

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

2007-2015	Camry	2011-2014	FJ Cruiser
2008-2015	Highlander	2004-2015	Prius
2007-2015	Tundra	2007-2015	Sienna
2013-2015	Avalon HV	2012-2014	RAV4 EV
2004-2011, 2013-2015	Land Cruiser	2012-2015	Prius V
2010-2015	4Runner	2008-2015	Sequoia
2010-2015	Avalon	2009-2015	RAV4
2009-2015	Venza	2010, 2012-2015	Prius PHV
2012-2015	Yaris	2009-2015	Tacoma
2012-2015	Prius C	2008-2015	Highlander HV
2007-2015	Camry HV	2009-2015	Corolla

CONDITION

Some customers may encounter various Bluetooth connectivity concerns after upgrading to iOS 8.0 and later.

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 audio/navigation system 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

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