

<small>Subject:</small>	Diagnosis of Bluetooth® Connectivity Complaints		<small>Market:</small>	USA
<small>Service Category:</small>	Audio/Visual/Telematics	<small>Section:</small>	Cellular Communication	
<small>Applicability:</small>	All Models Equipped with Bluetooth			

APPLICABLE VEHICLES

2004-2017	Highlander	2004-2017	Prius
2006-2017	Sienna	2007-2017	Tundra
2016-2017	Mirai	2012-2014	RAV4 EV
2004-2011, 2013-2017	Land Cruiser	2006-2017	4Runner
2006-2017	Sequoia	2009-2017	Avalon
2016-2017	RAV4 HV	2009-2015	Venza
2013-2017	Yaris	2009-2017	Tacoma
2009-2017	Corolla	2007-2017	Camry
2011-2014	FJ Cruiser	2009-2014	Matrix
2016-2017	Avalon HV	2016-2017	Prius V
2009-2017	RAV4	2010, 2012-2015	Prius PHV
2016-2017	Prius C	2006-2008, 2010	Solara
2016-2017	Highlander HV	2016-2017	Camry HV

CONDITION

Some customers may encounter Bluetooth® connectivity concerns such as:

- Difficulty to pair the phone.
- Intermittent Bluetooth® failure to connect to the vehicle when first turning on the vehicle.
- Various Bluetooth® Audio functions are no longer functioning with customer's phone such as ability to change the track using the steering wheel controls.

These concerns can be caused by changes made on the customer's phone. Make sure to inquire with the customer if the connectivity concerns occurred after receiving an operating system update on their phone or if they have restored their phone data/settings recently.

RECOMMENDATIONS

- Check for Tech Tips and TSBs which may address certain Bluetooth® concerns with the vehicle's multimedia system.
- Confirm known good phone in customer's vehicle. If known good phone experiences the same condition, the vehicle system should be diagnosed using the vehicle's repair manual.
- If known good phone does not experience the condition in the customer's vehicle, no repair should be attempted to the vehicle. The following steps can be performed to resolve the most common phone side issues.
 - Confirm if phone has been tested for phone compatibility by going to TIS homepage and Clicking on Toyota Bluetooth® Compatibility Information link under Service Resources. If the phone did not pass compatibility testing for the customer's concern please explain

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the phone's limitation to the customer.

- Disable and re-enable Bluetooth® on the phone.
- Perform "Delete all personal data" on navigation/display audio equipped vehicles.
- Delete all Bluetooth® paired devices on the customer's phone.
- Soft reset customer's phone or pull the battery out of the phone.
- If the condition continues to occur only with the customer's phone then the next step is recommended before handset replacement. **The customer should do this themselves as it will cause data loss on Android and full system reset on Apple devices. Customer should first backup their phone and data before proceeding.**
- For iOS 7.0 and later, the customer can go to Settings, General, Choose "Reset all Settings"
- For most Android phones, the customer can go to Settings, Backup and reset, "Factory data reset".
- For newer Samsung phones the settings screen is divided into Tabs. The customer can go to Settings, scroll right over to the Personal tab, choose Backup and reset, then "Factory data reset".
- Customer should first try Bluetooth® operation before restoring their phone. If Bluetooth® issues are resolved then some software setting or program was causing the concern. If condition is not resolved then the customer should contact the phone carrier or phone manufacturer for support.

LINK REFERENCES

- [Entune Reference Documents](#)