

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



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

## 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.

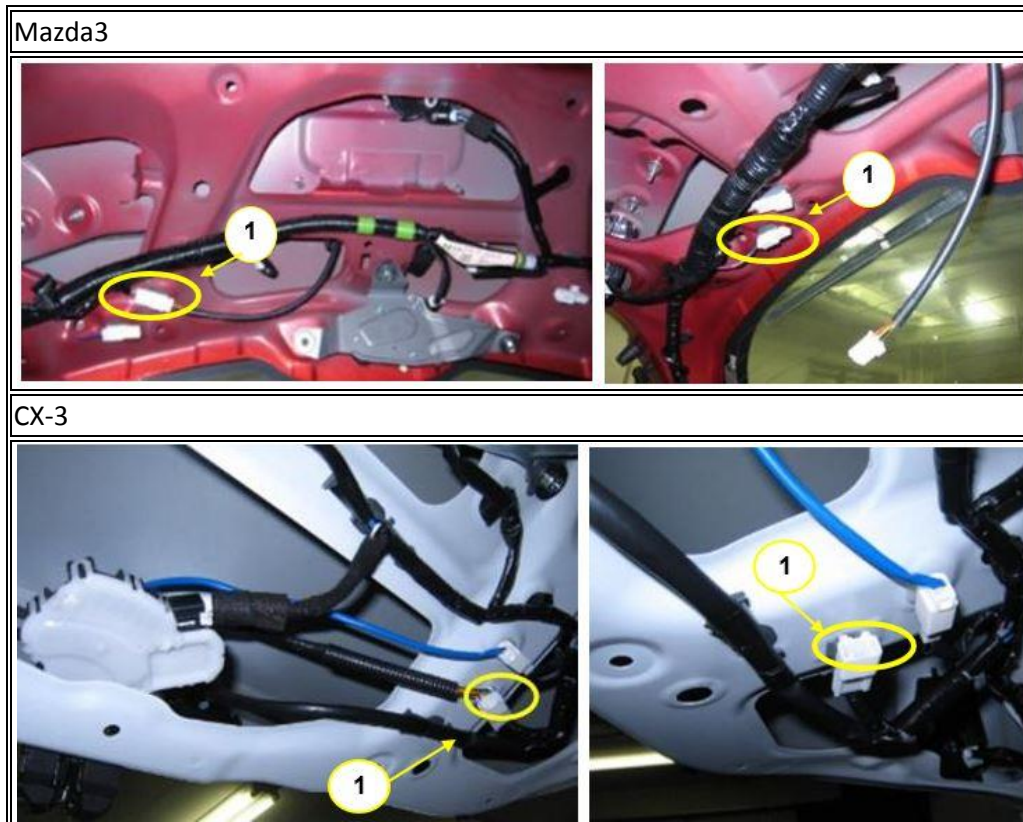
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## REPAIR PROCEDURE

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)
  - 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.
 

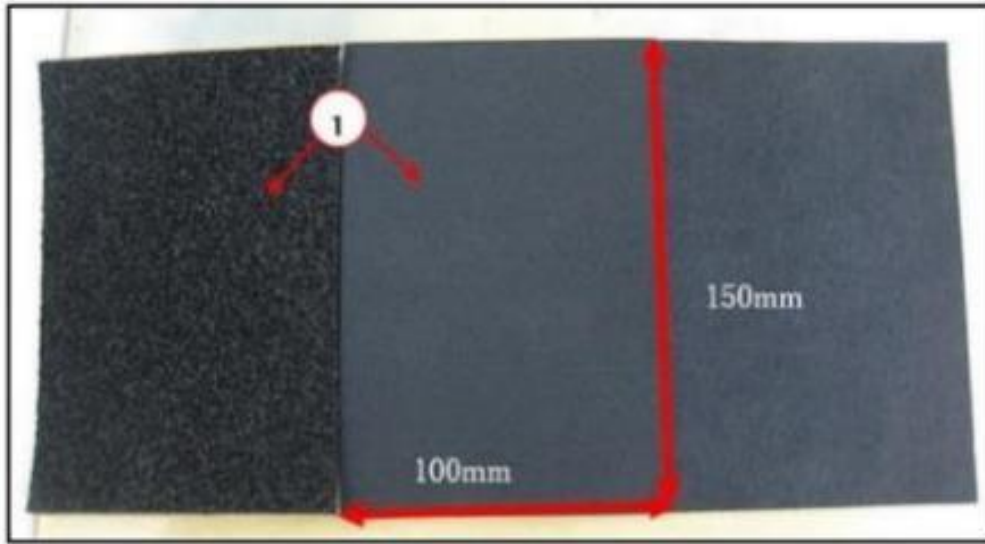
**NOTE:** Use a cloth to avoid spilling the cleaner. If some cleaner is spilled, wipe it off carefully.



5. Join the connectors.

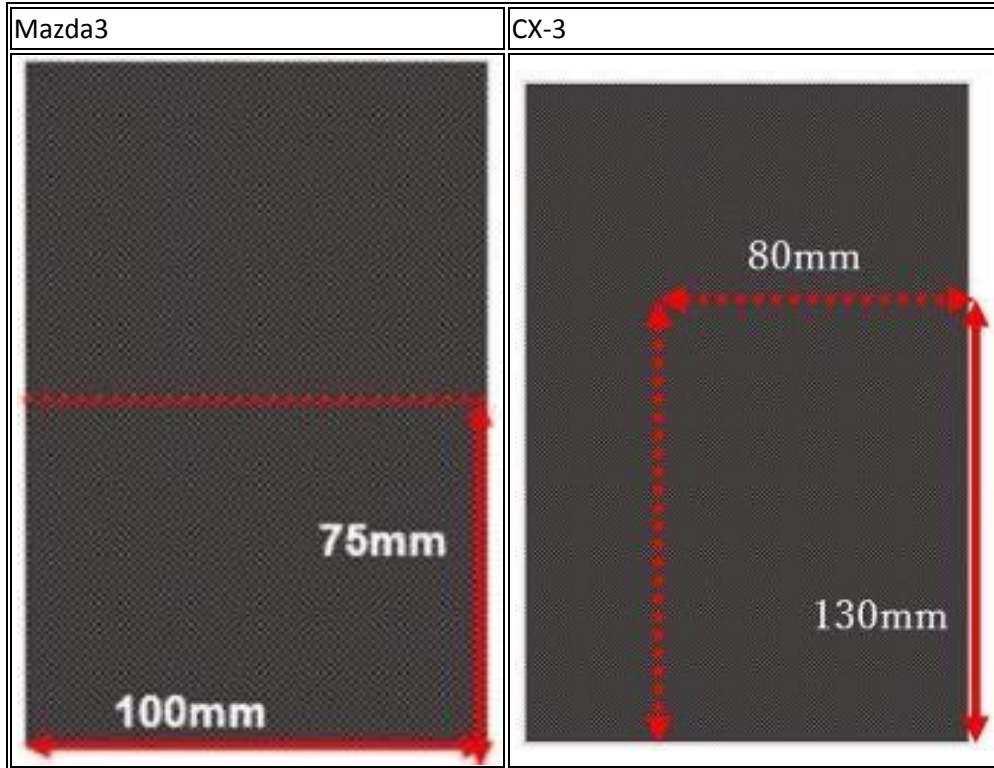
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6. Pick up one of the two thicker sheets (1) contained in the noise parts set (each sheet size: 150mm X 100mm).



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



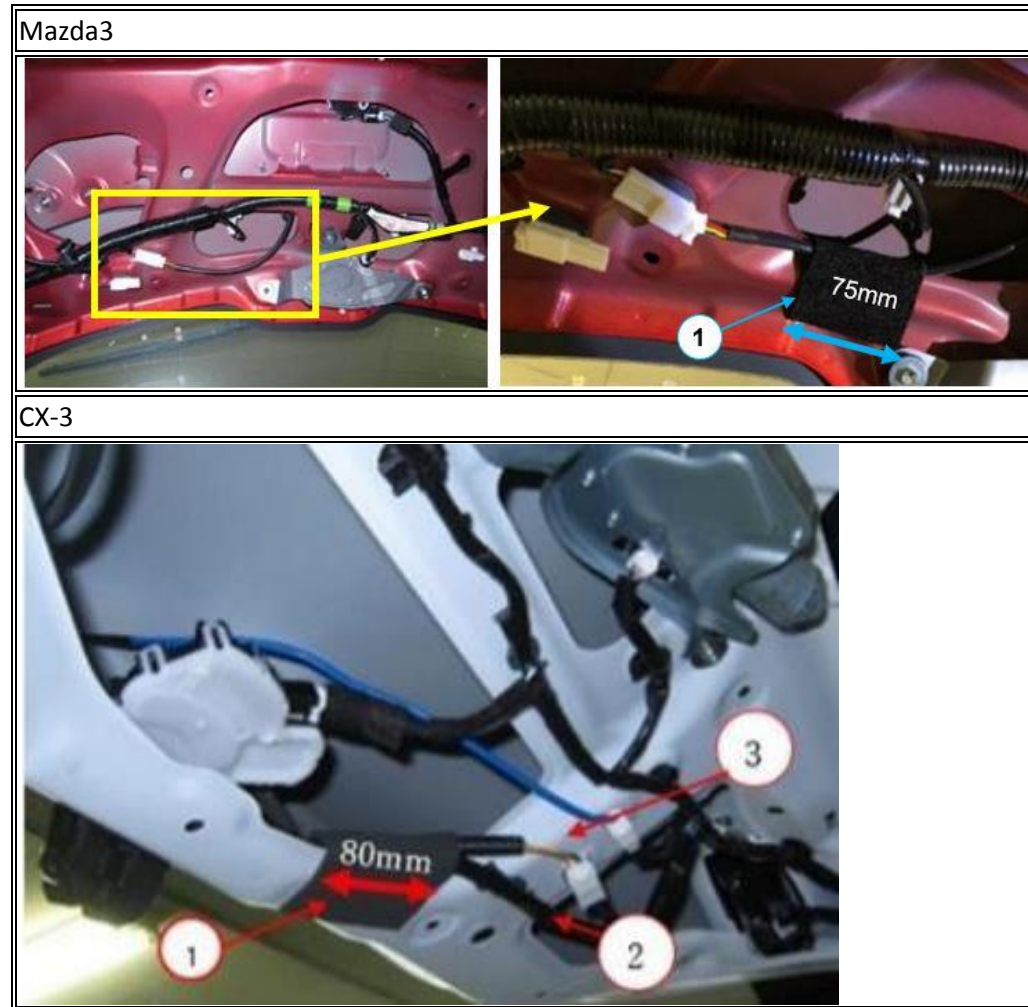
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8. Using the cut sheet (1), fix the rear camera's wiring harness to the liftgate

**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.



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:**

- 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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