

Subject **HD Traffic Function Check Tip** Market **USA**
 Service Category **Audio/Visual/Telematics** Section **Navigation/Multi Info Display**
 Applicability **Vehicles with Entune Plus and Premium**

APPLICABLE VEHICLES

2014	Highlander	2014	Camry
2014	Tundra	2014	RAV4
2014	Tacoma	2014	4Runner
2014	Sequoia	2014	Highlander HV
2014	Corolla	2014	Camry HV

CONDITION

2014MY vehicles equipped with Entune Plus and Entune Premium Audio System* may exhibit a condition which HD traffic is not being displayed.

*Note: Camry and Camry HV are 2014.5MY.

[Entune Plus]

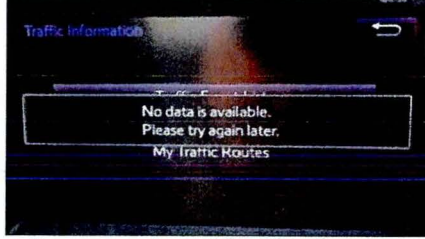


After pressing "Traffic" icon, Screen shows the message above.

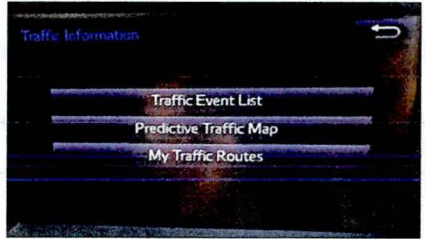
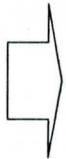


The screen goes back to icon screen.

[Entune Premium]



After pressing "Traffic Event List" Or "Predicted Traffic Map", Screen shows the message above.



The screen goes back to the screen above.

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RECOMMENDATIONS

Please follow the steps below for troubleshooting:

1. Make sure the vehicle is outside for good reception.

NEXT



2. Does HD traffic work after vehicle has been running for 20 minutes?

YES ► No problem with the vehicle. Return to the customer. Explain the data takes time to download or due to broadcast frequency.

NO



3. Does HD radio work?

Hint: Make sure to check Clear Channel Station with data service. It can be checked at ttwnetwork.com

NO ► Confirm HD coverage area. Drive to area which is covered. If it still does not work, replace the radio.

YES



4. Does GPS work?

**Hint: For Entune Premium, go to diagnostic screen for GPS signal.
For Entune Plus, swap with known good GPS antenna or use test GPS antenna.**

NO ► Check GPS connector and GPS antenna.

YES



5. Do like vehicles on the lot work?

YES ► Replace the radio.

NO



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6. Does HD weather work?

YES ► Disconnect battery. If it does not fix it, follow the procedure below.

NO ► Confirm HD coverage area. Drive to area which is covered. If it still does not work, contact TAS to report any possible Clear Channel broadcast issue.

NEXT ► END

LINK REFERENCES

This Tech Tip does not contain any link references

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