

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922

**Subject:**

**360° VIEW MONITOR SYSTEM AIMING PROCEDURE IS  
UNSUCCESSFUL**

**Service Alert No.:** SA-022/21

**Last Issued:** 03/08/2021

## BULLETIN NOTES

This Service Alert supersedes the previously issued Service Alert(s) listed below. The changes are noted in Red.

Previous SA	Date(s) Issued
SA-025/18	05/04/18

## APPLICABLE MODEL(S)/VINS

2021 Mazda3 equipped with 360° View Monitor System  
2018-2021 Mazda6 equipped with 360° View Monitor System  
2021 CX-30 equipped with 360° View Monitor System  
2018-2021 CX-9 equipped with 360° View Monitor System  
2019-2021 CX-5 equipped with 360° View Monitor System

## DESCRIPTION

When performing the MGSS Workshop Manual [360° View Monitor System Aiming Procedure](#), M-MDS may show error message "Procedure unsuccessful". This may be caused by light glare on the SST.

**NOTE:** 360° View Monitor System Aiming procedure must be performed after performing any of the following procedures:

Procedure Performed	Aiming	SST
1. Front camera removal/installation 2. Front bumper removal/installation	Front camera aiming may be necessary	49 JP04 001  (see TSB00-002/18)
1. Side camera removal/installation 2. Power outer mirror removal/installation 3. Outer mirror garnish removal/installation 4. Side turn light removal/installation 5. Front door removal/installation	Side camera aiming may be necessary	

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1. Rear mount camera removal/installation 2. Trunk lid removal/installation or adjustment	Rear camera aiming may be necessary	
1. 360° view monitor control module is replaced	Aiming for all 4 cameras may be necessary	

M-MDS error message "Procedure unsuccessful"



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This error message may be caused by light glare.

Light glare can be identified by using the center display as shown below:



If light glare is found using the center display, remove the light glare.

After light glare is removed, perform the aiming procedure again. M-MDS should now show "Procedure successful".

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