

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

2015	RC350	2010-2012	HS250H
2013-2015	ES300H	2010-2015	IS250C
2007-2015	ES350	2006-2010	SC430
2008-2015	LS600H	2012	LFA
2007-2015	LS460	2007-2009	GX470
2010-2015	GX460	2010-2015	RX450H
2006-2015	IS250	2011-2015	CT200H
2007-2011, 2013-2015	GS350	2006-2015	IS350
2007-2015	RX350	2010-2015	IS350C
2008-2011	GS460	2007-2011, 2013-2015	GS450H
2008-2014	IS F	2008-2011, 2013-2015	LX570

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.

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Then, remove any inactive devices from iCloud:

1. Sign in to 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

This Tech Tip does not contain any link references