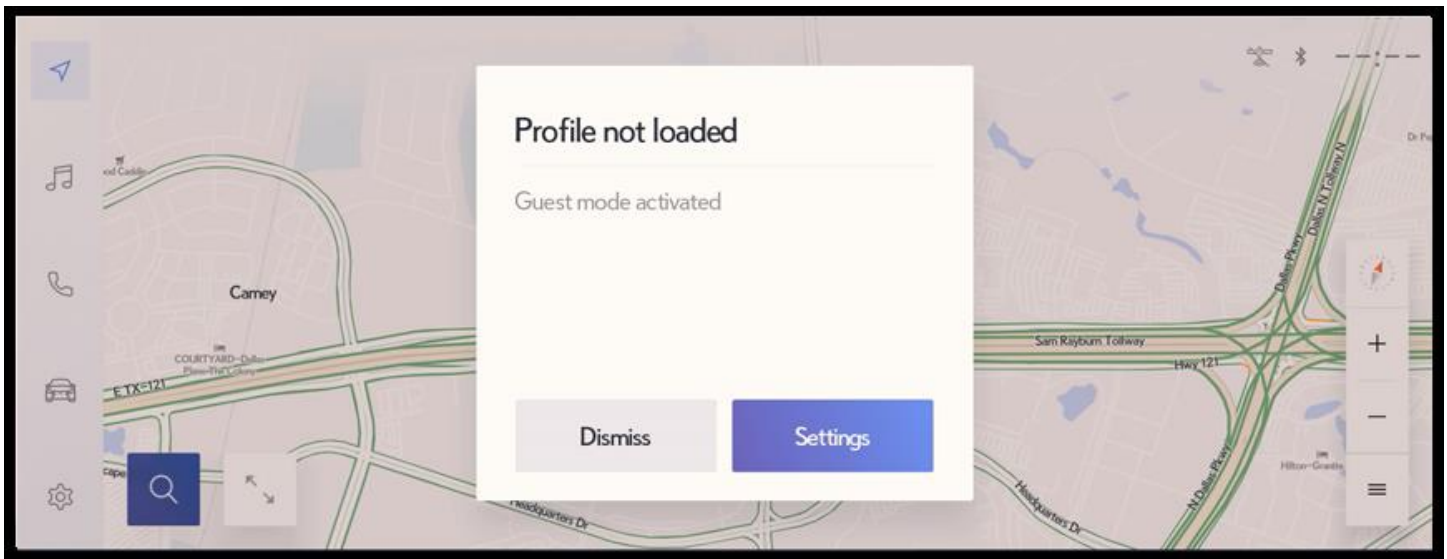


Subject		Market
<b>User Profile Inoperative - Guest Profile Loaded At IG-ON</b>		USA
Service Category	Section	
Audio/Visual/Telematics	Audio/Video	
Applicability		
All Applicable Models		

APPLICABLE VEHICLES			
2022	NX250	2022	NX350H
2022	NX350	2022	NX450H+

**CONDITION**  
 Some 2022MY NX vehicles may experience an error with the User Profile not loading when starting the vehicle and the vehicle reverting to the Guest Profile mode.



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.

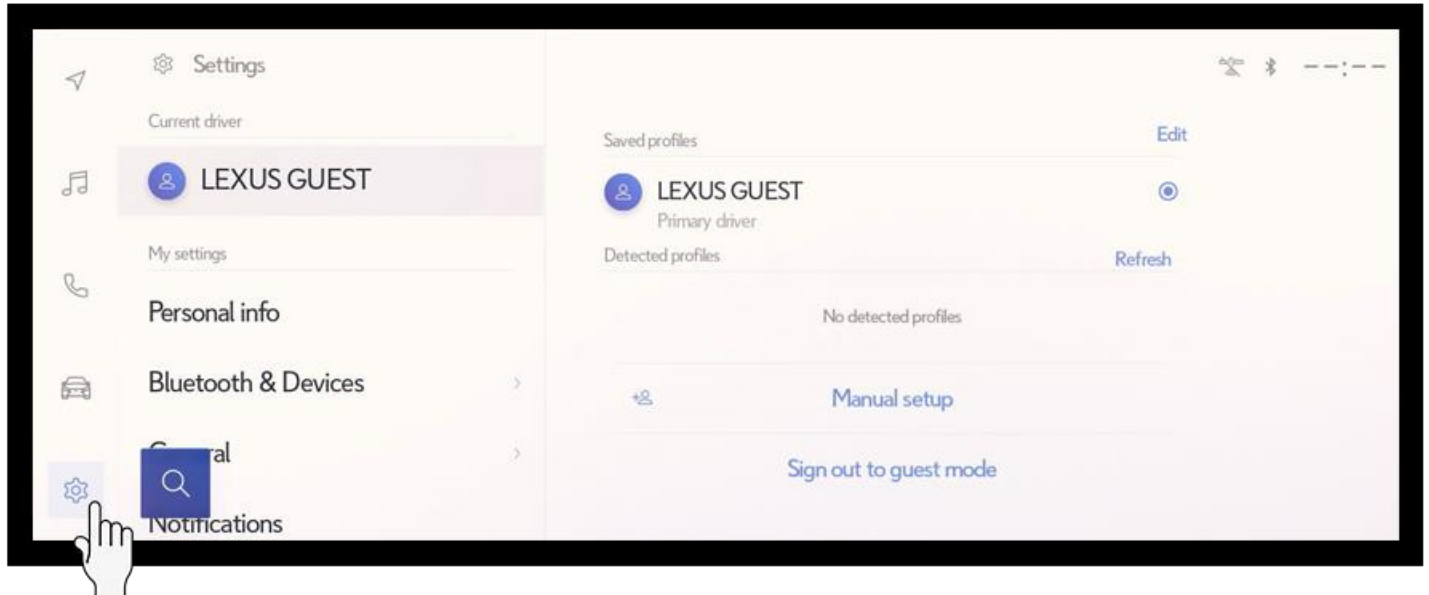
1. Turn the engine switch (power switch) to the ON position (ON mode).
2. Enter the following menus: Settings – Vehicle Customization – Utility – ACC Customize.
3. Change the setting to OFF (toggle at left with gray background).

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

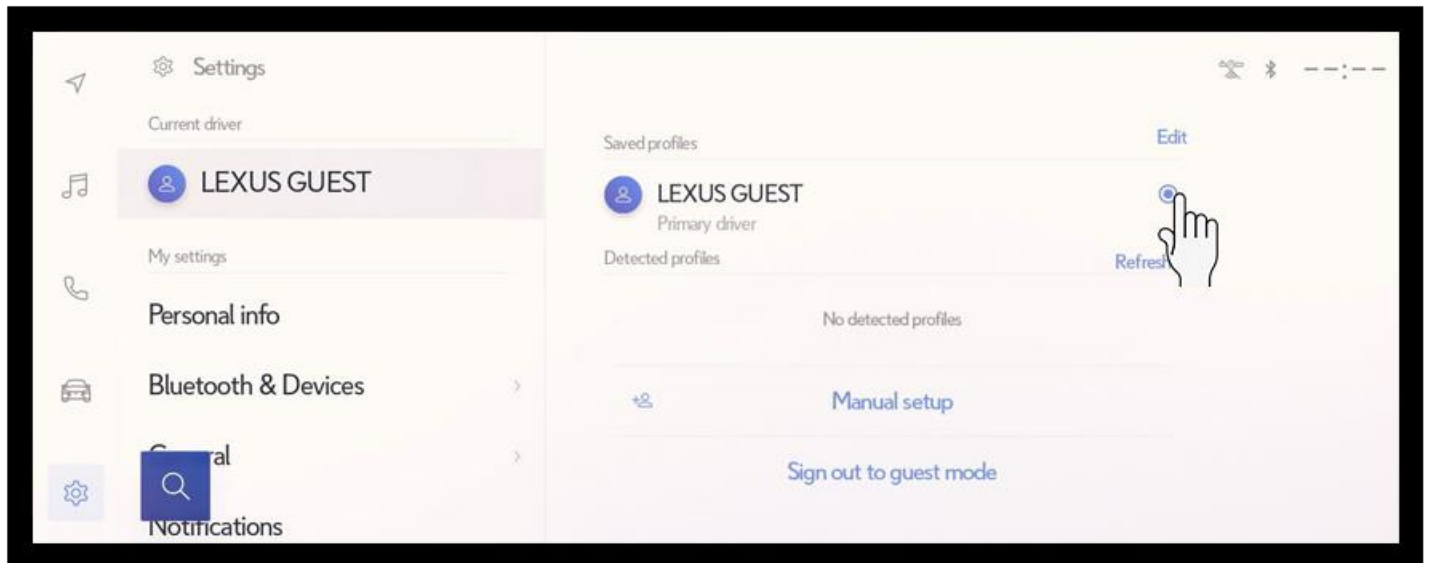
Subject	Market
<b>User Profile Inoperative - Guest Profile Loaded At IG-ON</b>	USA
Applicability	
All Applicable Models	

**RECOMMENDATIONS**

1. Select the Gear Icon at the lower left of the screen.



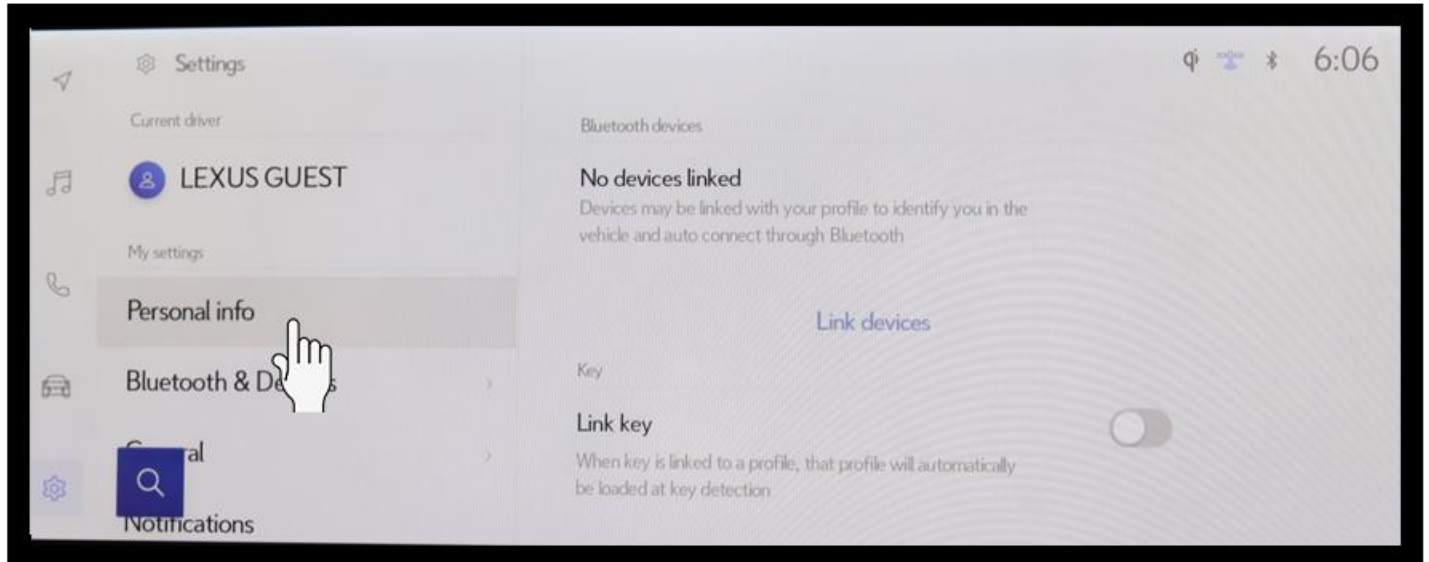
2. Select the profile that would like to be loaded on startup, if the profile is not the correct one, select the desired one from the "Saved Profiles" section.



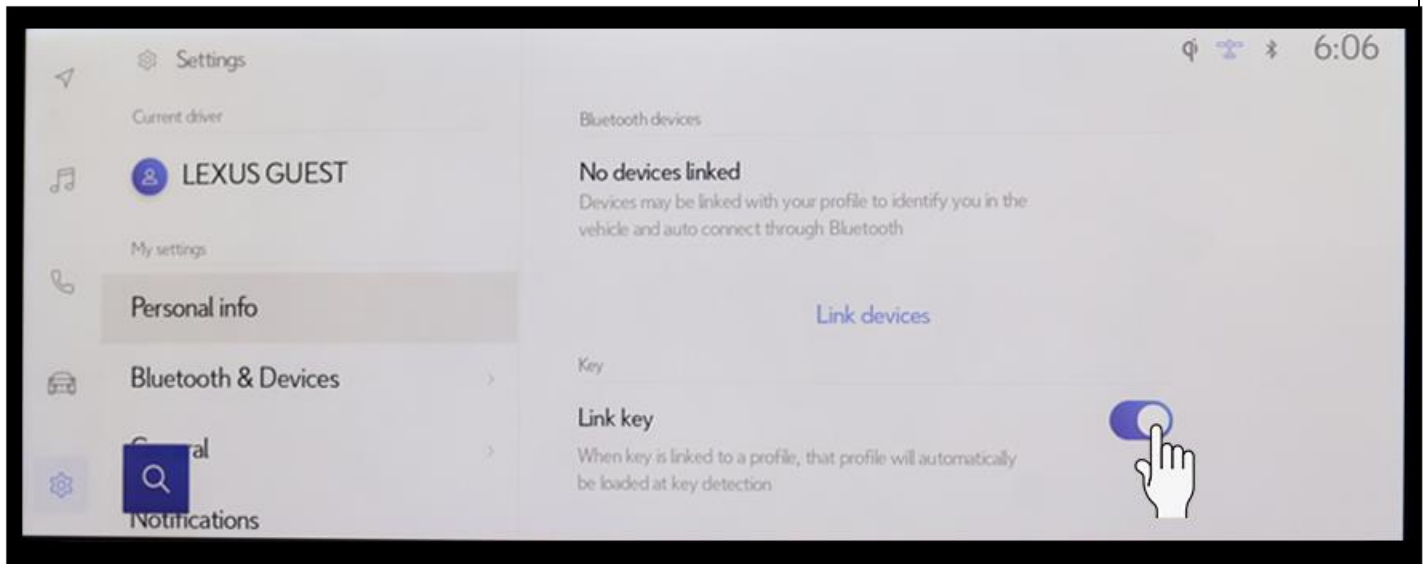
Subject	Market
<b>User Profile Inoperative - Guest Profile Loaded At IG-ON</b>	USA
Applicability	
All Applicable Models	

**RECOMMENDATIONS**

3. Select "Personal info" from the "My Settings" menu, then scroll down to the "Key" section.



4. Toggle "Link Key" to the "ON" position.



**LINK REFERENCES**

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

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Expires on 11/28/2022

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