Subject
Bluetooth Connectivity or loss of SMS Text Message Functionality with phones running Android OS 4.4 and later

Market
USA

Service Category	Section
Audio/Visual/Telematics	Cellular Communication

Applicability
Models with Bluetooth Text Capability

APPLICABLE VEHICLES

2013-2016	Highlander	2012-2016	Camry
2012-2016	Prius	2012-2016	Tundra
2015-2016	Sienna	2016	Avalon HV
2016	Mirai	2012-2014	RAV4 EV
2016	Prius V	2013-2016	Land Cruiser
2012-2016	4Runner	2013-2016	Sequoia
2016	RAV4 HV	2013-2016	Avalon
2013-2016	RAV4	2013-2015	Venza
2012-2015	Prius PHV	2012-2016	Tacoma
2016	Prius C	2016	Highlander HV
2013-2016	Corolla	2016	Camry HV

CONDITION

Some customers may experience Bluetooth disconnections or loss of SMS Text Message Functionality on the navigation/audio system with Android phones running OS 4.4 or later. Condition tends to occur to customers who have many previous text messages on their phones.

RECOMMENDATIONS

1. First pair a known good iPhone or other Android phone running OS 4.3 or earlier.
2. Operate the known good phone and confirm it does not experience the customer complaint to confirm vehicle system is operating normally.
3. If known good phones above operate normally when connected to the navigation/audio system then the condition is likely unique to Android OS 4.4 and later.

There are two options to address the condition with customer's phone:
1) For customers who do not use SMS Text functionality in the navigation system, it is recommended to do the following:
   - Delete the Bluetooth pairing on the navigation system and on the phone.
   - Restart the phone (Push and hold power button until pop up screen appears).
   - Pair the phone to the navigation system.
   - During the pairing process the phone will ask "XXX is requesting permission to connect to your messages". Make sure to check the "Do not ask again" checkbox and to select the "No" button.
   - Other pop ups on the phone can be accepted or rejected.

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- Confirm normal Bluetooth operation.

2) For customers who do use SMS Text Functionality in the navigation system, it is recommended to do the following:

- Get customer's approval to backup and then delete old text messages.
- Install 3rd party SMS Text application which supports SMS backup (Ex. SMS Backup & Restore, Super Backup). Backup old texts using Backup application.
- Have customer delete most or all old SMS texts in the phone SMS text application (usually called "Messaging"). Some carrier SMS messaging Apps have an option to automatically delete old text messages.
- Restart the phone (Push and hold power button until pop up screen appears).
- Confirm normal Bluetooth operation.

LINK REFERENCES

This Tech Tip does not contain any link references