

Subject:

Diagnosis of Bluetooth Connectivity Complaints

Market:

USA

Service Category:

Audio/Visual/Telematics

Section:

Cellular Communication

Applicability:

All Models Equipped with Bluetooth

APPLICABLE VEHICLES

2007-2014	Camry	2011-2014	FJ Cruiser
2004-2014	Highlander	2004-2014	Prius
2007-2014	Tundra	2006-2014	Sienna
2009-2014	Matrix	2013-2014	Avalon HV
2012-2014	RAV4 EV	2012-2014	Prius V
2004-2011, 2013-2014	Land Cruiser	2006-2014	4Runner
2006-2014	Sequoia	2009-2014	Avalon
2009-2014	RAV4	2009-2014	Venza
2010, 2012-2014	Prius PHV	2013-2014	Yaris
2009-2014	Tacoma	2006-2008, 2010	Solara
2012-2014	Prius C	2006-2014	Highlander HV
2007-2014	Camry HV	2009-2014	Corolla

CONDITION

Customer complains of Bluetooth connectivity concerns such as:

- Difficulty to pair the phone
- Intermittent Bluetooth failure to connect to the vehicle when first turning on the vehicle.
- Various Bluetooth Audio functions are no longer functioning with customer's phone such as ability to change the track using the steering wheel controls.

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

RECOMMENDATIONS

- Check for Tech Tips and TSBs which may address certain Bluetooth concerns with the vehicle's multimedia system.
- Confirm known good phone in customer's vehicle. If known good phone experiences the same condition the vehicle system should be diagnosed using the vehicle's repair manual.
- If known good phone does not experience the condition in the customer's vehicle no repair should be attempted to the vehicle. The following steps can be performed to resolve the most common phone side issues.
 - Confirm if phone has been tested for phone compatibility by going to TIS homepage and Clicking on Toyota Bluetooth Compatibility Information link under Service Resources. If the phone did not pass compatibility testing for the customer's concern please explain the phone's limitation to the customer.
 - Disable and re-enable Bluetooth on the phone.

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- Perform "Delete all personal data" on navigation/display audio equipped vehicles.
- Delete all Bluetooth paired devices on the customer's phone.
- Soft reset customer's phone or pull the battery out of the phone.
- If the condition continues to occur only with the customer's phone then the next step is recommended before handset replacement. **The customer should do this themselves as it will cause data loss on Android and full system reset on Apple devices. Customer should first backup their phone and data before proceeding.**
- For iOS 7.0 and later, the customer can go to Settings, General, Choose "Reset all Settings"
- For most Android phones, the customer can go to Settings, Backup and reset, "Factory data reset".
- Customer should first try Bluetooth operation before restoring their phone. If Bluetooth issues are resolved then some software setting or program was causing the concern. If condition is not resolved then the customer should contact the phone carrier or phone manufacturer for support.

LINK REFERENCES

- [Entune Reference Documents](#)