

3DS Won't Boot



[BIT64](#) 4 posts since

Nov 10, 2011

Earlier tonight I was sitting in the car outside my local grocier, bored, so I natrually whipped out my 3DS. I opened it, (it was already on, in sleep mode) ejected the game that was in it, Star Fox 64 3D, (no the game wasn't running when I ejected it) and inserted Ocarina of Time 3D. Then, I tried to launch it. A second later, before the game had a chance to boot, I got that infamous black screen reading "An error has occured, eject the game card and hold down the power button etc." I've had my 3DS since launch day, and have gotten this screen once with Rayman 3D. So, I hold down the power button until the system shuts down, wait about 10 seconds, then hit the power again. The blue LED at the bottom of the system lights up, but 30 seconds later, the screens are still dark. Heck, a minute later, the LED is lit, but other than that, nothing. I keep waiting. Nothing changes. So at this point I abandon all logic and hold down the power button until the LED turns off. I wait a few seconds, then hit the power button again. The exact same situation plays out two more times. Anyone else had this problem? If so, is there anything I can do to fix it? I just have this sinking feeling my only option is a repair.

Tags: 3ds, 3ds_repair, 3ds_crashing



[MACHBIKER](#) 2,470 posts since

Oct 20, 2011 **1. Re: 3DS Won't Boot** Nov 10, 2011 8:10 PM

Even if the game was not running, it isn't a good idea to eject a game when the system is on at all. Unfortunately, it sounds like repair is your only option since the screens won't display the 3DS menu at all. You can schedule a repair by calling Nintendo at 1-800-255-3700 (6am-7pm, Pacific Time, 7 days a week).



[BIT64](#) 4 posts since

Nov 10, 2011 **2. Re: 3DS Won't Boot** Nov 10, 2011 8:13 PM

I'd agree, but it's so inconvinient to have to shut down the system and re-boot it every time you want to change games. After this though, I'll never do it again.



[BEARDEDONE](#) 1,636 posts since

Apr 15, 2011 **3. Re: 3DS Won't Boot** Nov 14, 2011 8:07 AM

Machbiker is right, your only option is a repair. However, the cartridges are designed to be added or removed hot.

See page 32 of the *Nintendo 3DS Operations Manual*:

Removing a Game Card

Only insert or remove Game Cards while the system is turned off or while the HOME menu is displayed. (If software is suspended, exit it first before removing the Game Card.)

Removing the card should not have damaged your system.

I'm telling you all this in case Nintendo says it's your fault and charges you for the repair. It is not your fault, and you did nothing that is not allowed by the *Nintendo 3DS Operations Manual*. Therefore, any repair should be under warranty and free.



[BIT64](#) 4 posts since

Nov 10, 2011 4. **Re: 3DS Won't Boot** Nov 13, 2011 10:50 PM

You're completely right; after reading their answer, I checked the user manual to make sure I wasn't harming the device by removing game cards while it's on, and came across the same bit of text. I've always removed game cards while the system is on (never while they're running of course) and never had problems before. I thought you were supposed to be able to, and after consulting the owner's manual like you did I can confirm that doing so was absolutely not supposed to damage the system. I just wish I knew what went wrong.

I've sent my system in for repairs free of charge. I just have to wait a little longer to play Mario 3D Land now is all.

Thanks to both of you.