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| Subject: MAZDA CONNECT USER PROFILE IMPROPER OPERATION | Service Alert No.: SA-024/26 |
| | Last Issued : 04/15/2026 |

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2026 CX-5

DESCRIPTION

Some customers may experience Mazda Connect User Profile Improper Operation.

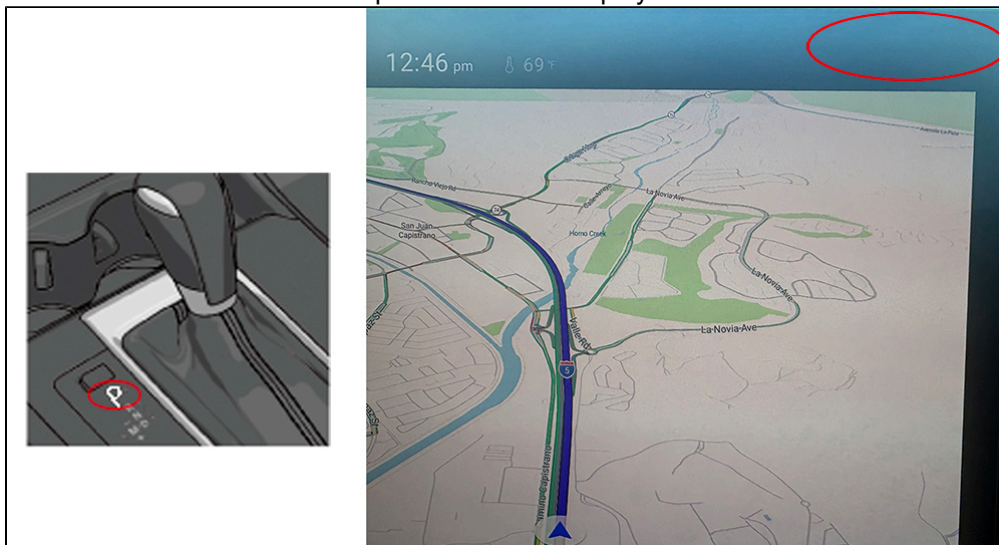
NOTE: The user profile may not be recognized at start up due to the steering wheel spoke blocking the View Monitor camera. This condition is normal.

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- [User profile is not displayed on the top right corner](#)
- [Unable To Switch Out Of The "Driver" Profile](#)
- [Center Display Freezes If "Cancel" Is Selected Instead Of Entering Profile Lock Code](#)

1. The user profile is not displayed on the top right corner of the center display when the shift lever is in the "P" position.

NOTE: It is normal for the user profile not to be displayed when the shift lever is out of the "P" position.



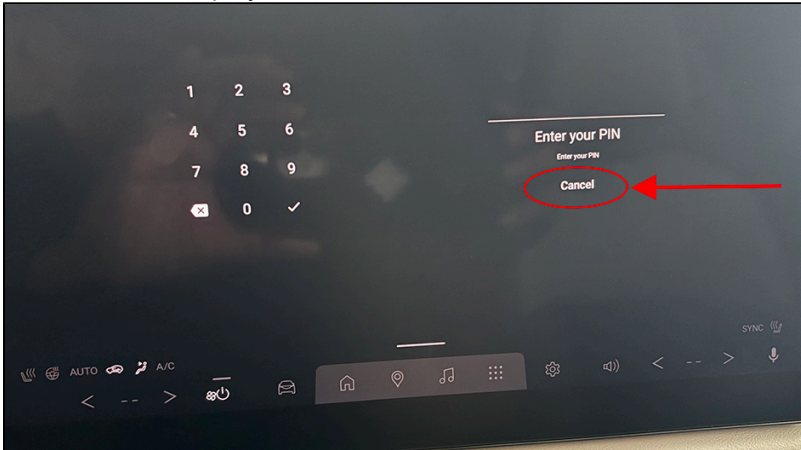
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2. Unable To Switch Out Of The "Driver" Profile

- When selecting the Guest profile, the Driver profile remains active.



3. The Center Display Freezes If "Cancel" Is Selected Instead Of Entering Profile Lock Code



- Go to Repair Procedure to recover the screen.



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Item 1-2 Recovery

The system may recover on its own:

- After several minutes of driving.
- After Ignition OFF, close doors/trunk/liftgate/hood and wait approximately 3 minutes to put the vehicle in sleep mode, then turn ignition back ON.

NOTE: Sleep mode can be confirmed by monitoring USB-C port LED's. LED's are off when in sleep mode.

| LED's On The vehicle is not in sleep mode | LED's Off The vehicle is in sleep mode |
|---|---|
|  |  |

REPAIR PROCEDURE

If the Recovery procedure above does not resolve the issue, perform the following:

1. Disconnect the 12V battery.
2. Wait about 1 minute.
3. Reconnect the 12V battery and retest.

Inform the customer that Mazda is aware of the condition and is working on a resolution.

Vehicle driving operation is not affected during these conditions. No repairs or component replacements should be attempted at this time. Vehicle may be released to the customer.

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