Subject		Market
Apple CarPlay Inoperative		USA

Service Category	Section
Audio/Visual/Telematics	Cellular Communication

Applicability
All Applicable Models

APPLICABLE VEHICLES

2019	Camry	2019	RAV4 HV
2019	Avalon	2019	Sienna
2019	RAV4	2019	Avalon HV
2019	Corolla Hatchback	2019	C-HR
2019	Camry HV		

CONDITION

Some customers may complain of Apple CarPlay® inoperative or switching to iPod® when connecting their phone via the USB cable. The following are steps to verify the customer's equipment and settings to verify the compatibility and usage of this feature.

RECOMMENDATIONS

1. Verify the USB cable is a genuine Apple® cable and is in good condition.
2. Verify the customer is using a compatible iPhone® (iPhone® 5 and newer)
3. If the customer's device does not have the "CarPlay" under Settings → General, verify the phone is up-to-date. If this does not make the selection appear, the phone may need to force restart the device (see link to procedure on 2nd page).
4. Verify that Apple CarPlay® is switched to ON in the General Settings menu.
5. Verify that the Siri® settings are enabled on the customer's iPhone®
   A. Go to the settings menu on the customer's device
   B. Go to "Siri & Search"
   C. Verify "Siri" setting is ON
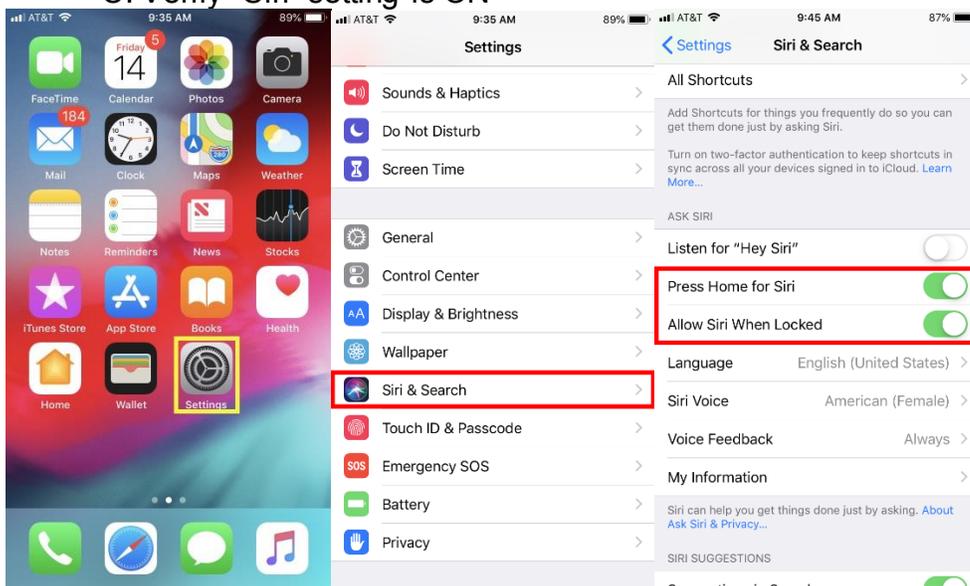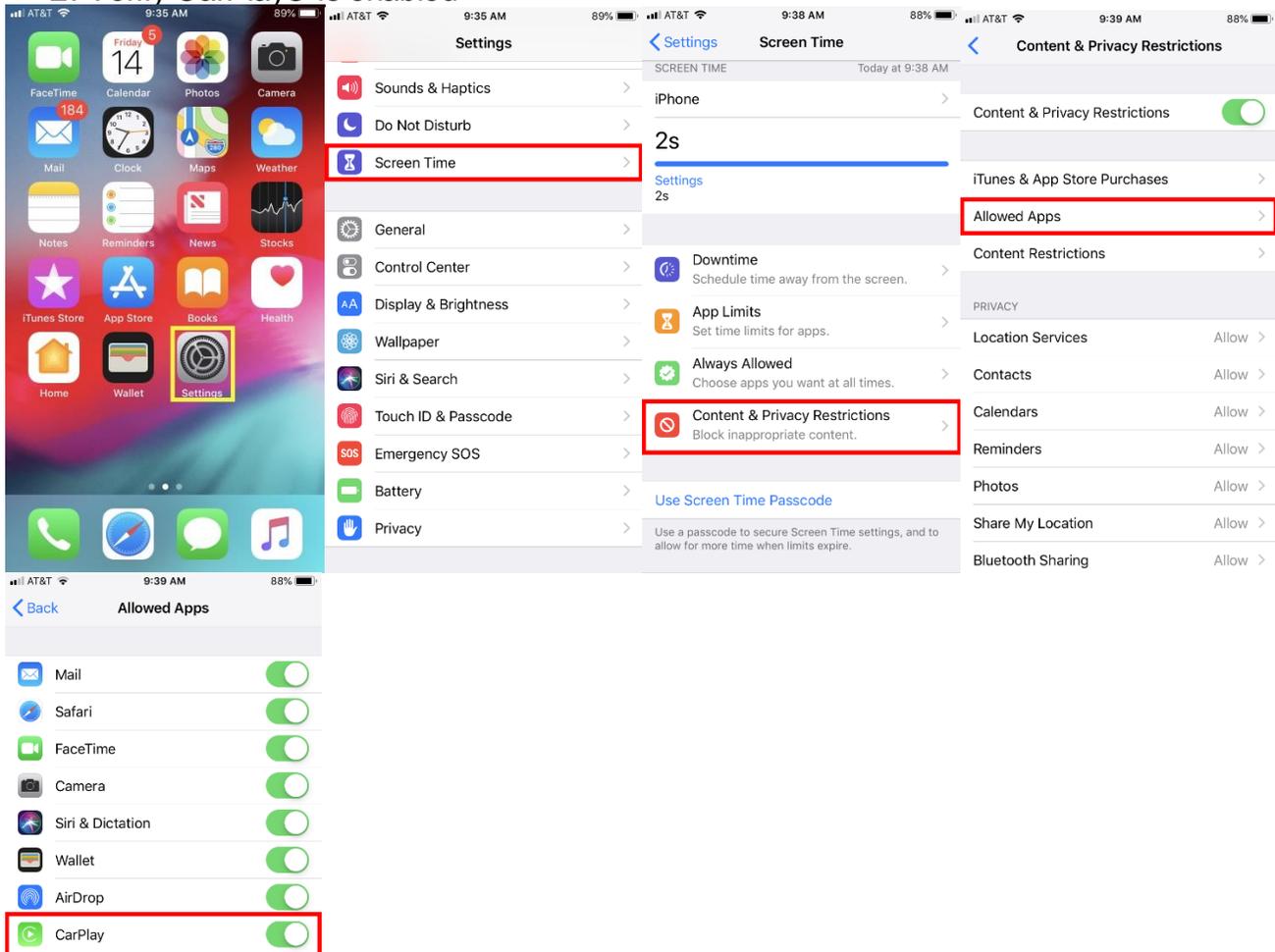
Subject

Apple CarPlay Inoperative

Applicability

Market

USA

RECOMMENDATIONS

6. Verify the Screen Time Restrictions for CarPlay® are allowed.
   A. Go to the Settings menu on the customer's device
   B. Go to "Screen Time" * After iOS12
   C. Go to "Content & Privacy Restrictions"
   D. Go to "Allowed Apps"
   E. Verify CarPlay® is enabled

LINK REFERENCES

1. [Apple Force Restart Procedure](#)