

Subject:

Market:

Toyota Entune Phone Application is Inoperative with iPhones Running iOS 6.0/iOS 6.0

USA

Service Category:

Audio/Visual/Telematics

Section:

Cellular Communication

Applicability:

2012-2013 Models with Toyota Entune

APPLICABLE VEHICLES

2012-2013	Camry	2013	Highlander
2012-2013	Prius	2012-2013	Tundra
2012-2013	Sienna	2012	RAV4 EV
2013	Land Cruiser	2012-2013	Prius V
2012-2013	4Runner	2012-2013	Sequoia
2012-2013	RAV4	2013	Venza
2012-2013	Prius PHV	2012-2013	Tacoma
2012-2013	Prius C	2013	Highlander HV
2012-2013	Camry HV	2012-2013	Corolla

CONDITION

Customers who purchase new or replacement iPhones running iOS6 may find that the Toyota Entune application will not launch on the iPhone. The issue can occur when the customer restores/transfers their apps, contacts, etc. using iTunes on their Mac/PC to their new iPhone running iOS6.0.

RECOMMENDATIONS

When this condition is encountered the Toyota Entune application must be deleted from the iPhone. After the application is deleted, reinstall the Toyota Entune application using the Apple APP store.