

Subject

iPhone Error Message when Connecting USB Cable

Market

USA

Service Category

Audio/Visual/Telematics

Section

Audio/Video

Applicability

Lexus Models with the Enform System

APPLICABLE VEHICLES

2013	RX450H	2013	GS350
2013	RX350	2013	ES350
2013	LS600H	2013	LS460
2013	GS450H		

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

This Tech Tip does not contain any link references.