

Subject: **Bluetooth Connectivity for Apple Devices Upgraded to iOS 8.0.X** Market: **USA**

Service Category: **Audio/Visual/Telematics** Section: **Cellular Communication**

Applicability: **All Models with Bluetooth**

APPLICABLE VEHICLES

2015	RC350	2010-2012	HS250H
2013-2015	ES300H	2010-2015	IS250C
2007-2015	ES350	2006-2010	SC430
2008-2015	LS600H	2012	LFA
2007-2015	LS460	2007-2009	GX470
2010-2015	GX460	2010-2015	RX450H
2006-2015	IS250	2011-2015	CT200H
2007-2011, 2013-2015	GS350	2006-2015	IS350
2007-2015	RX350	2010-2015	IS350C
2008-2011	GS460	2007-2011, 2013-2015	GS450H
2008-2014	IS F	2008-2011, 2013-2015	LX570

CONDITION

Customer complains of various Bluetooth connectivity concerns after upgrading to iOS 8.0.X. Conditions typically experienced include inability to pair the iPhone to the system, poor sound quality during phone calls placed through the audio/navigation system, and the inability to place a hands free phone call using the audio/navigation system.

RECOMMENDATIONS

The condition was resolved in iOS 8.1 and later, it is recommended to have the customer update their iPhone to the latest iOS version currently available.

If after performing the iOS update to the latest version the customer is still having Bluetooth connection issues it is recommended to "Reset all Settings" on the iPhone and delete "Personal Data" in the vehicle, then create a new Bluetooth pairing between the iPhone and the vehicle.

- How to reset all settings on iPhone:
- Go to Settings → General → Reset All Settings

Refer to vehicle navigation owner's manual for instructions on how to "Delete Personal Data" in the vehicle.

LINK REFERENCES

This Tech Tip does not contain any link references