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| Subject Voice Recognition Inoperative and Abnormal Entune Operation oice Recognition Inoperative or Abnormal Entune Operation | | Market USA |
| Service Category Audio/Visual/Telematics | Section Navigation/Multi Info Display | |
| Applicability All Applicable Models | | |

APPLICABLE VEHICLES

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|-----------|---------|-----------|---------|
| 2016-2018 | RAV4 HV | 2016-2018 | RAV4 |
| 2017-2018 | Prius C | 2017-2018 | Corolla |

CONDITION

Some customers may experience a voice recognition inoperative condition or abnormal Entune™ operation after performing an Entune™ update.

RECOMMENDATIONS

Do not replace the radio for this condition. To correct this condition Entune™ needs to be uninstalled from the head unit and reinstalled. Perform the following to procedure to delete Entune™ and then reinstall the Entune App Suite.

1. On Head Unit - Setup > General > Delete Personal Data
2. On Phone, go to settings to add Bluetooth device
3. On Head Unit, go to Bluetooth > Add
4. On Phone, hit connect to establish Bluetooth connection
5. Vehicle ignition ACC OFF/ON
6. On Phone, ensure Entune is running
7. On Head Unit, confirm automatically prompted for Head Unit update and accept update
8. Confirm Voice Recognition works

LINK REFERENCES

This Tech Tip does not contain any link references