

Subject Bluetooth Hands Free Call Echo		Market USA
Service Category Audio/Visual/Telematics	Section Cellular Communication	
Applicability All Applicable Models		

APPLICABLE VEHICLES

2017-2018	Avalon HV	2016-2019	Highlander
2018	Yaris	2016-2019	Highlander HV
2016-2019	Tacoma	2016-2019	Tundra
2017-2019	4Runner	2016-2019	Sienna
2016-2019	Prius	2016-2019	Sequoia
2016-2018	Prius V	2017-2018	Avalon

CONDITION

Some customers may experience echoing on the line calling the vehicle when using Bluetooth Hands Free. This is caused by the phone Hands Free volume being too low.

RECOMMENDATIONS

If the person on the other end of your hands-free phone call hears an echo, follow these steps: For safety purposes, these steps should not be performed while your vehicle is being driven.

1. Initiate a Bluetooth hands-free phone call. After successful connection, proceed to step 2. Keep the call connected until all the steps are completed.
2. Increase the volume on your phone to the highest volume level using the volume button on the phone.
3. Adjust the volume of your vehicle’s speakers to level 45 or lower using the volume adjustment knob or the steering wheel controls in your vehicle.
4. If echo remains, continue reducing the volume of your vehicle’s speakers.

These volume settings will remain in place for future hands-free phone calls but may be undone if your phone is paired to a new head unit, a phone update occurs, or your phone is un-paired and re-paired to your vehicle. If that occurs, repeat the steps above.

LINK REFERENCES

1. [Questions about the Volume Adjustment Protocol or to view a video with these instructions, please visit www.ToyotaVolumeAdjustmentProtocol.com.](http://www.ToyotaVolumeAdjustmentProtocol.com)

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