

Subject

**Bluetooth Connectivity with iPhones® running iOS 13**

Market

**USA**

Service Category

**Audio/Visual/Telematics**

Section

**Navigation/Multi Info Display**

Applicability

**13.5CY Panasonic**

**APPLICABLE VEHICLES**

2016-2017	Sienna	2016-2019	Prius
2017-2018	Prius V	2016-2018	Avalon
2016-2018	Avalon HV	2016-2019	Highlander
2018	Yaris	2016-2019	Highlander HV
2016-2019	Tacoma	2016-2018	Tundra
2016-2019	4Runner	2017-2018	Prius Prime
2016-2019	Sequoia		

**CONDITION**

Some customers who have upgraded their iPhone® to iOS13 are experiencing a condition where the Bluetooth connection disconnects and reconnects. In some instances, this condition causes the Panasonic head unit to reboot when the Bluetooth connection is initiated.

**RECOMMENDATIONS**

1. Verify that the affected iPhone® has the most recent software installed. If there is a newer software version available, ask the customer to install it on their phone.
2. Have the customer delete the Bluetooth pairing to the vehicle from the customer's iPhone®. This is done by navigating to Settings → Bluetooth, selecting the 'i' symbol for the device name that matches the customer's vehicle, and selecting "Forget This Device".
3. In the customer's vehicle, delete all personal data in the radio settings.
4. Pair the phone to the vehicle normally.

It is critical that both steps of deleting the pairing from the phone and deleting personal data from the vehicle are performed.

**LINK REFERENCES**

This Tech Tip does not contain any link references