ΤΟΥΟΤΑ

Tech Tip T-TT-0498-18

Audio/Visual/Telematics

Navigation/Multi Info Display

Applicability All Applicable Models

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.

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N. Asselta		7	Location While Using >	8	Contacts	
J* Audio	Auto Detect iPhone App On	99	Contacts	0	Location	
Phone	Connect USB in enhanced mode. On		Siri & Search Search & Siri Suggestions	Ļ	Microphone	
ශ් Voice	App Catalog		Notifications		Phone	
📾 Vehicle			Badges, Sounds, Banners	-		
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Entune App Suite	Default	((T))	Cellular Data		Storage	8

LINK REFERENCES

This Tech Tip does not contain any link references	

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May 15, 2018

USA