My 3DS freezes upon opening any game or...

SOTOSAKI 5 posts since

Aug 9, 2011
Earlier yesterday I tried to use Netflix. It brought me to a black screen that said an error has occurred and that I had to shut off the handheld, and then turn it back on. So I held the power button until it shut off. On turning it back on, none of my 6 downloaded apps would show up. ( Pokedex 3D, Excitebike 3D, Link XD, Netflix, Nintendo Video, Mario Picross ). I also have noticed, that the top bar which indicates Wi-Fi connection, Play Coins, Date, Time, and Battery level are not appearing. Another issue is that basically any time I start an App or try to start a game ( I've tried both of the two I have, SSFIV and Lego POTC ) the menu either freezes with the icon showing or goes to a black screen. Even the brightness option causes a freeze now. In many of the freezes, the sound still plays. I've tried shutting it on and off, flipping Wi-Fi on or off, with a game card in or out, or even with the SD card in or out.

I'm not sure what to do, and I'd like to try any possible solution before I am forced to send it in for repairs. I'm also afraid if I send it in, that I will lose my games if I'm sent back another model or that I will no longer be eligible for the ambassador program by the time I receive it back.

Thank you for any help.

Tags: netflix, menu, black_screen, freezing, 3ds

EARTHBOUND33 2,270 posts since

Jul 1, 2010 1. Re: My 3DS freezes upon opening any game or app. Aug 9, 2011 12:43 PM

well, if it freezes that much then there is defenitely something seriously wrong with it and it will need to be repaired. call nintendo at 1-800-255-3700 and ask them about your ambassador program problem, however i am fairly certain that unless this is a problem with the 3ds's internal memory, all of your downloaded content will remain unharmed when you recieve it from the repair.