

Subject: GUEST ACCOUNT CANNOT BE SELECTED ON MAZDA CONNECT SCREEN (VEHICLES NOT EQUIPPED WITH PERSONALIZATION FUNCTION AND SEAT MEMORY)	Bulletin No.: 16-005/26
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BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2026 CX-5 vehicles with VINs lower than JM3 KM **** ** 143091 (Produced before Apr. 1, 2026)

DESCRIPTION

Some customers may experience one or more of the following symptoms:

- The profile cannot be switched to the Guest Account on the Mazda Connect screen.
- When canceling the PIN code entry for profile lock, the screen cannot transition to any screen other than the camera view.
- Even after performing a Mazda Connect factory reset, some user settings are not reset.
- In “Settings” – “Profiles & Accounts,” the following operations are unavailable: renaming the profile, account linking, and changing automatic data synchronization settings.

These symptoms are due to improper BCM control software. To eliminate these concerns, the BCM control software has been modified.

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

REPAIR PROCEDURE

1. Verify the customer concern.
2. Reprogram the BCM with the Mazda Modular Diagnostic System (M-MDS), using Mazda Diagnostic and Repair Software (MDARS II): MDARS II ECU Reprogramming Procedure.
 - Refer to the MDARS II User Guide as necessary: MDARS II User Guide.
 - Click the link to watch the BCM reprogramming tutorial video: Watch Video.

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3. Submit Diagnostic Information as it is a required item and will be checked during warranty claim submission: Diagnostic Function > Collect Diagnostic Information.
4. Clear any other DTCs.
5. Verify the repair by starting the engine (READY ON) and confirming there is no CHECK ENGINE light ON or abnormal warning lights present.

CALIBRATION

ECU	File Name (Old)	File Name (New)	Actual time to reprogram
BCM	KLBC-66S02-G or before	KLBC-66S02-H or later	15 min.
	KLBK-66S02-G or before	KLBK-66S02-H or later	
	KLAS-66S02-G or before	KLAS-66S02-H or later	
BCM CGW	KLBC-66S03-C or before	KLBC-66S03-D or later	

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	9W
Causal Part No.	5555-67-560

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Quantity	0
Operation No. and Labor Hours	XXX6AXFX / 0.3 Hrs.
Period Covered	[Other than the market below] - Basic Warranty Period [USA] - California Emission Warranty (Long term)

NOTE: After reprogramming, be sure to keep a copy of the screen of the ECU FILENAME on M-MDS along with the repair order and warranty application sheet.

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