

Subject

Phone Call History Deletion

Market

USA

Service Category

Audio/Visual/Telematics

Section

Cellular Communication

Applicability

Multiple 2012-2014 Toyota Vehicles**APPLICABLE VEHICLES**

2012-2014	Camry	2012-2013	Prius
2013-2014	Avalon	2012-2013	Tundra
2012-2014	Sienna	2013-2014	Venza
2012-2014	Prius PHV	2012-2014	RAV4 EV
2012-2014	Prius V	2013-2014	Land Cruiser
2012-2013	Sequoia		

CONDITION

The customer is unable to delete their call history or contacts from the Denso GEN7 Navigation System. The "delete" soft button on the multi-information display is greyed out and not selectable.

RECOMMENDATIONS

HINT: By default, the customer's cell phone automatically syncs to the vehicle's system and downloads the call history/contacts from their phone on all phones which support PBAP (Phonebook Access Profile). This profile is present in nearly every phone running Bluetooth 2.0 or greater.

The vehicle's automatic download feature must be disabled in order to delete call history or contacts using the multimedia system.

To disable the automatic download, enter this sequence into the multimedia system:

Setup → Phone → Phonebook → Manage Contacts

Once in the Manage Contacts menu, turn "Automatically Download Call History" off to enable the ability to delete call history in the vehicle, and turn "Automatically Download Contacts" off to enable the ability to delete contacts in the vehicle.

LINK REFERENCES

This Tech Tip does not contain any link references