

Subject		Market
<b>Head Unit Activation Process After Replacement</b>		<b>USA</b>
Service Category	Section	
Audio/Visual/Telematics	Audio/Video	
Applicability		
All Applicable Models		

**APPLICABLE VEHICLES**

2022	NX250	2022	NX350H
2022	NX350	2022	NX450H+

**CONDITION**

After replacing the head unit on 2022MY NX and NX Hybrid vehicles, the head unit must have the VIN synchronized with the cloud to prevent the server from blacklisting the new head unit. Please follow the recommendations below to properly perform the VIN synchronization.

**NOTE: Audio units must NOT be swapped between vehicles except in rare cases when advised by FTS or TAS. Swapping head units between vehicles can result in one or both head units becoming blacklisted (head unit connected services will be inoperable).**

**RECOMMENDATIONS**

1. Move the vehicle to an area with good cell reception
2. Connect the Techstream to the DLC3
3. Enter the following menus:  
Telematics / Utility / VIN Synchronization
4. Perform the VIN Synchronization utility and follow the Techstream onscreen prompts
5. Once the utility is complete, disconnect the Techstream and switch the ignition to OFF
6. Wait 5 minutes
7. Once 5 minutes has elapsed, switch the ignition to ACC-ON
8. Within 10 minutes of ACC-ON, a banner should appear at the top of the screen "Head unit VIN sync successful."



Did the "Head unit VIN sync successful." banner appear?

Yes – VIN synchronization is complete; **head unit activation process has been completed**

No – Create a TAS case, contact TAS, and to have a ticket opened to have the VIN of the vehicle that is being worked on Whitelisted.

If it is a weekend or holiday, continue with diagnosis and repair, save all parts and details (including audio/video, pictures, etc.), and contact TAS on the next available workday.

**LINK REFERENCES**

This Tech Tip does not contain any link references