

Subject

**Radio Screen Freezing After Bluetooth Call Ends on Android Phone**

Market

USA

Service Category

Audio/Visual/Telematics

Section

Cellular Communication

Applicability

All Applicable Models

**APPLICABLE VEHICLES**

2020-2022	Highlander	2021-2022	Venza HV
2020-2022	Highlander HV	2020-2021	Tundra
2021-2022	RAV4 Prime	2018-2020	Sienna
2019-2022	RAV4	2020-2022	Prius
2020-2022	Prius Prime	2019-2022	RAV4 HV
2021-2022	Sienna HV		

**CONDITION**

Vehicles listed above equipped with a Denso Ten radio (Entune Audio Plus or Premium Audio) may exhibit a condition in which the radio screen continues to show a Bluetooth phone call in progress after the call has ended. This condition has been confirmed with multiple Android phones, including Samsung Galaxy S21 and S22, and Google Pixel 6.



**RECOMMENDATIONS**

This condition is currently under investigation.  
 Ensure the customer's phone has the latest software installed.  
 Radio replacement is not recommended for this condition.

**LINK REFERENCES**

This Tech Tip does not contain any link references