Subject	Market
Diagnosis of Wireless CarPlay Connectivity Complaints	USA

Service Category	Section
Audio/Visual/Telematics	Outline-Audio/Visual/Telematics

Applicability

Applicable 21MM Lexus Models

APPLICABLE VEHICLES

| 2022	NX250	2022	NX350H
2022	NX350	2022	NX450H+
2022	LX600		

CONDITION

Some customers may encounter wireless connectivity concerns such as:

• Difficulty to connect or start using the wireless CarPlay

• Intermittent wireless connection failed error message when driving or first turning on the vehicle

These conditions can be caused by changes on the customer's phone. Make sure to inquire with the customer if the connectivity concerns occurred before or after receiving an operating system update on their phone or if they have restored their phone data/settings recently.

Below is a sample image of a wireless CarPlay error pop-up message:
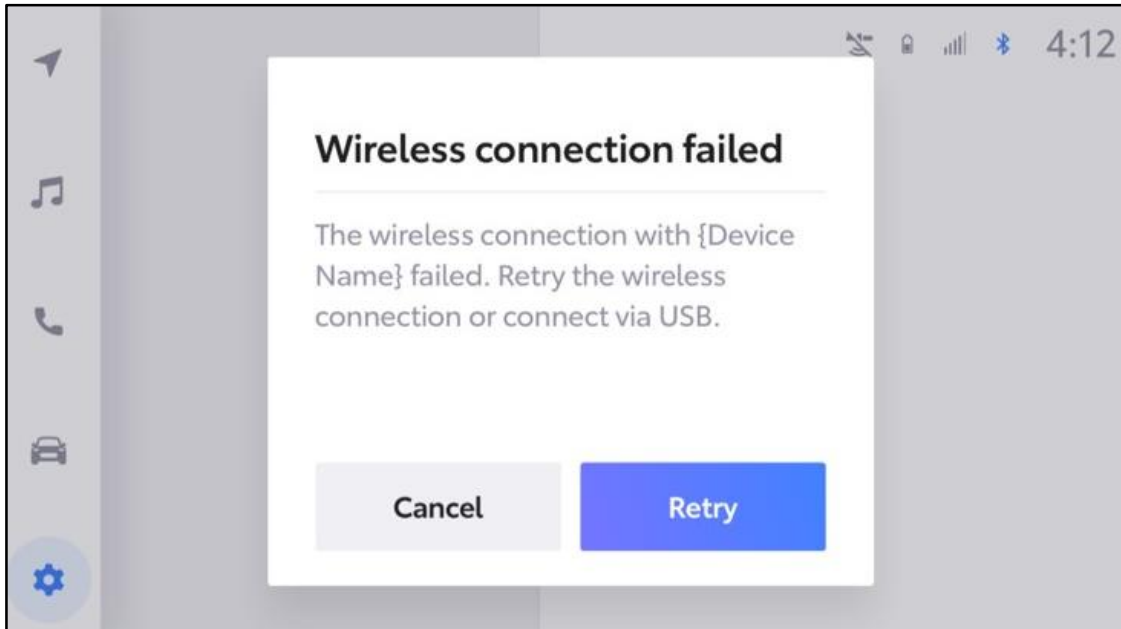
RECOMMENDATIONS

Use the troubleshooting flow, figure references, and data collection template below prior to submitting a field report or opening a TAS case.

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Flow Diagram:
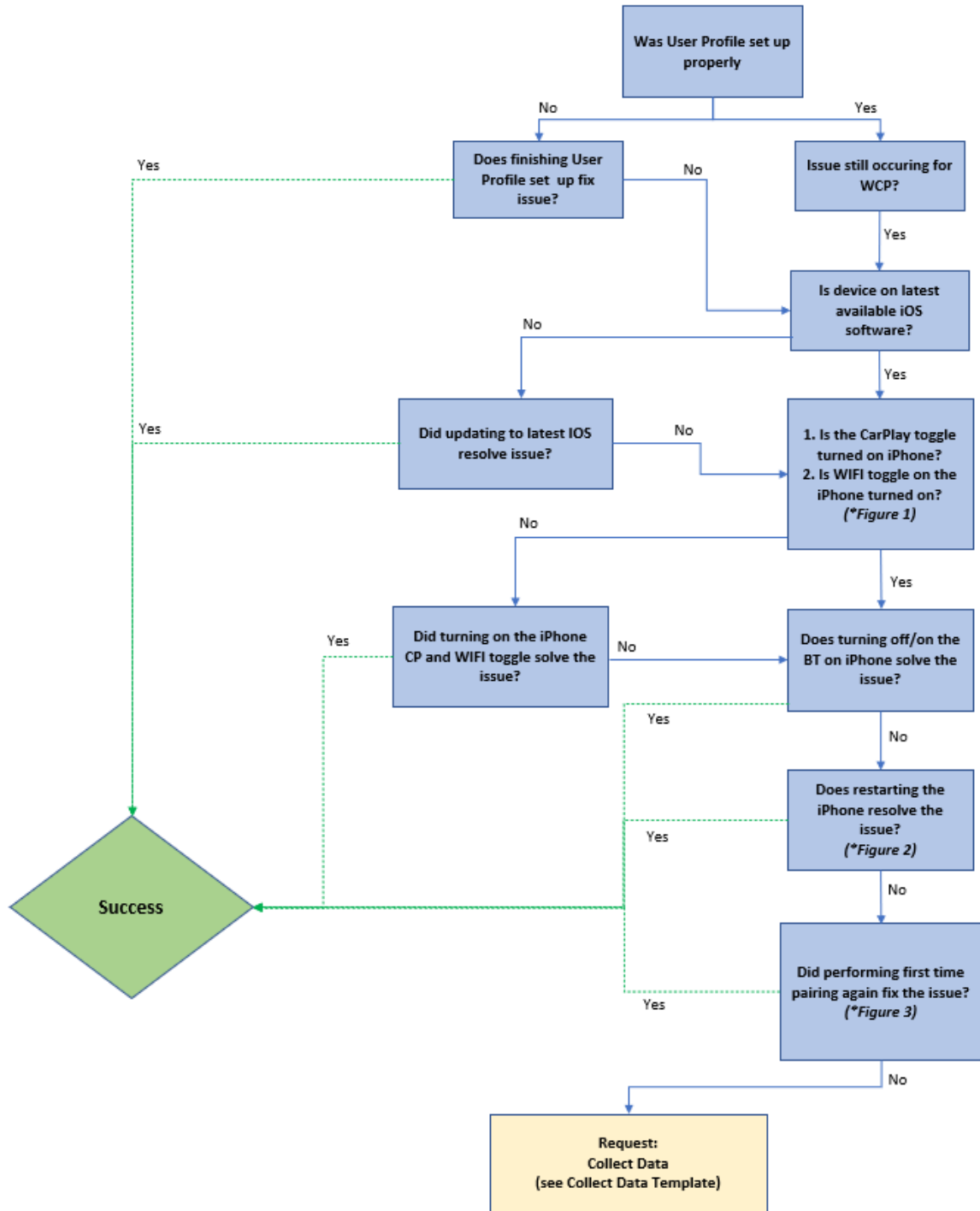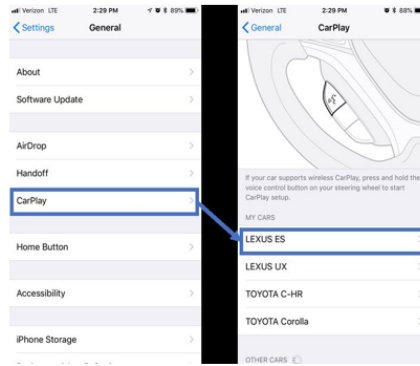
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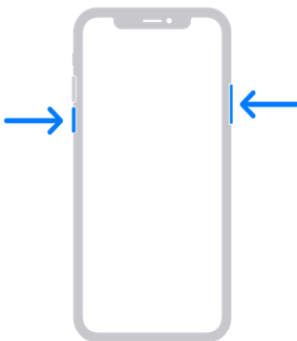
Figure 1. Accessing Iphone Wifi and CP toggle

1. For WIFI toggle go to settings - > Wi-Fi. Ensure toggle is on.

2. For CP toggle go to settings -> general -> CarPlay -> choose vehicle . Ensure the CP toggle is on

Figure 2. Restart Instructions for iPhone

1. Press and hold power button and volume down at same time. Shut off phone
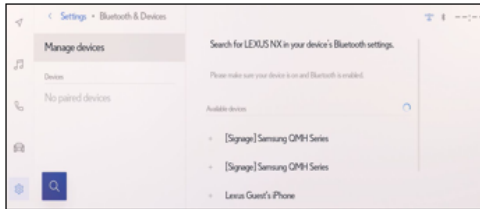**2. Turn on iPhone again**

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Figure 3. Initiating WCP first time pairing

**1. Go to Manage devices on HU and forget device**

2. On iPhone go to bluetooth settings and forget vehicle

3. Initiate WCP pairing to start CP again

 A. Turn iPhone® Bluetooth® ON

 B. On the multimedia display select Settings > Bluetooth® & devices > Add new device > search for devices> Select your phone to initiate pairing.

 C. Follow the prompts on the multimedia display > Select "Yes" when asked if you would like to enable Apple CarPlay®
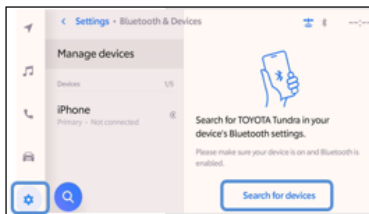
D. Next, you will be prompted on your iPhone® asking if you would like to use Apple CarPlay®, select "use"

E. Apple CarPlay® is launched. You can switch between Apple CarPlay® and Toyota multimedia using the Toyota icon in Apple CarPlay® screen

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Data Collection Table:

Phone Details	
iPhone Model	
iOS version	

Vehicle Details	
Vehicle (Model Name)	
Model year	
VIN	
Head Unit Model (Pana, DTEN)	
Head Unit Type (Entry / Premium)	
DCM Type (E.G 9,11)	

Issue Details, if available
Link to video and logs (MMR data)
Issue occurs on another Phone ?
What error message customer is seeing? Provide image, if possible
Frequency of occurrence

LINK REFERENCES

This Tech Tip does not contain any link references