

Subject

# Diagnosis of Bluetooth Connectivity Complaints

Market

USA

Service Category

Audio/Visual/Telematics

Section

Cellular Communication

Applicability

All Vehicles Equipped with Bluetooth

## APPLICABLE VEHICLES

2010-2012	HS250H	2010-2014	IS250C
2007-2014	ES350	2005-2010	SC430
2008-2014	LS600H	2012	LFA
2007-2014	LS460	2005-2009	GX470
2010-2014	GX460	2004-2007	LX470
2010-2014	RX450H	2006-2014	IS250
2011-2014	CT200H	2007-2011, 2013-2014	GS350
2006-2008	RX400H	2006-2014	IS350
2007-2014	RX350	2010-2014	IS350C
2004-2006	LS430	2008-2011	GS460
2008-2014	IS F	2008-2011, 2013-2014	LX570

## CONDITION

Customers complain of Bluetooth connectivity concerns such as:

- Difficulty to pair the phone
- Intermittent Bluetooth failure to connect to the vehicle when first turning on the vehicle.
- Various Bluetooth Audio functions are no longer functioning with customer's phone such as ability to change the track using the steering wheel controls.

These concerns can be caused by changes made on the customer's phone. Make sure to inquire with the customer if the connectivity concerns occurred after receiving an operating system update on their phone or they have restored their phone data/settings recently.

## RECOMMENDATIONS

- Check for Tech Tips and Service Bulletins which may address certain Bluetooth concerns with the vehicle's multimedia system.
- Confirm known good phone in customer's vehicle. If known good phone experiences the same condition the vehicle system should be diagnosed using the vehicle's repair manual.
- If known good phone does not experience the condition in the customer's vehicle no repair should be attempted to the vehicle. The following steps can be performed to resolve the most common phone side issues.
  - Confirm if phone has been tested for phone compatibility by going to TIS homepage and Clicking on Lexus Bluetooth Compatibility Information link under Service Resources. If the phone did not pass compatibility testing for the customer's concern please explain the phone's limitation to the customer.

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**RECOMMENDATIONS**

- Disable and re-enable Bluetooth on the phone.
  
- Perform "Delete all personal data" on navigation/display audio equipped vehicles.
- Delete all Bluetooth paired devices on the customer's phone.
- Soft reset customer's phone or pull the battery out of the phone.
- If the condition continues to occur only with the customer's phone then the next step is recommended before handset replacement. **The customer should do this themselves as it will cause data loss on Android and full system reset on Apple devices. Customer should first backup their phone and data before proceeding.**
- For iOS 7.0 and later, the customer can go to Settings, General, Choose "Reset all Settings".
- For most Android phones, the customer can go to Settings, Backup and reset, "Factory data reset".
- Customer should first try Bluetooth operation before restoring their phone. If Bluetooth issues are resolved then some software setting or program was causing the concern. If condition is not resolved then the customer should contact the phone carrier or phone manufacturer for support.

**LINK REFERENCES**

1. [Bluetooth Compatibility](#)