

Subject

**iPhone Error Message when using Entune Application**

Market

**USA**

Service Category

**Audio/Visual/Telematics**

Section

**Audio/Video**

Applicability

**Models with AVN/DNE Entune Systems**
**APPLICABLE VEHICLES**

2012-2013	Camry	2012-2013	Prius
2012-2013	Tundra	2012-2013	Sienna
2013	Venza	2012-2013	Prius PHV
2012-2013	Prius V	2013	Land Cruiser
2012-2013	Sequoia	2012-2013	Camry HV

**CONDITION**

Some Phone iOS 5 customers with **Denso Premium HDD Navigation (AVN)** or **Display Navigation w/Entune (DNE)** headunits may experience an error message when they attempt to use the Entune application. This error message will state that an application must be running on the phone to use the services.

**RECOMMENDATIONS**

- Upgrade the iPhone software to iOS 6 to improve connection stability.
- If you do not wish to upgrade or cannot upgrade, this error can be resolved by powering the phone OFF and ON.
- To avoid the issue as much as possible in the future, a 12V USB adapter may be used for charging the iPhone.
- If the error ever occurs again, power the phone OFF and ON, and reconnect the device to the vehicle.

**LINK REFERENCES**

This Tech Tip does not contain any link references.