

Subject <b>Entune/Scout Diagnostic Supplement</b>		Market <b>USA</b>
Service Category <b>Audio/Visual/Telematics</b>	Section <b>Navigation/Multi Info Display</b>	
Applicability <b>All Applicable Models</b>		

**APPLICABLE VEHICLES**

2018-2019	Camry	2019	Avalon
2018-2019	Sienna	2019	Avalon HV
2018-2019	Camry HV		

**CONDITION**

Some customers may experience issues using Entune™ or Scout functions of the head unit. The following is a diagnostic supplement to assist in understanding how to diagnose this system.

**RECOMMENDATIONS**

1. Verify the customer is using an Entune™ 3.0 app and Scout GPS Link on their device. If not, have the customer install the correct app(s).
2. Verify the customer’s phone is up to date with the latest operating system.
3. Verify the customer is using the original cable that came with their phone (charge only cables will not allow moving maps to function properly).
4. Verify the customer is connecting the device via USB when attempting to use Scout moving maps.
5. Verify the Scout GPS Link app is running in the foreground (on the screen) of the phone when attempting to use Scout moving maps.
6. Verify Enhanced Mode is enabled on the head unit. (Menu → Setup → Entune™ App Suite → Connect USB in Enhanced Mode)
7. Verify Scout app has location settings set to “While Using” or “Always” on the phone.
8. Verify Location settings are turned on, on the phone.



**LINK REFERENCES**

This Tech Tip does not contain any link references