

Subject:

**Bluetooth Connection Drops during a Phone Call**

Market:

USA

Service Category:

Audio/Visual/Telematics

Section:

Cellular Communication

Applicability:

2014 IS 250/350

**APPLICABLE VEHICLES**

2014-2015

IS250

2014-2015

IS350

**CONDITION**

Customer complains that the Bluetooth connection is dropped during their phone call. Customer will notice the phone call has changed to handset mode on the phone and vehicle display shows a slash through the Bluetooth icon.

Customer will also notice that their contacts cannot transfer from the phone into the vehicle.

**RECOMMENDATIONS**

Some phones (in particular company issued phones) have extra security which may prevent phone contact transfer. This can cause Bluetooth connectivity issues with certain phones.

**Method to confirm issue:**

- Pair a known good phone in customer's car that is the same phone model that the customer has, confirm phonebook transfer is successful.
- Delete "All personal data" in the vehicle.
- Delete all Bluetooth connections on the customer's phone.
- Re-pair customer's phone to the vehicle's Bluetooth system. If prompted on the phone make sure to allow contact transfer during the pairing process.
- Attempt phonebook transfer; confirm contacts are unable to transfer to the vehicle Bluetooth system.

**Method to resolve issue:**

Because this issue is caused by phone's security the customer will have to contact the corporate cell phone administrator and ask them to enable PBAP access (Phonebook Access Profile) for the phone.

**LINK REFERENCES**

This Tech Tip does not contain any link references