

Tech Tip L-TT-0306-21

November 28, 2021

Subject			Market			
User Profile Inoperative - Guest Profile Loaded At IG- USA						
ON						
Service Category		Section	Section			
Audio/Visual/Tel	ematics	Audio/Video	Audio/Video			
Applicability						
All Applicable Mo	odels					
	IICLES					
2022	NX250	2022	NX350H			
2022	NX350	2022	NX450H+			
LULL	10,000	LOLL				
CONDITION						
Some 2022MY NX	vehicles may experience a	n error with the User Profile	not loading when starting the	vehicle		
and the vehicle rev	verting to the Quest Drofile r		not loading when starting the			
and the vehicle rev	venting to the Guest Profile r	noue.				
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		Profile not loaded	
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The Customize ACC function setting is now changed to OFF as part of the Pre-Delivery Service and will prevent this error.

'22 NX PDS L-SB-0033-21:

Customize ACC Function The pre-startup function detects when a user enters the vehicle and energizes the audio head unit (+BA) so that the multimedia system can quickly be used. This function is not enabled at the factory to reduce parasitic current draw in transit and storage. To enable this function, it is necessary to set the ACC customization function in the navigation display to OFF.

- 1. Turn the engine switch (power switch) to the ON position (ON mode).
- 2. Enter the following menus: Settings Vehicle Customization Utility ACC Customize.

3. Change the setting to OFF (toggle at left with gray background).

If the vehicle displays the error message after turning the Customize ACC function off, please follow the recommendations below to apply the workaround.

	EXUS	Tech T	ip L-TT-0306-21	November 28, 2021
Subject	Profile Inoperativ	e - Gues	t Profile Loaded At IG-ON	Market USA
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RECOMM	IENDATIONS elect the Gear Icon at th	e lower left	of the screen.	
\triangleleft	Settings			** *:
	Current driver	S	aved profiles	Edit
F	B LEXUS GUEST	(LEXUS GUEST	۲
0	My settings	D	Primary driver Detected profiles Re	fresh
S	Personal info		No detected profiles	
Ē	Bluetooth & Devices	3	*& Manual setup	
	C ral		Sian out to quest mode	
an a				
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2. S s	Select the profile that wo select the desired one fro	uld like to b om the "Sav	e loaded on startup, if the profile is no ed Profiles" section.	ot the correct one,
\triangleleft	Settings			*** *:
	Current driver	s	aved profiles	Edit
F	8 LEXUS GUEST		8 LEXUS GUEST	ീനം
0	My settings	D	Paranary anver Detected profiles Re	frest
S	Personal info		No detected profiles	
6	Bluetooth & Devices	3	*& Manual setup	
	Caral	>	Sign out to quest mode	
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Expires on	11/28/2022	© 2021. Lexi	us, a Division of Tovota Motor Sales, USA	Page 2 of 3
Ver. 4.0 07/30/2021	L	C 2021, 2000		1 496 2 01 0



LINK REFERENCES

Notifications

21. L-SB-0033-21: 2022 NX 250, NX 350, NX 350h, NX 450h+ Pre-Delivery Service (PDS)

Link key

be loaded at key detection

Click here to enter text.

Expires on 11/28/2022

When key is linked to a profile, that profile will automatically