

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: 04/08/2020

BULLETIN NOTES

This service alert supersedes the previously issued service alert listed below. The changes are noted in Red text.

Previous Service Alert:	Date(s) Issued:
SA-038/20	03/04/20

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.

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.



REPAIR PROCEDURE

1. Verify customer concern.
2. Does the instrument cluster show "R" when in reverse? (Except M/T vehicle)
 - Yes - Proceed to the next step.
 - No - This service information does not apply. Proceed to MGSS for troubleshooting.
3. Is the display split, fuzzy or distorted and the icons and text are normally displayed? (see Description image)
 - Yes - Proceed to next step.
 - No - This service information does not apply. Proceed to MGSS for troubleshooting.
4. Is CMU DTC B12BD11 (Rear mount camera circuit malfunction) stored?
 - Yes - Go to MGSS DTC B12BD:11 [CONNECTIVITY MASTER UNIT].
 - No - Replace the Rear Camera.
5. If possible, take a photo or video of the concern.
6. Verify repair.

Note: Also see [MT-007/18](#) for possible cause.

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