

Subject

[All Head Units] Connectivity Issues After iPhone Software Update to iOS9

Market

USA

Service Category

Audio/Visual/Telematics

Section

Audio/Video

Applicability

All Models

APPLICABLE VEHICLES

2004-2016	Camry	2007-2014	FJ Cruiser
2008-2016	Highlander	2009-2016	Prius
2005-2016	Tundra	2005-2016	Sienna
2008-2014	Matrix	2013-2016	Avalon HV
2015-2016	Land Cruiser	2012-2016	Prius V
2005-2016	4Runner	2005-2016	Sequoia
2005-2016	Avalon	2006-2016	RAV4
2009-2016	Venza	2006-2016	Yaris
2009-2016	Tacoma	2007-2008, 2010	Solara
2008-2016	Highlander HV	2007-2016	Camry HV
2009-2016	Corolla		

CONDITION

Customers may experience connectivity issues when the following conditions are met:

- The customer's iPhone is operating on iOS9 firmware.
- The customer's iPhone is connected to the vehicle via Bluetooth.

The customer may complain of the following issues:

- When receiving two incoming calls simultaneously, both calls are ended automatically.
- iTunes Radio app does not play via Bluetooth audio.
- Podcast and Audiobook media playback is inoperative via Bluetooth audio.

RECOMMENDATIONS

The issues listed above are under investigation and will be fixed in a future iOS firmware update.

Measures can be taken to minimize customer inconvenience as listed below:

- iTunes Radio app does not play via Bluetooth audio.
 - Temporary fix: Start the iTunes Radio app before Bluetooth establishes a connection.
- Podcast and Audiobook media playback is inoperative via Bluetooth audio.
 - Temporary fix: Play the media via USB.

LINK REFERENCES

This Tech Tip does not contain any link references

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