

Subject		Market	
<b>Diagnosis of Microphone Connection</b>		<b>USA</b>	
Service Category		Section	
Audio/Visual/Telematics		Cellular Communication	
Applicability			
13CY Audio Systems			

**APPLICABLE VEHICLES**

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

**CONDITION**

For customer concerns of no or poor outgoing sound from the Bluetooth systems there are diagnostics in the repair manual which can be performed to diagnose the condition.

**RECOMMENDATIONS**

When diagnosing potential concerns with the vehicle’s microphone, in the repair manual go to the problem symptoms table for the audio system and follow the diagnostics for “Other caller cannot hear your voice, or your voice is distorted”.

For vehicles equipped with the navigation system go to the problem symptoms table and follow the diagnostics for “Caller’s voice (your voice) is interrupted by noise or sound quality is poor”.

An example of the problem symptoms table for the 2016 Camry Navigation System is shown below.

Caller's voice (your voice) is interrupted by noise or sound quality is poor	Check the transmitting voice volume (if it is too high, voice may sound distorted)
	Check that nothing can cause noise around the microphone (an outlet of the air conditioning system facing the microphone, wind from an open window, additional devices, etc. may affect noise occurrence)
	Proceed to "Check Hands-free Voice Quality Setting" in Operation Check
	Proceed to "Cellular Phone Inspection"
	Proceed to "Microphone Circuit between Microphone and Navigation Receiver Assembly"
	Navigation receiver assembly

**LINK REFERENCES**

Subject

**Diagnosis of Microphone Connection**

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Applicability

This Tech Tip does not contain any link references

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