

Subject:

ADMINISTRATOR PROFILE PASSWORD FORGOTTEN – PROFILE RECOVERY

Service Alert No.: SA-036/26

Last Issued : 05/20/2026

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2026 CX-5

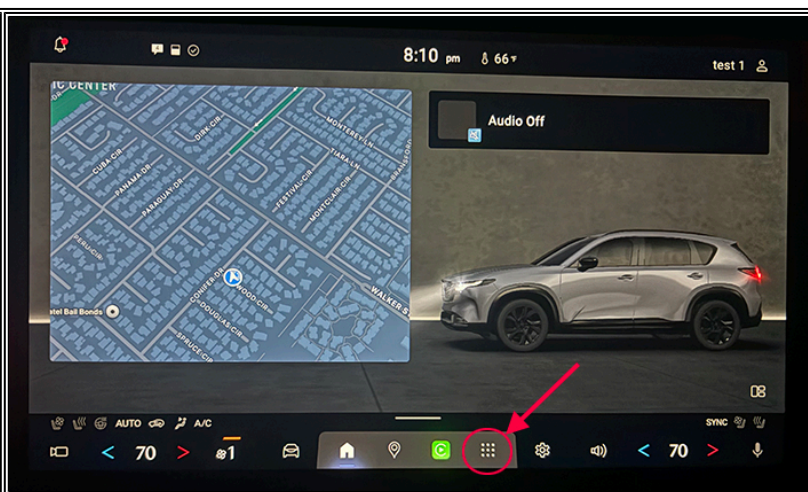
DESCRIPTION

If the Administrator profile password (the "Driver" profile by default) is forgotten, use the procedure below to recover the Administrator profile.

NOTE: This procedure will erase all Mazda Connect profiles.

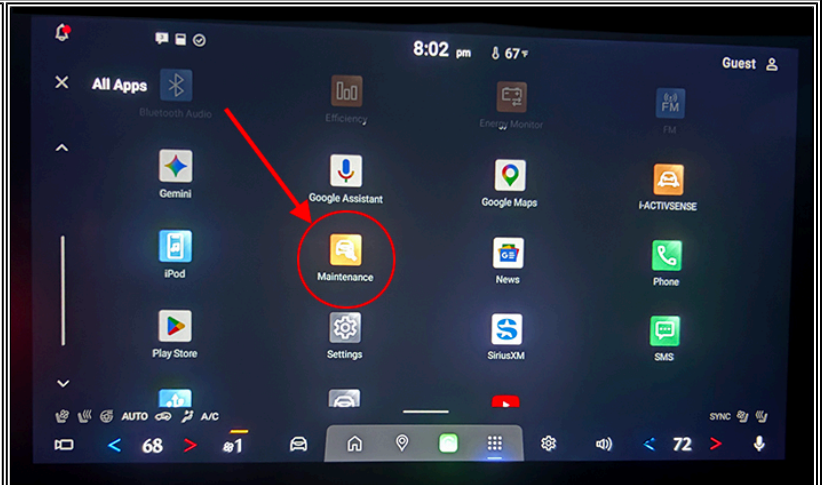
REPAIR PROCEDURE

1. Confirm the customer concern.
2. From the Home screen, select the "All Apps" icon.



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3. Select "Maintenance".



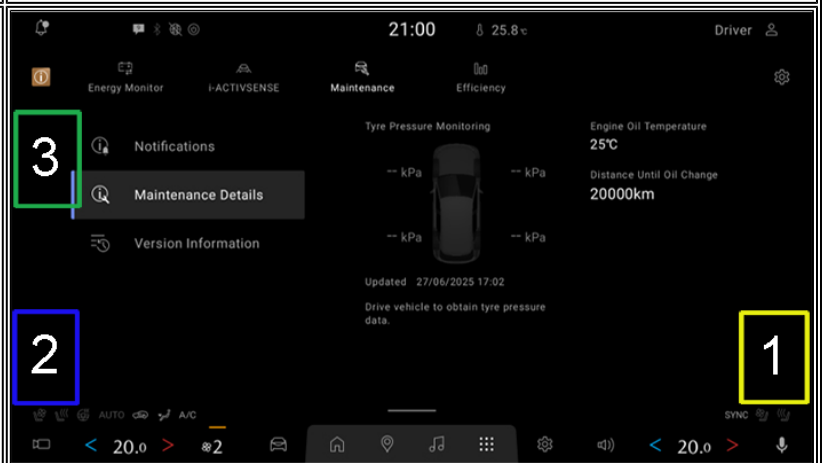
4. Select "Maintenance Details".



5. Open Diagnostic Assist Function.

Press the yellow framed area (1) and alternately touch the blue (2) and green (3) framed areas of the screen three times.

Tutorial [Video](#)



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6. Select "Diagnostic Test".

Factory/Service Inspection

Diagnostic Test

Functional Inspection/Adjustment

Service Information

Device Program Update

Instrument Cluster/HUD Demo Mode

End Diag Mode

7. Select "System Self-Diagnostic Test".

Diagnostic Test

Previous

System Self-Diagnostic Test

Diagnostic Record Collection

DCM log

Storage Diagnostic Test

Antenna Connection Status

Vehicle Information

Vehicle Signal (Unit Status)

8. Select "Settings/Registered Information Initialization".

System Self-Diagnostic Test

US

Previous

System Self-Diagnostic Test Result

Clear DTC

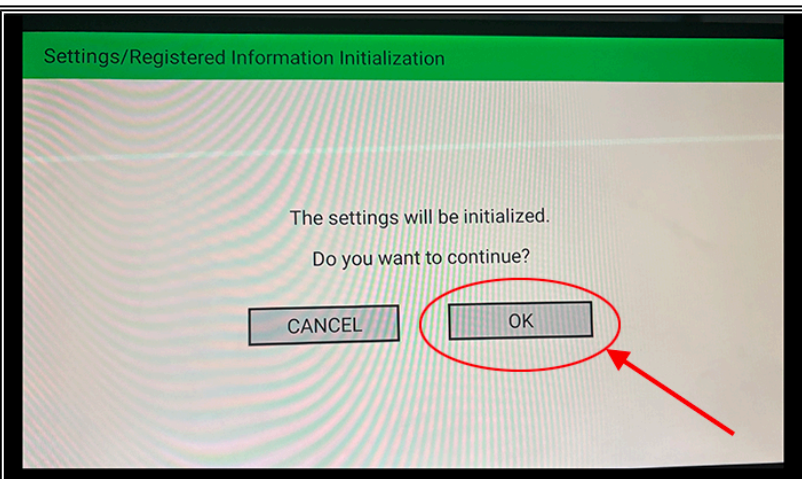
Settings/Registered Information Initialization

Vehicle Signal Status

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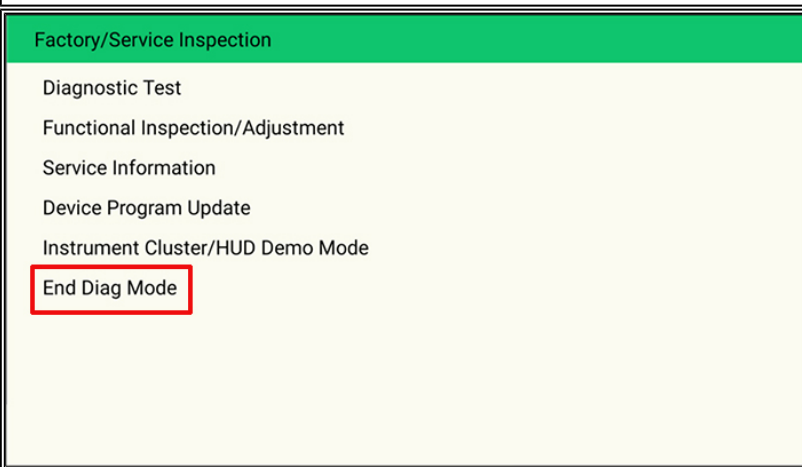
9. Select "OK".

NOTE: This initialization will erase all Mazda Connect profiles."



10. Go back to the Factory/Service Inspection screen and select "End Diag Mode" to exit.

11. Verify the repair.



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