

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: COLOR DISCREPANCIES IN 360° VIEW MONITOR IMAGE	Service Alert No.: SA-036/24
	Last Issued : 05/31/2024

BULLETIN NOTES

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

Previous SA:	Date(s) Issued:
SA-079/23	12/01/23

APPLICABLE MODEL(S)/VINS

2020-~~2025~~ CX-5
2020-~~2025~~ CX-30
2023-~~2025~~ CX-50
~~2025~~ CX-70
2024-~~2025~~ CX-90
2020-~~2025~~ Mazda3
2022-2023 MX-30

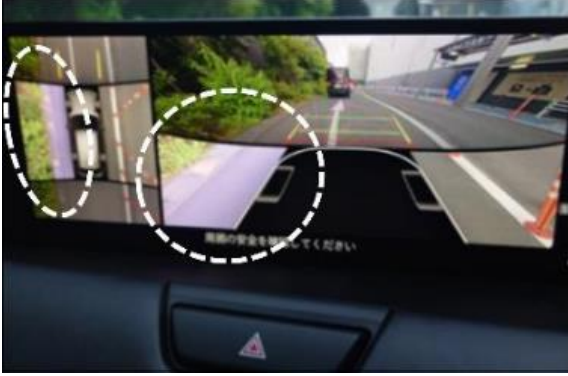
DESCRIPTION

Some customers may complain about color discrepancies (brightness differences) of the image displayed on the screen when using the 360°view monitor. As this phenomenon is not a system failure, **do not make any repairs or replace any parts.**

Explain the cause of this occurrence to the customer as follows:

The 360°view monitor is a system that provides a complete picture of the vehicle surroundings by combining the pictures captured by 4 separate cameras. These cameras are installed in the front, rear, right and left sides of the vehicle. Each camera has a color adjustment function (white balance) that operates independently from each other, which can result in color discrepancy when the combined picture is displayed on the screen. This is especially true when one of the cameras captures more green objects than the remaining cameras.

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.



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