Subject	Market
Diagnosis of Bluetooth® Connectivity Complaints	USA

Service Category	Section
Audio/Visual/Telematics	Cellular Communication

Applicability
2010 - 2019 Applicable Models

APPLICABLE VEHICLES

2006-2015	IS250	2020	UX250H
2006-2020	IS350	2018-2020	LS500
2010-2020	RX450H	2018-2020	NX300
2018-2019	GS300	2013-2020	ES300H
2010-2015	IS250C	2016-2019	GS F
2008-2014	IS F	2008-2011	GS460
2008-2016	LS600H	2007-2020	ES350
2011-2018	CT200H	2007-2011, 2013-2018	GS450H
2008-2011, 2013-2019	LX570	2007-2017	LS460
2016-2017	GS200T	2015-2020	RC350
2018-2020	LC500H	2015-2020	RC F
2015-2017	NX200T	2020	UX200
2016-2017	RC200T	2010-2012	HS250H
2010-2015	IS350C	2018-2020	LC500
2016-2020	IS300	2007-2011, 2013-2019	GS350
2010-2020	GX460	2012	LFA
2010-2020	RX350	2018-2020	LS500H
2016-2017	IS200T	2015-2020	NX300H
2016-2020	RC300		

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.

Subject	Market
Diagnosis of Bluetooth® Connectivity Complaints	USA

Applicability	
2010 - 2019 Applicable Models	

RECOMMENDATIONS

- Check for Tech Tips and TSBs which may address certain Bluetooth® concerns with the vehicle's multimedia system.
- Confirm 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 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 go to Settings, scroll right over to the Personal tab, choose Backup and reset, then "Reset network settings". For older devices which do not have this option you will have to skip this step.
  - For Samsung phones running OS 7.0, go to Settings, General Management, Reset, then go to "Reset network 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 devices running 6.0 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".
  - For Samsung phones running OS 7.0, go to Settings, General Management, 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.

Subject

Diagnosis of Bluetooth® Connectivity Complaints

Market
USA

Applicability

2010 - 2019 Applicable Models

LINK REFERENCES

This Tech Tip does not contain any link references