ΤΟΥΟΤΑ

Tech Tip T-TT-0518-19

January 03, 2019

Apple CarPlay Inoperative

USA

Audio/Visual/Telematics

Cellular Communication

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)
- 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

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FaceTime	Calendar	Photos	Camera	((۱)	Sounds & Haptics	>	All Shortcuts		>
184				C	Do Not Disturb	>	Add Shortcuts for th get them done just b	ings you frequently do by asking Siri.	so you can
Mail	Clock	Maps	Weather	I	Screen Time	>	Turn on two-factor a sync across all your	uthentication to keep s devices signed in to iCl	hortcuts in oud. <mark>Learn</mark>
		N					ASK SIRI		
Notes	Reminders	News	Stocks	\otimes	General	>	Listen for "Hey S	Siri″	\bigcirc
	X				Control Center	>	Press Home for	Siri	
iTunes Store	App Store	Books	Health	AA	Display & Brightness	>	Allow Siri When Locked		
				*	Wallpaper	>	Language	English (United	States) >
Home	Wallet	Settings	10000		Siri & Search	>	Siri Voice	American ((Female) >
					Touch ID & Passcode	>	Voice Feedback		Always >
				SOS	Emergency SOS	>	My Information		>
		•			Battery	>	Siri can help you get	things done just by as	king. About
				•	Privacy	>	SIRI SUGGESTIONS		
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RECOMMENDATIONS			
6. Verify the Screer A. Go to the Set B. Go to "Screer C. Go to "Conter D. Go to "Allowe	n Time Restrictions fo tings menu on the cu n Time" * After iOS12 nt & Privacy Restricti d Apps"	or CarPlay® are allowed. ustomer's device 2 ions"	
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	Settings	Screen Time	Content & Privacy Restrictions
FaceTime Calendar Photos Ca	mera Sounds & Haptics	iPhone >	Contant & Drivony Destrictions
	Do Not Disturb	>2s	
Mail Clock Maps We	ather Screen Time	> Settings	iTunes & App Store Purchases >
	General	25	Allowed Apps >
Notes Reminders News St	Control Center	> O Downtime	Content Restrictions >
	Display & Brightness	Schedule time away from the screen.	PRIVACY
iTunes Store App Store Books He	Wallpaper	Set time limits for apps.	Location Services Allow >
	Siri & Search	> Always Allowed > Choose apps you want at all times.	Contacts Allow >
Home Wallet Settings	Touch ID & Passcode	Content & Privacy Restrictions	Calendars Allow >
and the second	SOS Emergency SOS	> Block inappropriate content.	Reminders Allow >
	Battery	> Use Screen Time Passcode	Photos Allow >
	7 Privacy	Use a passcode to secure Screen Time settings, and to allow for more time when limits expire.	Share My Location Allow >
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Back Allowed Apps			
Mail			
Safari			
FaceTime			
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