

Subject		Market	
Bluetooth Connectivity or loss of SMS Text Message Functionality with phones running Android OS 4.4 and later		USA	
Service Category		Section	
Audio/Visual/Telematics		Cellular Communication	
Applicability			
Models with Bluetooth Text Capability			

APPLICABLE VEHICLES

2013-2017	Highlander	2012-2017	Prius
2015-2017	Sienna	2012-2017	Tundra
2016-2017	Mirai	2012-2014	RAV4 EV
2013-2017	Land Cruiser	2012-2017	4Runner
2013-2017	Sequoia	2013-2017	Avalon
2017	RAV4 HV	2013-2015	Venza
2017	Prius Prime	2012-2017	Tacoma
2016-2017	Yaris	2016-2017	Yaris SD MEX-Prod
2013-2017	Corolla	2012-2017	Camry
2013-2017	Avalon HV	2017	Prius V
2013-2017	RAV4	2016-2017	Yaris R
2012-2015	Prius PHV	2012-2017	Prius C
2014-2017	Highlander HV	2012-2017	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.

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- 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.
 - 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