

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: REAR BACKUP CAMERA IS INOPERATIVE OR DISPLAY IS DISTORTED	Service Alert No.: SA-038/20
	Last Issued: 03/04/2020

APPLICABLE MODEL(S)/VINS

2014-2018 Mazda3 (5-door)

DESCRIPTION

Some customers may complain about a rear view monitor display that is:

- Blank (or may have backup camera warning message)
- Distorted
- Blurry
- Fuzzy
- Split screen (see attached video)
- Grainy

The icons and text are normally displayed.



REPAIR PROCEDURE

Page 1 of 2

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

1. Verify customer concern.
2. Contact Hotline for the latest repair.

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