

Subject

Apple CarPlay Inoperative On iPhone 12 Models

Market

USA

Service Category

Audio/Visual/Telematics

Section

Audio/Video

Applicability

All Applicable Models

APPLICABLE VEHICLES

2021	Avalon HV	2020-2021	Tundra
2020	C-HR	2021	RAV4 Prime
2020-2021	RAV4	2021	Prius
2021	Prius Prime	2020-2021	RAV4 HV
2020-2021	Sequoia	2021	Avalon

CONDITION

Some 2020 – 2021 model year C-HR, RAV4, RAV4 HV, Sequoia, Tundra and 2021 model year Avalon, Avalon HV, Prius, Prius Prime, and RAV4 Prime vehicles may exhibit inoperative Apple CarPlay® with only iPhone® 12 devices (iPhone® 12, iPhone® 12 Max, iPhone® 12 Pro, or iPhone® 12 Pro Max).

RECOMMENDATIONS

After the condition has been confirmed, stop and do not attempt any repairs.

This condition is currently under investigation.

Please contact TAS for further instruction.

If it is a Sunday or holiday, continue with diagnosis, saving all details and pictures, then contact TAS at the next available opportunity.

LINK REFERENCES

This Tech Tip does not contain any link references