

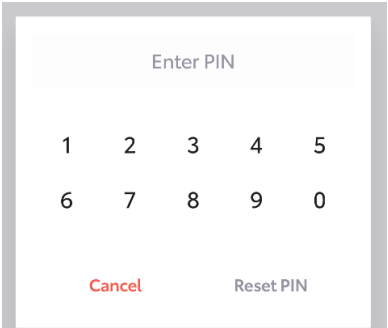
Subject		Market
PIN Pop-up Message		USA
Service Category	Section	
Audio/Visual/Telematics	Outline-Audio/Visual/Telematics	
Applicability		
Applicable Models		

APPLICABLE VEHICLES

2022	NX250	2022	NX350H
2022	NX350	2022	NX450H+
2022	LX600		

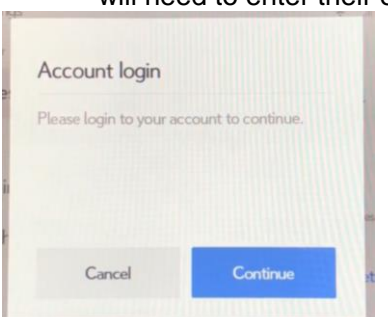
CONDITION

Some 2022MY NX or LX drivers may experience a PIN prompt while driving, this issue occurs as a result of the security token with the server expiring. If this token expires when the vehicle does not have adequate cell reception, then the pin prompt will repeatedly pop-up. Please follow the recommendation below to apply the workaround.



RECOMMENDATIONS

1. Move the vehicle to an area with adequate cell reception.
2. Stop the vehicle and place the vehicle in Park (Park position is required and the pin token refresh will fail if it is in any other drive mode)
3. Enter the correct PIN.
4. If the PIN is entered incorrectly or not in Park more than three times, this will lock the account and the user will need to enter their email and password associated with the account.



LINK REFERENCES

This Tech Tip does not contain any link references