

Subject:

**iPhone Error Message when Connecting USB Cable**

Market:

USA

Service Category

Audio/Visual/Telematics

Section

Audio/Video

Applicability

Models with AVN/DNE Entune Systems

**APPLICABLE VEHICLES**

2012-2013	Camry	2012-2013	Prius
2012-2013	Tundra	2012-2013	Sienna
2013	Venza	2012-2013	Prius PHV
2012-2013	Prius V	2013	Land Cruiser
2012-2013	Sequoia	2012-2013	Camry HV

**CONDITION**

Some Phone iOS 5 customers with Denso Premium HDD Navigation (AVN) or Display Navigation w/Entune (DNE) headunits may experience an iPod Authorization error when they plug their iPhone into the USB port. They may also see the audio screen iPod tab light up, and then go out, and then light up the USB tab.

**RECOMMENDATIONS**

- Upgrade the iPhone software to iOS 6 to improve connection stability.
- If you do not wish to upgrade or cannot upgrade, this error can be resolved by powering the phone OFF and ON.
- To avoid the issue as much as possible in the future, a 12V USB adapter may be used for charging the iPhone.
- If the error ever occurs again, power the phone OFF and ON, and reconnect the device to the vehicle.

**LINK REFERENCES**