

Subject		Market	
Bluetooth Connectivity with iPhones® running iOS 13		USA	
Service Category		Section	
Audio/Visual/Telematics		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 (iOS 13.4 or later). 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.
5. Check the customer’s Bluetooth settings and verify if the “Automatic Transfer” is enabled, if so, disable contacts “Automatic Transfer”.
6. Check the head unit software version and perform the applicable T-SB if needed.
7. Connect the customer’s phone and verify if the customer’s concern still occurs.
8. If the customer's concern cannot be duplicated with the contacts transfer disabled then an iPhone contact is causing the problem, replacing the head unit will NOT resolve the customer's concern.

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

LINK REFERENCES

1. [T-SB-0003-20: All Applicable Models: Entune Audio Head Unit Software Update \(Panasonic\)](#)