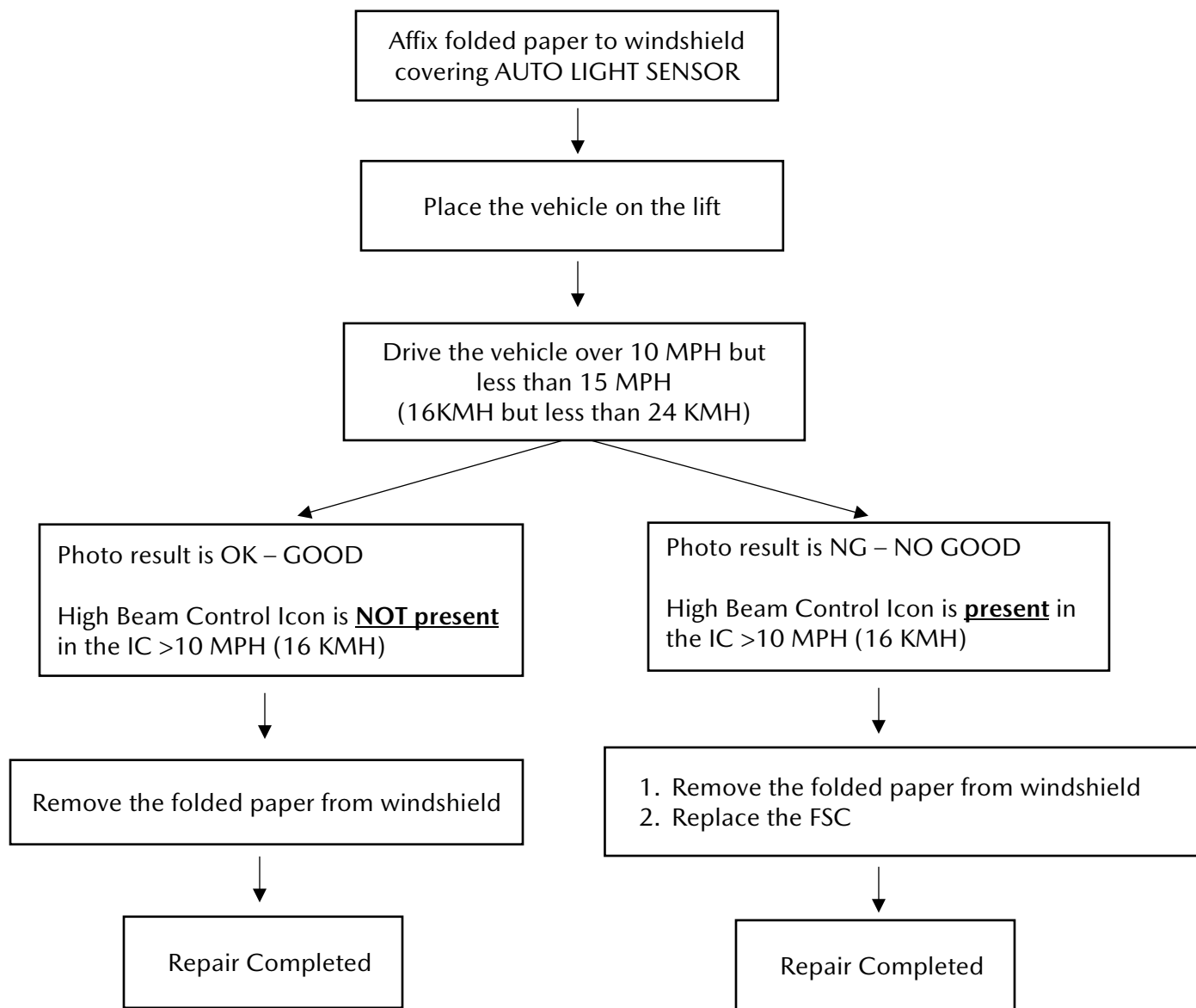
**All of these items above could delay repairs, compromise safety, as well as negatively affect the customer experience and Mazda dealer-customer relationship.**

SECTION B: FLOW CHART



**NOTE: PLEASE READ THESE WARNINGS CAREFULLY**

**The vehicle speed cannot exceed 15 MPH (24 KMH) for this test**

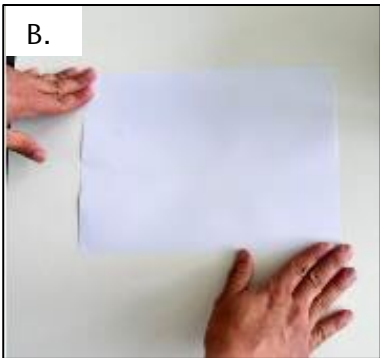


SECTION C: INSPECTION PROCEDURE/ TOOL PREPARATION

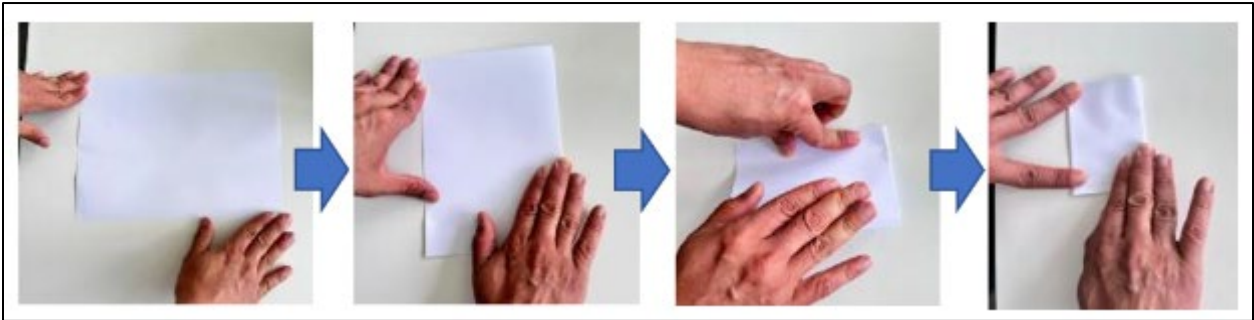


Two photos are required for the warranty claim. Make sure to take each photo that clearly matches the examples below.

| Tools Required  |
|---|
| A. 1/2" x 3/4" Painters Tape or Masking Tape (3M Blue or equivalent - shop supply)  |
| B. Letter size paper (size 8.5" x 11") – shop supply  |
| C. Digital camera or Cell Phone with camera that has very good resolution (12MP , e.g., iPhone 8 or Samsung Galaxy 23 or above) – Dealer supplied |



1. Prepare paper sheet letter (size 8.5" x 11"), Fold the paper in half 3x as below process.



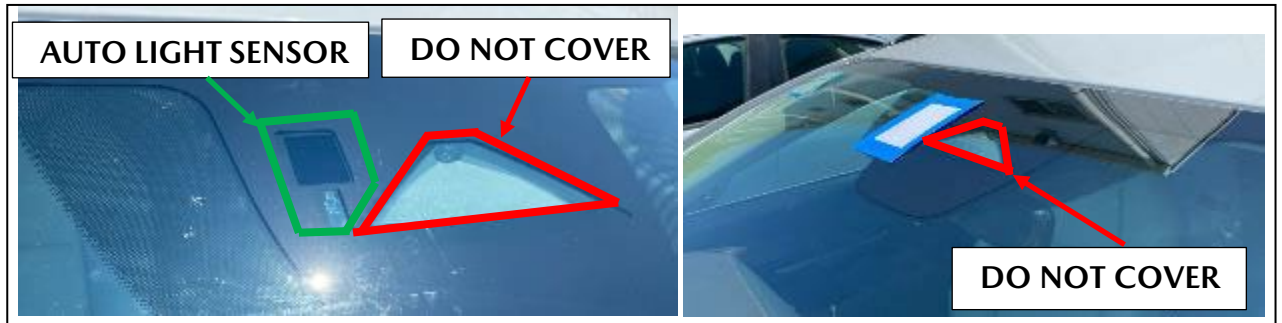
The paper after folding. Dimensions will be 4 1/4" x 2 3/4"



- Using Blue Painters Tape, affix the folded paper ONLY over the AUTO LIGHT SENSOR on the outside of the windshield, assure that the paper is perfectly pasted on all four sides.



DO NOT COVER the FSC (Red triangle area). If any side of the paper sheet is not properly pasted to the windshield, the light will pass through to the sensor and the inspection procedure will not work.



- PHOTO REQUIREMENT #1. Take a photo of vehicle with the folded paper properly attached to the windshield.



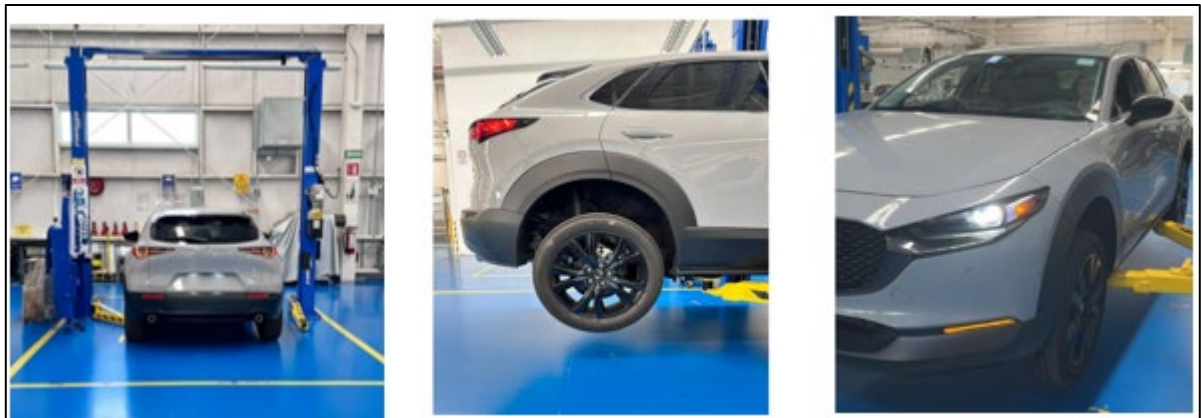
- Confirm the 25A Room fuse has been installed. If not, install it.



Mazda3, CX-30 & CX-50 Fuse location (F27)



5. With a technician inside the vehicle, place the vehicle on the lift. Have a second technician lift the vehicle approximately 2-3 feet off the floor. Make sure the lift is locked in position.



**Safety Caution:** Lift the vehicle until the first safety lock is engaged and lower the vehicle against the lock. If the first lock position is too high, then lower the vehicle (vehicle lifted approximately 2-3 feet from the floor) but make sure the lift does not move. Please ensure there area around the vehicle is secured (no people near the wheels).

6. Push the start button to IG-ON (with Engine Running) and set the headlight position into "Auto" as in the photo below.



7. Confirm that the HIGH BEAM CONTROL SYSTEM (HBC) is checked (Active), by following the steps in the vehicle settings.
  - a. Go to Settings > Vehicle Settings > Exterior Lighting > High Beam Control System
  - b. Make sure the box for High Beam Control is checked.



8. Check for presence of High Beam Control Drive vehicle and obtain required photo #2.



Note: The steering wheel needs to be in the centered position. If the HIGH BEAM CONTROL indicator does not light up in green, connect MDARS and clear stored DTC's. Then try again.

- a. Make sure the vehicle is securely on the lift and people are cleared from the vehicle. The vehicle will be accelerated while in the air to a speed of 10 MPH /16 KMH but no more than 15 MPH/24 KMH.
- b. Confirm the HIGH BEAM CONTROL indicator lights up in green.





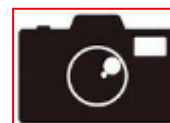
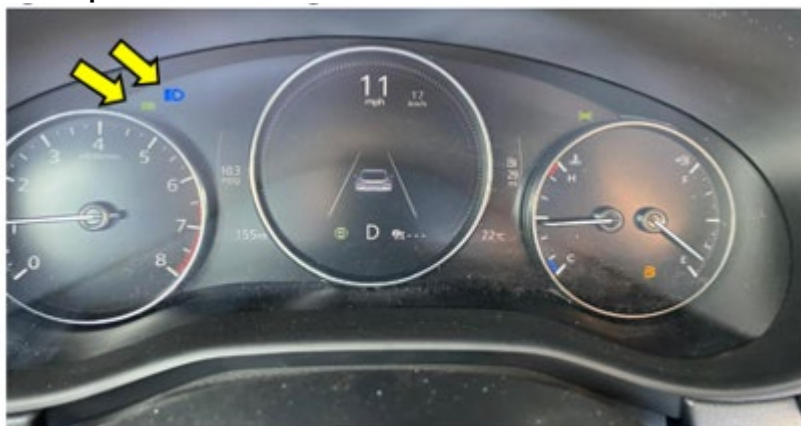
- c. **VEHICLE SPEED TEST AND PHOTO REQUIREMENT #2.** You must have a photo of a "GOOD" OR "NO GOOD" Condition.

Accelerate the vehicle and once the speed reaches 10 MPH (16 KMH), take a photo of the instrument cluster (IC) with the phone camera. You can go over this speed but **do not exceed 15 MPH (24 KMH) for safety reasons. If you go over the speed, that is still OK for the photo requirement.**



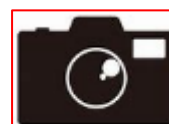
- For 2WD vehicles the stability system sensor will be activated, once the vehicle acceleration reaches 10 mph. Then, the acceleration will decrease to zero (even if you are accelerating with your foot). This is normal behavior.
- For AWD vehicles there is no stability system sensor restriction and the vehicle can accelerate past 10 MPH (16 KMH). If the vehicle shows a MPH after release of the pedal this is normal.

**NO GOOD CONDITION – BLUE HIGH BEAM LIGHT IS ON ABOVE 10 MPH/16 KMH (ABNORMAL CONDITION).** The yellow arrows are not required to be in dealer photo.



NO GOOD (NG)

**GOOD CONDITION – GREEN HIGH BEAM CONTROL ON. THE BLUE HIGH BEAM LIGHT IS OFF ABOVE 11MPH/16KMH (NORMAL CONDITION)**



OK GOOD

- d. Move the shifter into Park.
  - e. Once the vehicle stops, double check to make sure the photo taken looks like Photo Requirement #2. If not go back to step 7.
9. Turn off engine. Have a second technician operate the lift to lower the vehicle to the floor.
10. Remove the folded paper from the windshield. Remove any tape residue using glass cleaner or adhesive remover (shop supply).
11. Repair Decision – Click on the links below if NG - NO GOOD
- a. ALL VEHICLES - GOOD CONDITION RESULT - Return vehicle back to stock, submit warranty claim for Inspection - OK GOOD.
  - b. CX-30 NO GOOD – [MGSS - Replace the Forward Sensing Camera \(CX-30\)](#)
  - c. Mazda3 NO GOOD – [MGSS - Replace the Forward Sensing Camera \(Mazda3\)](#)
  - d. CX-50 NO GOOD – [MGSS – Replace the Forward Sensing Camera \(CX-50\)](#)
12. If the vehicle is a long term stock vehicle the 25A fuse can be removed (Optional)
13. Send the **TWO** photos to Warranty Administrator, Move to **SECTION D. Campaign Label Installation.**

## SECTION D: CAMPAIGN LABEL INSTALLATION

- a. Fill out a Black “Campaign Label” (9999-95-055A-06) with Campaign # “6824H”, your dealer code, and the repair date.



CAMPAIGN LABEL

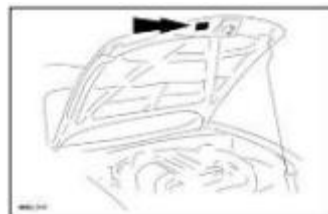
CAMPAIGN NO. \_\_\_\_\_

DEALER CODE \_\_\_\_\_

DATE:           //

PN 9999-95-055A-06

- b. Affix it to the hood as shown. If you cannot place the label here, the radiator support, firewall or driver door jamb are acceptable locations:



**END OF REPAIR PROCEDURE**