

Subject

Phone Call History Deletion on Vehicles with Entune

Market

USA

Service Category

Audio/Visual/Telematics

Section

Cellular Communication

Applicability

Vehicles with Entune

APPLICABLE VEHICLES

| | | | |
|-----------|--------|-----------|--------|
| 2013-2014 | ES300H | 2013-2014 | IS250C |
| 2013-2014 | ES350 | 2013-2014 | LS600H |
| 2013-2014 | LS460 | 2013-2014 | RX450H |
| 2013-2014 | IS250 | 2013-2014 | CT200H |
| 2013-2014 | GS350 | 2013-2014 | IS350 |
| 2013-2014 | RX350 | 2013-2014 | IS350C |
| 2013-2014 | GS450H | 2013-2014 | IS F |
| 2013 | LX570 | | |

CONDITION

The customer is unable to delete their call history or contacts from the vehicle. 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.

You will have to disable the vehicle's automatic download feature 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 you are 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.