

<b>Subject:</b>  REAR MOUNT CAMERA IMAGE NOT CLEAR/NO IMAGE ON SCREEN	<b>Bulletin No.:</b> 09-031/20
	<b>Last Issued :</b> 09/21/2020

## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS

2014-2018 Mazda3 5-door HB  
2016-2019 CX-3

## DESCRIPTION

Some vehicles may exhibit a distorted image or no image from the rear mount camera when shifted into reverse. Due to friction, the coating of camera socket terminals may wear out, creating high electrical resistance.

**NOTE:** The icons and the messages are displayed normally.



Customers having this concern should have their vehicle repaired using the following repair procedure.

## REPAIR PROCEDURE

1. Verify customer concern.
2. Replace the rear mount camera with a new one according to the instructions on MGSS.
  - 2014-2016 Mazda3: (REAR MOUNT CAMERA REMOVAL/INSTALLATION)
  - 2017-2018 Mazda3: (REAR MOUNT CAMERA REMOVAL/INSTALLATION)

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- 2016-2019 CX-3: (REAR MOUNT CAMERA REMOVAL/INSTALLATION)

3. Remove the liftgate lower trim according to the instructions on MGSS.

- 2014-2016 Mazda3: (LIFTGATE LOWER TRIM REMOVAL/INSTALLATION)
- 2017-2018 Mazda3: (LIFTGATE LOWER TRIM REMOVAL/INSTALLATION)
- 2016-2019 CX-3: (LIFTGATE LOWER TRIM REMOVAL/INSTALLATION)

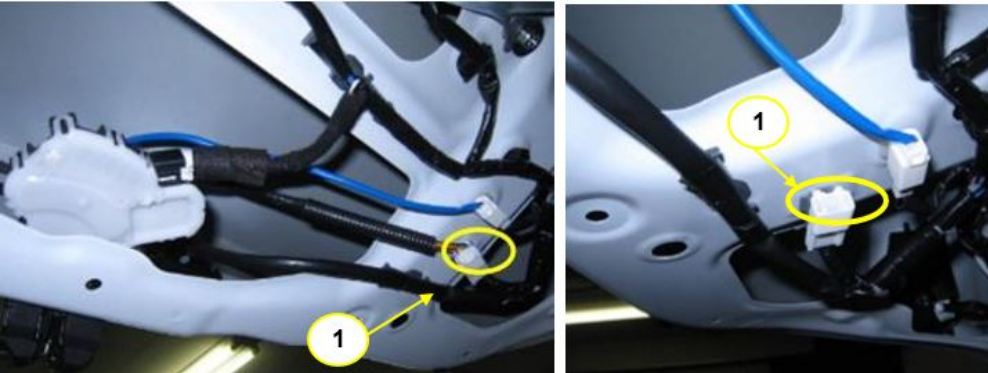
4. Apply an electrical contact cleaner in the rear mount camera connector terminal (1) to prevent oxidation.

**NOTE:** Use a cloth to avoid spilling the cleaner. If some cleaner is spilled, wipe it off carefully.

#### Mazda3



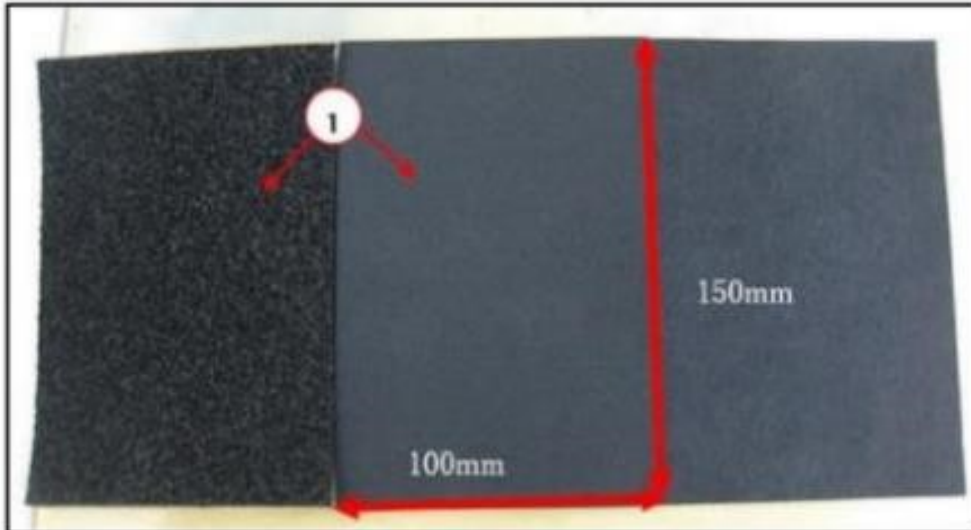
#### CX-3



5. Join the connectors.

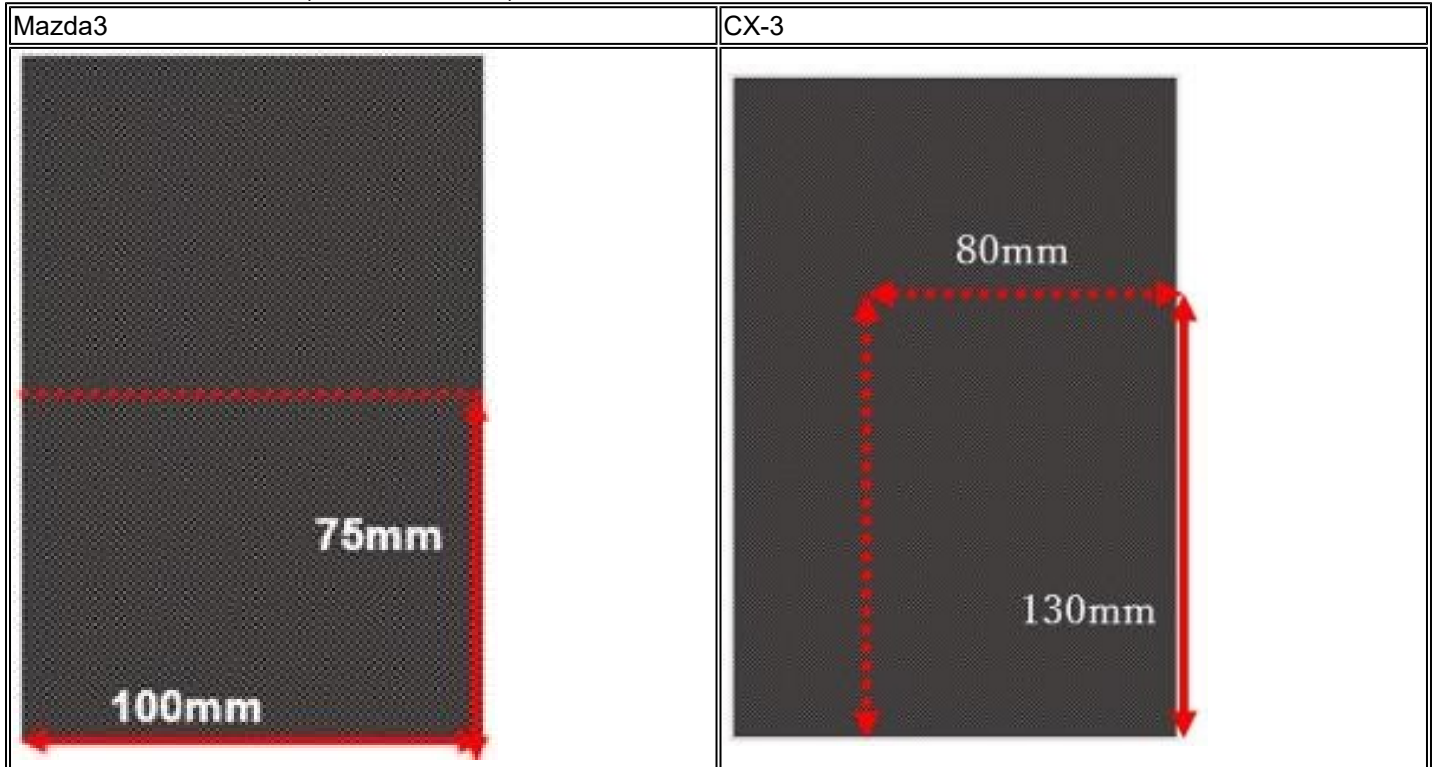
6. Pick up one of the two thicker sheets (1) contained in the noise parts set (each sheet size: 150mm X 100mm).

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7. Cut the sheet into half (75mm X 100mm) for Mazda3 or 130 mm X 80mm for CX-3.



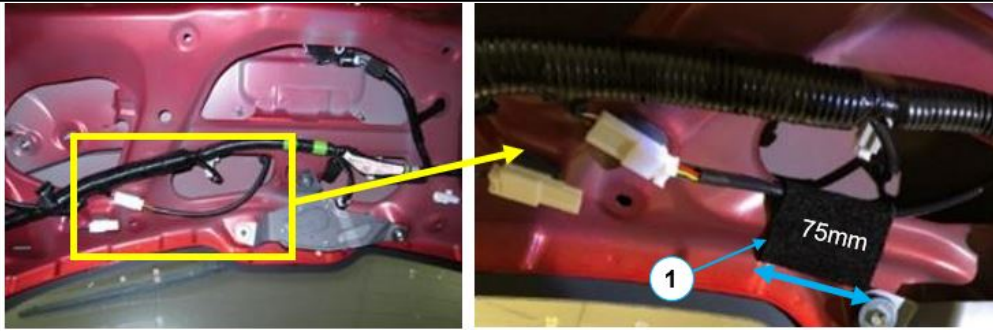
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8. Using the cut sheet (1), fix the rear camera's wiring harness to the liftgate

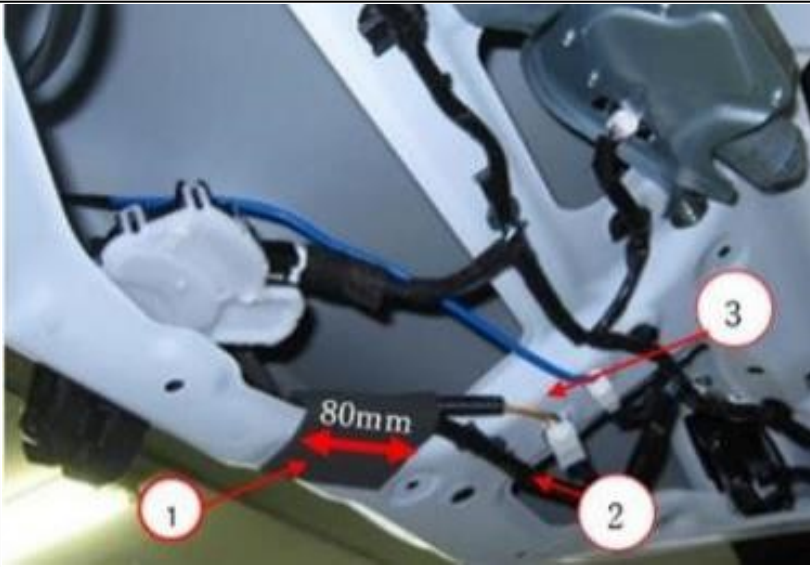
**NOTE:** For CX-3, fix the camera's wiring harness (3) together with the license plate light's wiring harness (2) to the liftgate.

**CAUTION:** DO NOT pull the hard on the wiring harness while attaching them.

#### Mazda3



#### CX-3



9. Verify that the sheet is attached properly.

10. Reinstall the parts according to the instructions on MGSS.

11. Verify repair.

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**PARTS INFORMATION****NOTE:** Use the VIN to lookup correct part number in the GEPC.

Parts Number	Description	Qty.	Notes
TA01-76-100	Parts Set - Noise	1	---
B62H-67-RC0	Camera - Back Monitor	1	Mazda3 5-door HB
BHN9-67-RC0A	Camera - Back Monitor	1	Mazda3 5-door HB
DB3R-67-RC0A	Camera - Back Monitor	1	CX-3
D24M-67-RC0	Camera - Back Monitor	1	CX-3

**WARRANTY INFORMATION****NOTE: IF A CAMERA IS DISTORTED OR FLICKERING, CONTACT DEALER RECALL HELP PRIOR TO PERFORMING THIS REPAIR.****NOTE:**

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	64
Damage Code	9R
Part Number Main Cause	****-67-RC0*
Quantity	1
Operation Number / Labor Hours:	XXS4ZBRX / 0.4 Hrs. (Mazda3) XXS4ZBRX / 0.3 Hrs. (CX-3)

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