

Multimedia and Bluetooth Diagnosis

Service Category Audio/Visual/Telematics

Section Cellular Communication

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2018	Camry, Camry HV, Sienna	

Introduction

Some 2018 model year Camry, Camry HV, and Sienna vehicles may exhibit Bluetooth® connectivity conditions with the multimedia system. This Service Bulletin is a diagnostic supplement to help determine the cause of the Bluetooth® connectivity conditions.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
N/A	Not Applicable to Warranty	–	–	–	–

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream 2.0*	ADE	TS2UNIT	1
Techstream Lite		TSLITEPDLR01	
Techstream Lite (Green Cable)		TSLP2DLR01	

* Essential SST.

NOTE

- Only ONE of the Techstream units listed above is required.
- Software version 12.20.024 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

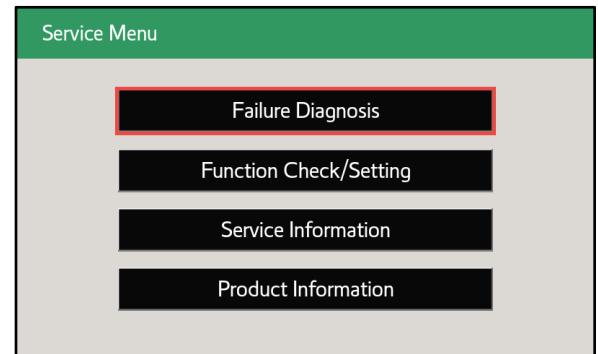
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Diagnostic Procedure

Use the following procedure to retrieve and read the vehicle's Bluetooth® connection history.

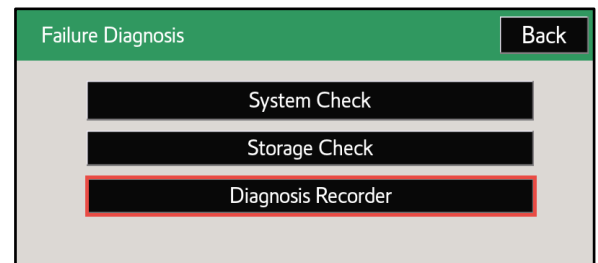
1. Start the vehicle.
2. Enter the Service Menu by pressing and holding the Audio button and cycling the headlights ON and OFF three times.
3. Select Failure Diagnosis.

Figure 1.



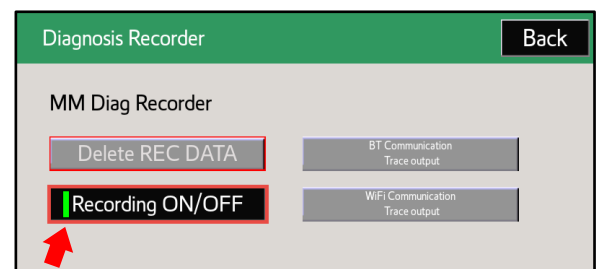
4. Select Diagnosis Recorder.

Figure 2.



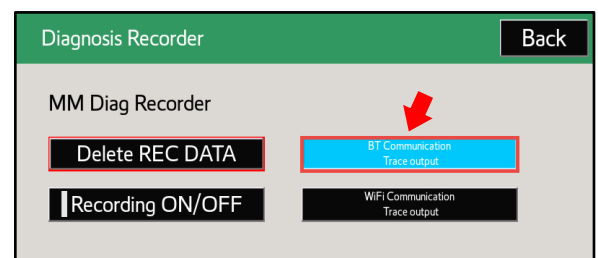
5. Select Recording ON/OFF so that the green indicator turns white.

Figure 3.



6. Select and hold BT Communication Trace Output.

Figure 4.

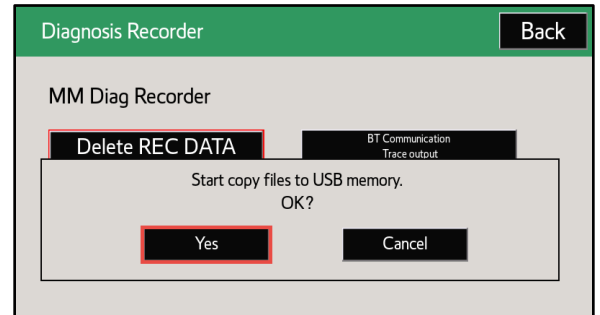


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Diagnostic Procedure (continued)

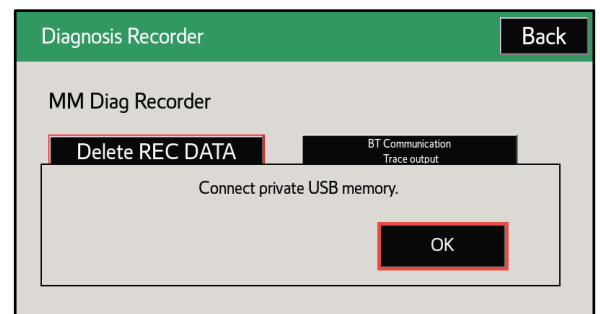
7. Insert a blank USB flash drive.
8. Select Yes on the “Start copy files to USB memory. OK?” pop-up.

Figure 5.



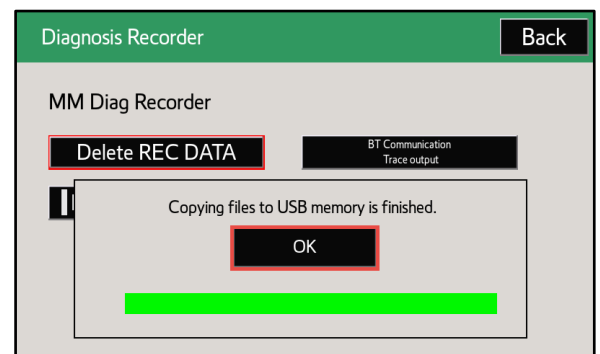
9. Select OK on the “Connect private USB memory.” pop-up.

Figure 6.



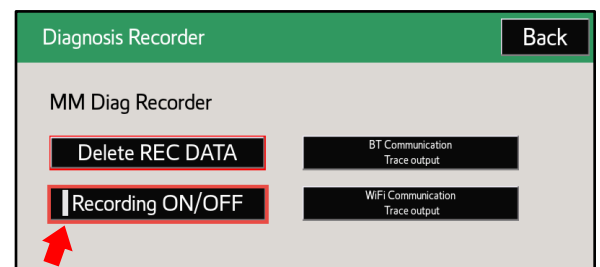
10. Select OK AFTER the files finish copying to the USB flash drive.

Figure 7.



11. Select Recording ON/OFF so that the white indicator turns green.

Figure 8.

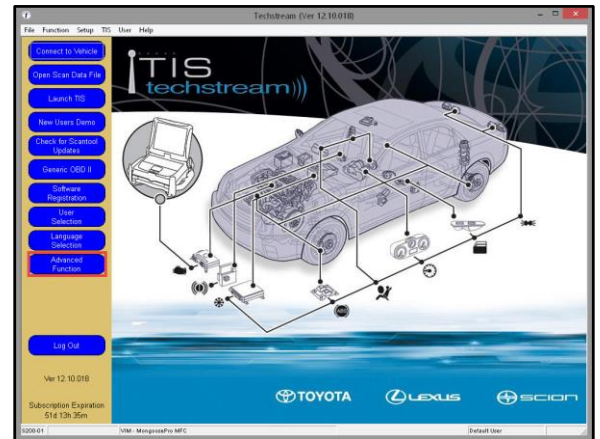


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Diagnostic Procedure (continued)

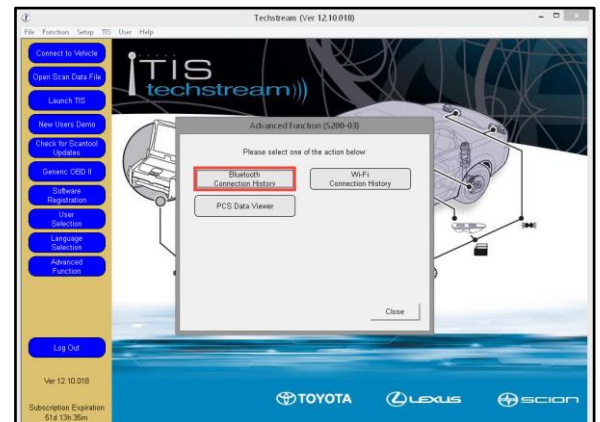
12. Turn OFF the vehicle, remove the USB flash drive, and connect the USB flash drive to Techstream.
13. From Techstream, select Advanced Function.

Figure 9.



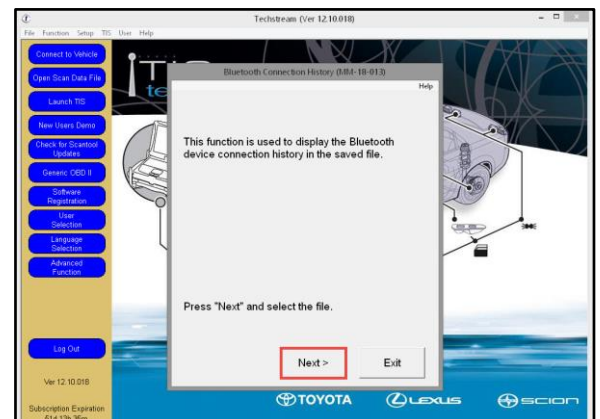
14. Select Bluetooth Connection History in the Advanced Function pop-up.

Figure 10.



15. Select Next in the Bluetooth Connection History pop-up.

Figure 11.

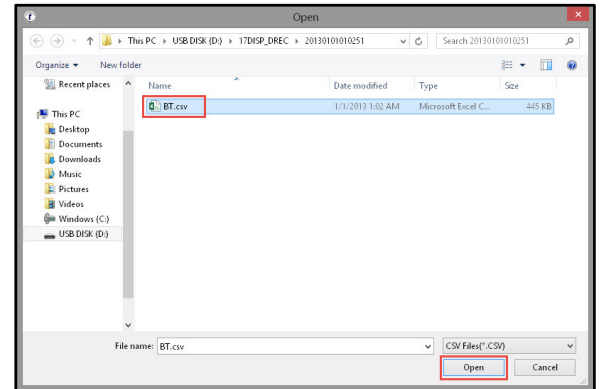


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Diagnostic Procedure (continued)

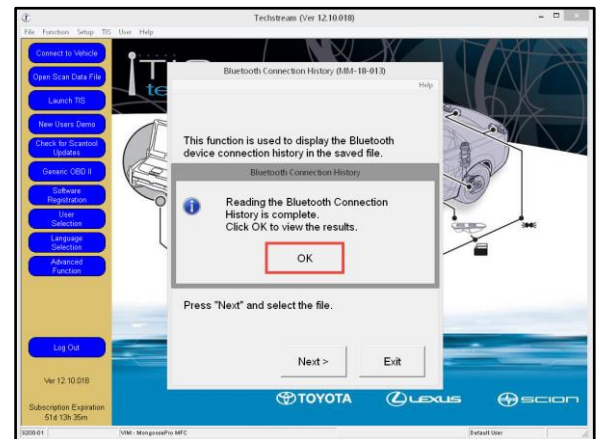
- Open the BT.csv file on the USB flash drive.

Figure 12.



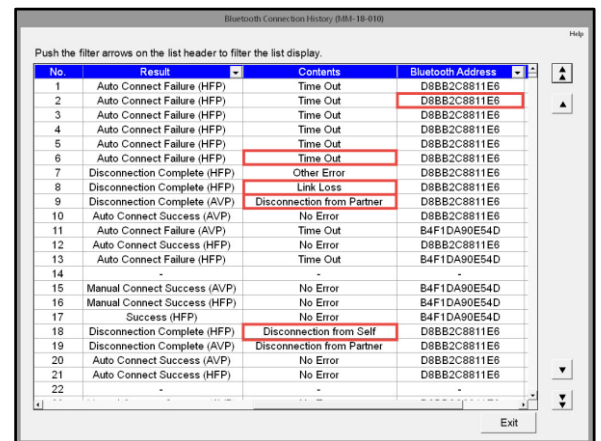
- Select OK on the Bluetooth Connection History pop-up.

Figure 13.



- Use the scroll bar at the bottom of the window to see the Results, Contents, and Bluetooth Address columns.

Figure 14.



NOTE

Contents column:

- Time Out – Request from the head unit to the device has timed out without any response from the device.
- Link Loss – Disconnection occurred, usually because device became out of range.
- Disconnection from Self – The head unit ended the Bluetooth® connection to the device.
- Disconnection from Partner – The device ended the Bluetooth® connection to the head unit.