

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

APPLICABLE VEHICLES

2016-2020	Mirai	2018-2020	C-HR
2004-2011, 2013-2020	Land Cruiser	2010, 2012-2015	Prius PHV
2012-2018	Prius V	2017-2018	iM
2009-2014	Matrix	2007-2020	Tundra
2020	Corolla HV	2009-2020	RAV4
2019-2020	Corolla Hatchback	2011-2014	FJ Cruiser
2016-2020	RAV4 HV	2007-2020	Camry HV
2012-2020	Prius C	2020	Yaris SD MEX-Prod
2006-2020	Sienna	2020	Supra
2007-2020	Camry	2004-2020	Prius
2009-2020	Avalon	2020	Yaris HB MEX-Prod
2013-2020	Avalon HV	2004-2020	Highlander
2013-2019	Yaris	2017-2020	86
2006-2020	Highlander HV	2009-2020	Tacoma
2006-2020	4Runner	2009-2016	Venza
2017-2020	Prius Prime	2017-2018	iA
2009-2020	Corolla	2006-2020	Sequoia
2012-2014	RAV4 EV		

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.

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RECOMMENDATIONS

- 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 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