

Subject		Market	
<b>Diagnosis of Bluetooth® Connectivity Complaints</b>		USA	
Service Category		Section	
Audio/Visual/Telematics		Cellular Communication	
Applicability			
Models Equipped with Bluetooth			

**APPLICABLE VEHICLES**

2004-2019	Highlander	2004-2019	Prius
2006-2019	Sienna	2007-2019	Tundra
2016-2019	Mirai	2012-2014	RAV4 EV
2004-2011, 2013-2019	Land Cruiser	2006-2019	4Runner
2006-2019	Sequoia	2017-2018	iA
2009-2019	Avalon	2016-2019	RAV4 HV
2009-2016	Venza	2013-2019	Yaris
2017-2019	Prius Prime	2009-2019	Tacoma
2016-2019	Yaris SD MEX-Prod	2009-2019	Corolla
2011-2014	FJ Cruiser	2007-2019	Camry
2009-2014	Matrix	2013-2019	Avalon HV
2012-2017	Prius V	2016-2019	Yaris R
2009-2019	RAV4	2017-2018	iM
2012-2015	Prius PHV	2012-2019	Prius C
2017-2019	Yaris THAI-Prod	2006-2019	Highlander HV
2007-2019	Camry HV		

**CONDITION**

Some customers may encounter Bluetooth® connectivity concerns such as:

- Difficulty to pair the phone.
- Intermittent Bluetooth® failure to connect to the vehicle when first turning on the vehicle.
- Various Bluetooth® Audio functions are no longer functioning with customer's phone such as ability to change the track using the steering wheel controls.

These concerns can be caused by changes made on the customer's phone. Make sure to inquire with the customer if the connectivity concerns occurred after receiving an operating system update on their phone or if they have restored their phone data/settings recently.

**RECOMMENDATIONS**

- Check for Tech Tips and TSBs which may address certain Bluetooth® concerns with the vehicle's multimedia system.
- Confirm with known good phone in customer's vehicle. If known good phone experiences the same condition, the vehicle system should be diagnosed using the vehicle's repair manual.
- If known good phone does not experience the condition in the customer's vehicle, no repair should be attempted to the vehicle. The following steps can be performed to resolve the most common phone side issues.
  - Confirm if phone has been tested for phone compatibility by going to TIS homepage and Clicking on Toyota Bluetooth® Compatibility Information link under Service Resources. If

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**RECOMMENDATIONS**

the phone did not pass compatibility testing for the customer’s concern please explain the phone’s limitation to the customer.

- Disable and re-enable Bluetooth® on the phone.
- Perform “Delete all personal data” on navigation/display audio equipped vehicles.
- Delete all Bluetooth® paired devices on the customer’s phone.
- Soft reset customer’s phone or pull the battery out of the phone.
- If the condition continues to occur only with the customer’s phone then the next steps are recommended before handset replacement. **The customer should do this themselves as this will cause their customizations/network connections to be lost.**
  - For iOS 7.0 and later, the customer can go to Settings, General, Reset, Choose “Reset all Settings”
  - For most Android devices running 6.0 and later the customer can go to Settings, Backup and reset, “Reset settings”. For older devices which do not have this option you will have to skip this step.
  - For newer Samsung phones the settings screen is divided into Tabs. The customer can go to Settings, scroll right over to the Personal tab, choose Backup and reset, then “Reset settings”.
- If the condition continues to occur only with the customer’s phone then the only step left before handset replacement is full system reset. **The customer should do this themselves as it will cause data full loss on both Android and Apple devices. Customer should first backup their phone and data before proceeding.**
  - For iOS 8.0 and later, the customer can go to Settings, General, Reset, Choose “Erase all Content and Settings”
  - For most Android phones, the customer can go to Settings, Backup and reset, “Factory data reset”.
  - For newer Samsung phones the settings screen is divided into Tabs. The customer can go to Settings, scroll right over to the Personal tab, choose Backup and reset, then “Factory data reset”.
- Customer should first try Bluetooth® operation before restoring their phone. If Bluetooth® issues are resolved then some software setting or program was causing the concern. If condition is not resolved then the customer should contact the phone carrier or phone manufacturer for support.

**LINK REFERENCES**

This Tech Tip does not contain any link references