

<b>Subject</b>		<b>Market</b>	
<b>No Sound from Pandora/iHeartRadio Entune Applications after connecting iPhone cable to USB port in vehicle</b>		<b>USA</b>	
<b>Service Category</b>		<b>Section</b>	
<b>Audio/Visual/Telematics</b>		<b>Navigation/Multi Info Display</b>	
<b>Applicability</b>			
<b>2012-2013 Models with AVN or DNE Systems</b>			

**APPLICABLE VEHICLES**

2012-2013	Camry	2012-2013	Prius
2012-2013	Tundra	2012-2013	Sienna
2012-2013	Prius PHV	2012	RAV4 EV
2012-2013	Prius V	2013	Land Cruiser
2012-2013	Sequoia	2012-2013	Camry HV

**CONDITION**

Some users may experience no sound from the Pandora or iHeartRadio Entune Applications after attaching the iPhone USB cable to the multimedia system. This can also occur if the user chooses the iPod selection on the multimedia system and then attempts to return to Pandora or iHeartRadio Entune Applications. This condition occurs with iPhones running iOS 6.0 and later.

**RECOMMENDATIONS**

On iPhones running iOS 6.0 to 6.1.4, follow the procedure below:  
 User must manually change the audio setting on the iPhone itself. It is recommended to only perform this operation while the vehicle is parked since it involves interacting with the iPhone itself.

- 1) Push home button twice
- 2) Scroll left right on the bottom of the screen to the music APP.
- 3) At the bottom of the Music App screen press the icon to the right of the text "Dock Connector"
- 4) On the pop up screen choose "Car Multimedia".

Pandora or iHeartRadio sound will now play through the audio system if these applications are running on the multimedia system.

On iPhones running iOS 7.0 and later, the Entune Bluetooth connection is disconnected every time the USB cable is attached or disconnected. To restore Entune system operation simply reload the Entune application on the iPhone or choose the "Connect to Vehicle" option in the Entune application on the iPhone.