

Subject

**Phone Call History Deletion**

Market

USA

Service Category

Audio/Visual/Telematics

Section

Cellular Communication

Applicability

All Gen 7 Navigation Systems

**APPLICABLE VEHICLES**

2013-2014	ES300H	2013-2014	IS250C
2013-2014	ES350	2013-2014	LS600H
2013-2014	LS460	2013-2015	RX450H
2013-2014	IS250	2013-2014	GS350
2013-2014	CT200H	2013-2014	IS350
2013-2015	RX350	2013-2014	IS350C
2013-2014	IS F	2013-2014	GS450H
2013-2015	LX570		

**CONDITION**

The customer is unable to delete their call history or contacts from the vehicle. The "delete" soft button on the multi-information display is greyed out and not selectable.

**RECOMMENDATIONS**

**HINT:** By default, the customer's cell phone automatically syncs to the vehicle's system and downloads the call history/contacts from their phone on all phones which support PBAP (Phonebook Access Profile). This profile is present in nearly every phone running Bluetooth 2.0 or greater.

You will have to disable the vehicle's automatic download feature in order to delete call history or contacts using the multimedia system.

To disable the automatic download, enter this sequence into the multimedia system:

Setup → Phone → Phonebook → Manage Contacts

Once you are in the Manage Contacts menu, Turn "Automatically Download Call History" off to enable the ability to delete call history in the vehicle, and turn "Automatically Download Contacts" off to enable the ability to delete contacts in the vehicle.

**LINK REFERENCES**

This Tech Tip does not contain any link references