Subject	Market
Diagnosis of Bluetooth® Connectivity Complaints	USA

Service Category	Section
Audio/Visual/Telematics	Cellular Communication

Applicability
2006-2021 Applicable Models

APPLICABLE VEHICLES

2006-2015	IS250	2019-2021	UX250H
2006-2021	IS350	2010-2021	RX450H
2018-2021	NX300	2018-2019	GS300
2013-2021	ES300H	2010-2015	IS250C
2008-2014	IS F	2008-2011	GS460
2008-2016	LS600H	2011-2018	CT200H
2007-2011, 2013-2018	GS450H	2008-2011, 2013-2021	LX570
2007-2017	LS460	2016-2017	GS200T
2015-2021	RC350	2018-2021	LC500H
2015-2021	RC F	2015-2017	NX200T
2019-2021	UX200	2016-2017	RC200T
2010-2012	HS250H	2010-2015	IS350C
2018-2021	LC500	2016-2021	IS300
2010-2011, 2013-2020	GS350	2010-2021	GX460
2012	LFA	2010-2021	RX350
2018-2021	LS500H	2016-2017	IS200T
2015-2021	NX300H	2016-2021	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.

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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.

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LINK REFERENCES

This Tech Tip does not contain any link references