 LEXUS   **Tech Tip   L-TT-0306-21**   March 23, 2022

Subject	Market
User Profile Inoperative - Guest Profile Loaded At IG-ON	USA

Service Category	Section
Audio/Visual/Telematics	Audio/Video

Applicability
All Applicable Models

APPLICABLE VEHICLES

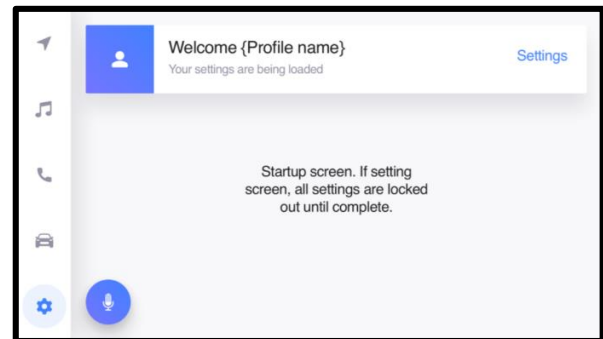|			
2022	NX250	2022	NX350H
2022	NX350	2022	NX450H+

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.
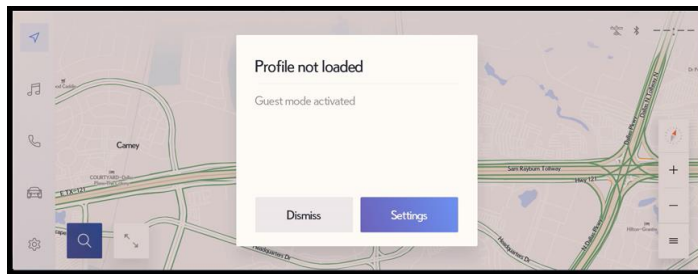
Error Message   **Welcome Banner**

If the vehicle displays the error message, and/or the user is not able to observe welcome banner with their profile name on the screen, follow the recommendations below to apply the workaround.

RECOMMENDATIONS

During PDI, or upon guest's complaint, perform the steps below as "best practices" to support the User Profile loading.

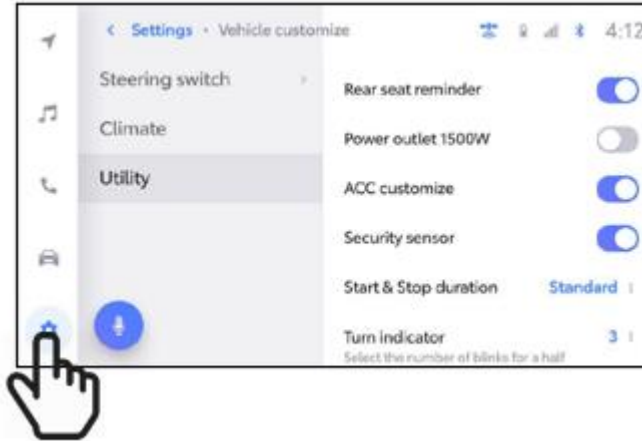**Verify and leave the ACC Customize feature in the ON position.**

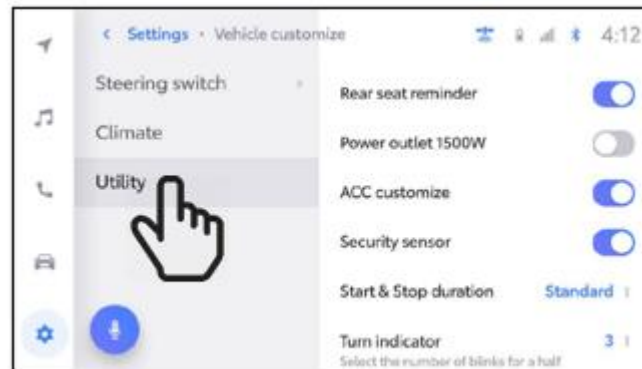1. Press Engine START switch to the ON position (ON mode).

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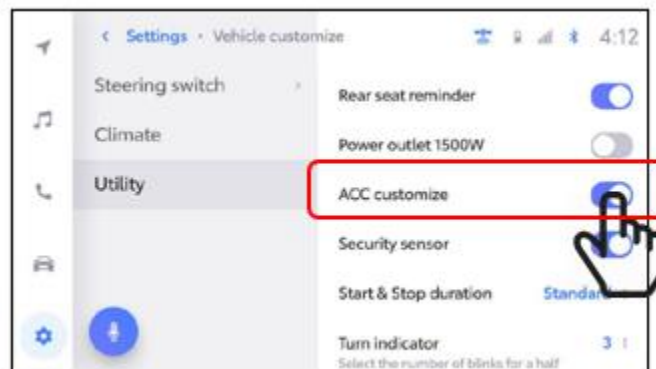|		
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RECOMMENDATIONS

2. Enter the Settings menu (Gear Icon)

3. Select Utility

4. If not already ON, change the setting to ON (toggle at right with blue background).

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RECOMMENDATIONS

Disable the Remote Park feature on the vehicle if equipped (NX350h &450h+ only)

1. Start the vehicle or set to ACC ON
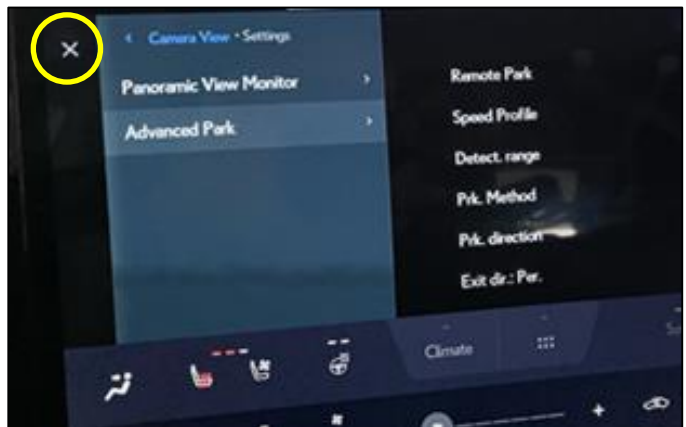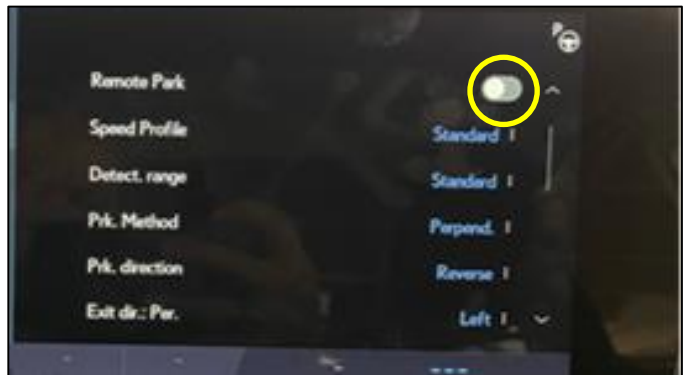
2. Press the Advanced Park switch

3. Press the Advanced Park settings button

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4. Toggle the Remote Park indicator to OFF (Blue is ON, grey is OFF)

5. Exit by pressing the "X" at top left of the screen

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RECOMMENDATIONS

6. Press Advanced Park Button

7. Confirm the Remote Park button is no longer present

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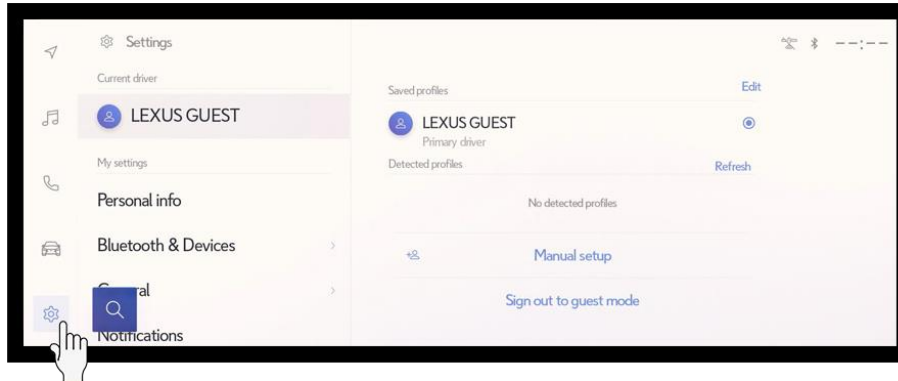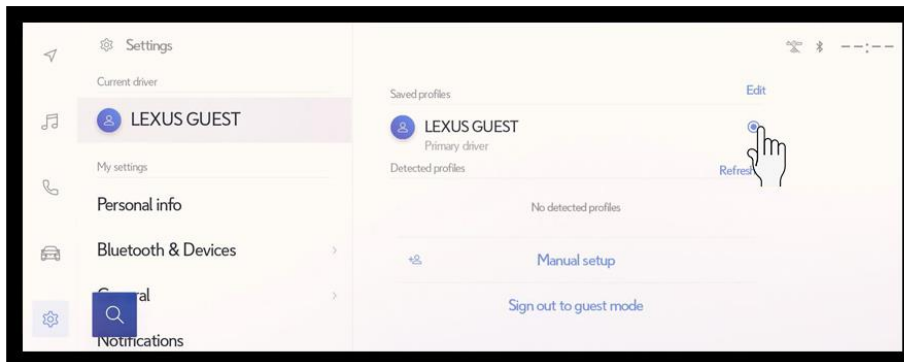| Subject		Market
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RECOMMENDATIONS

**Verify that the intended User Profile is linked to the specific Smart Key FOB**

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.
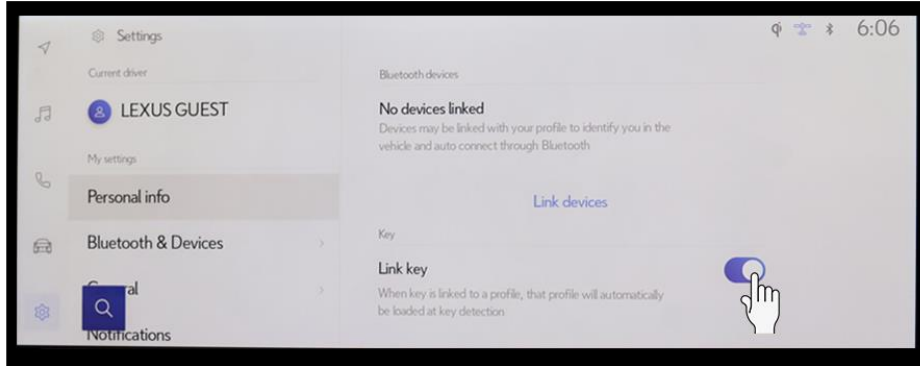

3. Select "Personal info" from the "My Settings" menu, then scroll down to the "Key" section.
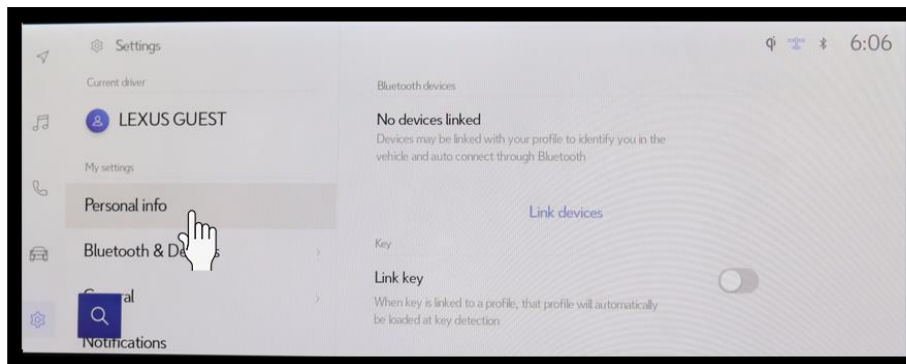
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RECOMMENDATIONS

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

Confirm the intended User Profile was loaded automatically

1. Have the saved profile loaded, then turn IG OFF
2. Exit the vehicle and close the door
3. Lock the vehicle
4. Wait 1-2 minutes
5. Unlock vehicle with the linked key fob
6. Enter the vehicle
7. Turn IG ON
8. Observe HU screen (welcome banner)
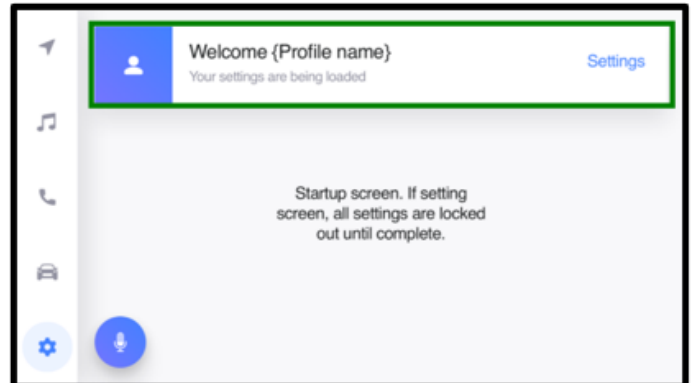
LINK REFERENCES

This Tech Tip does not contain any link references