Subject
Unable to Dial Conference Calls - iOS 13 Devices

Market
USA

Service Category
Audio/Visual/Telematics

Section
Cellular Communication

Applicability
All Applicable Models

APPLICABLE VEHICLES

2020	Tundra	2018-2020	Sienna
2014-2020	RAV4	2014-2017	Camry
2020	Prius	2020	Prius Prime
2019-2020	RAV4 HV	2014-2019	Corolla
2014-2017	Camry HV	2014-2017	Prius C

CONDITION

Some customers may experience a call failure when attempting to call a conference call number that has been saved in their phonebook (ex: "8005550122,,,1.,2;;;2#"). This issue is caused by changes to the Bluetooth in the iOS 13 update and may be resolved in a future iOS update.

RECOMMENDATIONS

Have the customer dial the phone number using Siri, the head unit screen while stopped, or the head unit using Siri Eyes Free.

LINK REFERENCES

This Tech Tip does not contain any link references