

Subject:

# Bluetooth Connectivity for Apple Devices Upgraded to iOS 8.0.X

Market:

USA

Service Category:

Audio/Visual/Telematics

Section:

Cellular Communication

Applicability:

All Models with Bluetooth

## APPLICABLE VEHICLES

2007-2015	Camry	2011-2014	FJ Cruiser
2008-2015	Highlander	2004-2015	Prius
2007-2015	Tundra	2007-2015	Sienna
2013-2015	Avalon HV	2012-2014	RAV4 EV
2012-2015	Prius V	2004-2011, 2013-2015	Land Cruiser
2010-2015	4Runner	2008-2015	Sequoia
2010-2015	Avalon	2009-2015	RAV4
2009-2015	Venza	2010, 2012-2015	Prius PHV
2012-2015	Yaris	2009-2015	Tacoma
2012-2015	Prius C	2008-2015	Highlander HV
2007-2015	Camry HV	2009-2015	Corolla

## CONDITION

Customer complains of various Bluetooth connectivity concerns after upgrading to iOS 8.0 and later. Conditions typically experienced include inability to pair the iPhone to the system, poor sound quality during phone calls placed through the audio/navigation system, and the inability to place a hands free phone call using the audio/navigation system.

## RECOMMENDATIONS

Apple has published a procedure which recommends adjustments to the iPhone's iCloud settings to help address this concern. Please reference <http://support.apple.com/kb/ht6473> for specific instructions.

It may be helpful to print Apple's instructions for the customer to follow. The steps are written below for your reference.

To resolve the issue, the customer will need to first sign in to iCloud and review their devices:

1. Sign in to iCloud on the iOS devices and Macs with OS X Yosemite (available this fall).
2. On one of the devices, tap Settings > Bluetooth and look under My Devices. You'll see all devices that are connected to Bluetooth, but make sure that you see your Apple devices that are signed in to iCloud and are using iOS 8 or OS X Yosemite.
3. Sign out of your iCloud account from any devices that you don't want to use. To sign out of iCloud on an iOS device, tap Settings > iCloud > Sign Out.

Subject

**Bluetooth Connectivity for Apple Devices Upgraded to iOS 8.0.X**

Market

USA

Applicability

**RECOMMENDATIONS**

Then, remove any inactive devices from iCloud:

1. Sign in to [iCloud.com](http://iCloud.com)
2. Select Find My iPhone.
3. Select any devices that aren't active anymore.
4. Wait for Find My iPhone to stop trying to find the inactive device.
5. You should see the option to remove this device from your account. Select it to remove the device.

After following the steps above, restart the device with the issue. Then try to use the iOS device with the audio/navigation system.

**LINK REFERENCES**

6. [Apple Support Knowledge Base Article](#)