

Subject		Market	
Diagnosis of Microphone Connection		USA	
Service Category		Section	
Audio/Visual/Telematics		Cellular Communication	
Applicability			
13CY and 13.5CY Audio Systems			

APPLICABLE VEHICLES

2014-2017	Camry	2014-2017	Highlander
2016-2017	Prius	2014-2017	Tundra
2015-2017	Sienna	2015-2017	Avalon HV
2016-2017	Mirai	2016-2017	Land Cruiser
2015-2017	Prius V	2014-2017	4Runner
2015-2017	Sequoia	2017	iA
2016-2017	RAV4 HV	2015-2017	Avalon
2014-2017	RAV4	2017	iM
2014-2017	Tacoma	2017	Prius Prime
2015-2017	Prius C	2014-2017	Highlander HV
2014-2017	Camry HV	2014-2017	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

Market

USA

Applicability

This Tech Tip does not contain any link references