

Subject <b>Voice Recognition Inoperative and Abnormal Entune Operation</b>		Market USA
Service Category Audio/Visual/Telematics	Section Navigation/Multi Info Display	
Applicability All Applicable Models		

**APPLICABLE VEHICLES**

2016-2017	Camry	2016-2018	RAV4 HV
2016-2018	RAV4	2017-2018	Prius C
2017-2018	Corolla	2016-2017	Camry HV

**CONDITION**

Some customers may experience a voice recognition inoperative condition or abnormal Entune™ operation after performing an Entune™ update.

**RECOMMENDATIONS**

Do not replace the radio for this condition. To correct this condition Entune™ needs to be uninstalled from the head unit and reinstalled. Perform the following to procedure to delete Entune™ and then reinstall the Entune App Suite.

1. On Head Unit - Setup > General > Delete Personal Data
2. On Phone, go to settings to add Bluetooth device
3. On Head Unit, go to Bluetooth > Add
4. On Phone, hit connect to establish Bluetooth connection
5. Vehicle ignition ACC OFF/ON
6. On Phone, ensure Entune is running
7. On Head Unit, confirm automatically prompted for Head Unit update and accept update
8. Confirm Voice Recognition works

**LINK REFERENCES**

This Tech Tip does not contain any link references