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<b>Title:</b> AUDIO / VIDEO: AUDIO AND VISUAL SYSTEM: PROBLEM SYMPTOMS TABLE; 2023 - 2024 MY Prius Prius Prime [03/2023 - ]		

## PROBLEM SYMPTOMS TABLE

### HINT:

Depending on the multi-display settings, the background will remain started even when the ignition switch is turned off. For that reason, check the multi-display setting before performing an inspection.

Click here [INFO](#)

### General Function

SYMPTOM	SUSPECTED AREA	LINK
Each time the ignition switch is turned to ON, the loading window is displayed.	Inspect the auxiliary battery.	-
	Inspect the wire harness and connector (terminals +B1 and ACC1 of the radio and display receiver assembly).	<a href="#">INFO</a>
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
A message is displayed to inform the driver that the program cannot be read, and the system cannot be operated.	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
Vehicle customization cannot be performed using the setting/editing display of the multi-display (customization is possible using the GTS).	Turn the ignition switch from off to ACC, then try again.	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>

\*1: w/ Intuitive Parking Assist System

\*2: w/ Panoramic View Monitor System

### Display Function

SYMPTOM	SUSPECTED AREA	LINK
No image is displayed when the ignition switch is ACC (black screen).	If the screen is set to off, change the setting to on.	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>

SYMPTOM	SUSPECTED AREA	LINK
White or blue screen is displayed when the ignition switch is turned to ACC.	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
Color distortion occurs in all of the displays.	Check the settings of the display quality adjustment screen (check that each setting is centered).	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
The clearance sonar sensor display is not displayed.*1	Check that the intuitive parking assist system is operating correctly.	<a href="#">INFO</a>
The panoramic view monitor display is not displayed.*2	Check that the panoramic view monitor system is operating correctly.	<a href="#">INFO</a>
No air conditioning control screens are displayed.	Check that the air conditioning system is operating correctly.	<a href="#">INFO</a>

\*1: w/ Intuitive Parking Assist System

\*2: w/ Panoramic View Monitor System

### General Audio Function (w/o "JBL" Sound System)

SYMPTOM	SUSPECTED AREA	LINK
When ASL (Auto Sound Levelizer) is operating and audio is being output, the sound volume does not change even when driving on a highway, etc.	Explain to the customer that if the sound volume is set to high, it is hard to notice the effect of ASL.	-
	Check the settings of the sound quality adjustment screen (check that the ASL function is not set to off).	-
	Check the settings of the sound quality adjustment screen (check that each setting is centered).	-
	Proceed to "Check Vehicle Signal" in Operation Check. (SPEED signal check)	<a href="#">INFO</a>
	Inspect the wire harness and connector (radio and display receiver assembly (SPD) - combination meter assembly (+S) terminal).	-
	Proceed to the "Speed Signal Circuit" of the meter & gauge system.	<a href="#">INFO</a>

SYMPTOM	SUSPECTED AREA	LINK
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
In all modes, sound from all speakers cannot be heard, sound quality is poor in all modes (the displays and switch operations are correct)	Inspect the wire harness and connector (telematics transceiver (MUTE) - radio and display receiver assembly (TMUT) terminal).*	-
	Inspect the telematics transceiver (MUTE) terminal.*	<a href="#">INFO</a>
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
Sound from a specific speaker cannot be heard, sound quality is poor or sound is low in all modes	Check the settings of the sound quality adjustment screen (check that each setting is centered).	-
	Check the settings of the sound quality adjustment screen (check that the ASL function on sound setting display 2 is set to off).	-
	Proceed to "Speaker Circuit"	<a href="#">INFO</a>
In all modes, noise occurs in all of the speakers.	Proceed to "In all Modes Noise Occurs in all of the Speakers"	<a href="#">INFO</a>

\*: w/Telematics Transceiver

**General Audio Function (w/ "JBL" Sound System)**

SYMPTOM	SUSPECTED AREA	LINK
When ASL (Auto Sound Levelizer) is operating and audio is being output, the sound volume does not change even when driving on a highway, etc.	Explain to the customer that if the sound volume is set to high, it is hard to notice the effect of ASL.	-
	Check the settings of the sound quality adjustment screen (check that the ASL function is not set to off).	-
	Check the settings of the sound quality adjustment screen (check that each setting is centered).	-
	Proceed to "Check Vehicle Signal" in Operation Check. (SPEED signal check)	<a href="#">INFO</a>
	Inspect the wire harness and connector (stereo component amplifier assembly (SPD) - combination meter	-

SYMPTOM	SUSPECTED AREA	LINK
	assembly (+S) terminal).	
	Proceed to the "Vehicle Speed Signal Circuit" of the meter & gauge system.	<a href="#">INFO</a>
	Replace the stereo component amplifier assembly.	<a href="#">INFO</a>
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
In all modes, sound from all speakers cannot be heard, sound quality is poor or sound is interrupted in all modes	Inspect wire harness and connectors [radio and display receiver assembly (MUT1) stereo component amplifier assembly (MUTE) terminal]	-
	Inspect the stereo component amplifier assembly (MUTE) terminal.	<a href="#">INFO</a>
	Inspect the wire harness and connector(radio and display receiver assembly(audio output) - stereo componentamplifier assembly (audio enter)terminal).	-
	Inspect the wire harness and connector (telematics transceiver (MUTE) - stereo component amplifier assembly (TMUT) terminal).*3	-
	Inspect the telematics transceiver (MUTE) terminal.*3	<a href="#">INFO</a>
	Adjust the sound volume and if the value changes on the display, replace the stereo component amplifier assembly.	<a href="#">INFO</a>
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
Sound from a specific speaker cannot be heard, sound quality is poor or sound is interrupted in all modes	Check the settings of the sound quality adjustment screen (check that each setting is centered).	-
	Check the settings of the sound quality adjustment screen (check that the ASL function is set to off).	-
	Inspect the wire harness and connector (radio and display receiver assembly (audio output) - stereo component amplifier assembly (audio enter) terminal).	-

SYMPTOM	SUSPECTED AREA	LINK
	Proceed to "Speaker Circuit Energization Inspection" in Utility.	<a href="#">INFO</a>
	Replace the radio and display receiver assembly.	-
In all modes, noise occurs in all of the speakers.	Proceed to "In all Modes Noise Occurs in all of the Speakers"	<a href="#">INFO</a>
Voice recognition accuracy is low or there is an echo when using hands-free "Bluetooth"	Inspect the wire harness and connector (radio and display receiver assembly (FB1+, FB1-) - stereo component amplifier assembly (FB1+, FB1) terminal).	-
	Inspect the wire harness and connector (radio and display receiver assembly (FB2+, FB2-) - stereo component amplifier assembly (FB2+, FB2-) terminal).	-
	Inspect the stereo component amplifier assembly (FBGN) terminal.	<a href="#">INFO</a>
	Replace the stereo component amplifier assembly.	<a href="#">INFO</a>
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
Voice guidance function does not operate	Check the settings of the sound quality adjustment screen (check that voice guidance is set to on).	-
	Inspect the wire harness and connector (radio and display receiver assembly (RL+, RL-) - stereo component amplifier assembly (II1+, II1-) terminal).	-
	Replace the stereo component amplifier assembly.	<a href="#">INFO</a>
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>

\*1: for 12.3 Inch Display

\*2: except 12.3 Inch Display

\*3: w/ Telematics Transceiver

### Night Illumination Function

SYMPTOM	SUSPECTED AREA	LINK
Even though headlights are turned on, the display is not dimmed.	Check that the interior lighting system is operating correctly.	<a href="#">INFO</a>
	Proceed to "Even though Headlights are Turned on Head-unit does not Dim the Display"	<a href="#">INFO</a>
The night illumination function of the steering pad switch does not function (audio operation on the steering pad switch is normal).	Inspect the steering pad switch assembly (IL+2, ILL) terminal.	<a href="#">INFO</a>
	Inspect the spiral cable sub-assembly (IL+2) terminal.	<a href="#">INFO</a>
	Inspect the wire harness and connector(spiral cable sub-assembly with sensor (IL+2) terminal).	-
	Inspect the wire harness and connector(spiral cable sub-assembly with sensor(ILL-) terminal).	-
	Replace combination meter assembly	<a href="#">INFO</a>

**Switch Function**

SYMPTOM	SUSPECTED AREA	LINK
Touch switch operation is not received.	Check that there is no foreign matter on the screen and remove it if necessary	-
	Function Check/Setting - Touch Switch Check	<a href="#">INFO</a>
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
System does not respond to operation of the touch screen.	Check that there is no foreign matter caught, etc. in the switch for which the problem is occurring, and remove it if necessary.	-
	Function inspection/calibration - panel & steering switch function	<a href="#">INFO</a>
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>

SYMPTOM	SUSPECTED AREA	LINK
Audio system operation using the steering wheel switches does not function (sound output is normal and the operation of the panel switch is correct).	Check that there is no foreign matter caught, etc. in the switch for which the problem is occurring, and remove it if necessary.	-
	Function inspection/calibration - panel & steering switch function	<a href="#">INFO</a>
	Inspect the steering pad switch assembly (AU1, AU2, EAU) terminal.	<a href="#">INFO</a>
	Inspect the spiral cable sub-assembly(AU1, AU2, EAU) terminal.	<a href="#">INFO</a>
	Inspect the wire harness and connector(spiral cable sub-assembly - radio and display receiver assembly terminal).	-
	Inspect the radio and display receiver assembly (SWG) terminal.	<a href="#">INFO</a>
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>

### Navigation Function (w/ Navigation Function)

SYMPTOM	SUSPECTED AREA	LINK
Vehicle position mark deviates from correct position and does not return to correct position	Confirm again after removing all additional devices which use radio waves	-
	Move the vehicle (to a place where reception is good)	-
	Function inspection/calibration - navigation system inspection	<a href="#">INFO</a>
	Inspect the navigation antenna assembly.	<a href="#">INFO</a>
	Replace the antenna cord sub-assembly (for instrument panel).	<a href="#">INFO</a>
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
Vehicle position mark or map rotates randomly	Check that the gyro has been initialized (Explain to the customer that when the ignition switch is turned off and the vehicle is turned on a parking turntable, etc., the current vehicle position mark may not indicate the	-

SYMPTOM	SUSPECTED AREA	LINK
	correct direction, however it returns to normal after driving the vehicle for a while)	
	Replace the radio and display receiver assembly.	INFO
Direction of travel and vehicle position mark direction are opposite	Check after removing all additional devices which use radio waves.	-
	Check that the gyro has been initialized (Explain to the customer that when the ignition switch is turned off and the vehicle is turned on a parking turntable, etc., the current vehicle position mark may not indicate the correct direction, however it returns to normal after driving the vehicle for a while).	-
	Function inspection/calibration - vehicle signal inspection (REV signal)	INFO
	Replace the radio and display receiver assembly.	INFO
Vehicle position mark moves ahead or falls behind, or deviates from and returns to correct position repeatedly.	Confirm after removing all additional devices which use radio waves.	-
	Move the vehicle (to a place where reception is good).	-
	Function inspection/calibration - navigation system inspection	INFO
	Perform sensor learning (at a place where GNSS signals can be received, drive the vehicle clockwise and counterclockwise in at least a 200 meter square 2 times or more.)	-
	Function inspection/calibration - vehicle signal inspection (SPD signal)	INFO
	Inspect the wire harness and connector (radio and display receiver assembly (SPD) - combination meter assembly (+S) terminal).	-
	Proceed to the troubleshooting procedure of the meter & gauge system (vehicle speed signal circuit)	INFO
	Inspect the navigation antenna assembly.	INFO
	Replace the antenna code sub-assembly.	INFO
Replace the radio and display receiver assembly.	INFO	



SYMPTOM	SUSPECTED AREA	LINK
Route voice guidance is not output or volume is low (audio guidance is normal)	Check that the audio function is operating correctly	-
	Check the settings of the navigation voice guidance.	<a href="#">INFO</a>
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
A message indicating to wait for a while because of low temperature is displayed.	Start the hybrid control system*1 or SFI system*2 and wait until the interior temperature increases.	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
Subscription screen is visible instead of map display	Confirm that the communication is set to Wi-Fi and if operation is normal, inspect the telematics system	<a href="#">INFO</a>
	Check that the account is valid	-
	Turn the ignition switch off and try again	-
	Contact the support center	-
No map download or update as the vehicle moves	Confirm that the communication is set to Wi-Fi and if operation is normal, inspect the telematics system.	<a href="#">INFO</a>
	Confirm that the navigation screen can display a map with a distance of 100 miles from the current vehicle location.	-
	Turn the ignition switch off and try again.	-
	Contact the support center.	-
User profile and settings not available on head unit	Confirm that the communication is set to Wi-Fi and if operation is normal, inspect the telematics system.	<a href="#">INFO</a>
	Check that the account is valid	-
	Turn the ignition switch off and try again.	-
	Contact the support center.	-

SYMPTOM	SUSPECTED AREA	LINK
No destination results	Search using a different search method	-
	Set the head unit to offline mode and search for a destination	-
	Turn the ignition switch off and try again.	-
	Contact the support center.	-
Voice is not recognized for a navigation command	Check that the voice recognition system is functioning correctly.	-
	Change the communication settings to Wi-Fi and if operation is normal, inspect the telematics system.	INFO
	Confirm that voice command setting is ON and the microphones are not blocked	-
	Check that the account is valid	-
	Turn the ignition switch off and try again.	-
	Contact the support center.	-
Route cannot be calculated	Change the communication settings to Wi-Fi and if operation is normal, inspect the telematics system.	INFO
	Set the head unit to offline mode	-
	Turn the ignition switch off and try again.	-
	Contact the support center.	-
Alternate routes are not available	Change the communication settings to Wi-Fi and if operation is normal, inspect the telematics system.	INFO
	Turn the ignition switch off and try again.	-
	Contact the support center.	-
Voice Guidance does not function	Check voice guidance setting	-

SYMPTOM	SUSPECTED AREA	LINK
	Turn the ignition switch off and try again.	-
	Contact the support center.	-
Traffic information is not available	Check navigation settings	-
	Confirm that the communication is set to Wi-Fi and if operation is normal, inspect the telematics system.	<a href="#">INFO</a>
	Turn the ignition switch off and try again.	-
	Confirm that the navigation screen can display a map with a distance of 100 miles from the current vehicle location.	-
	Contact the support center.	-

### Radio Function

SYMPTOM	SUSPECTED AREA	LINK
Radio broadcast cannot be received or poor reception.	Proceed to "Radio Broadcast cannot be Received or Poor Reception"	<a href="#">INFO</a>
Radio broadcast can be received but radio station cannot be displayed. (Some radio stations do not provide their name information.)	Confirm that the communication is set to Wi-Fi and if operation is normal, inspect the telematics system.	<a href="#">INFO</a>
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
Radio broadcast can be displayed but radio broadcast cannot be heard from speakers.	Check the volume settings	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
Radio broadcast can be received but station list cannot be displayed.	Wait for 120 seconds in radio mode, and select "Refresh" on the station list screen	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
Radio broadcast can be received but station list cannot be updated.	Confirm that the communication is set to Wi-Fi and if operation is normal, inspect the telematics system.	<a href="#">INFO</a>

SYMPTOM	SUSPECTED AREA	LINK
	Select "Refresh" on the station list screen	-
	Wait for 10 minutes with the ignition switch ON, and select "Refresh" on the station list screen again	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>

## HD Radio Function

SYMPTOM	SUSPECTED AREA	LINK
Only "HD Radio" stations cannot be heard or selected, or their analog or digital sound cannot be changed.	Check the "HD Radio" settings	-
	Radio and display receiver assembly	<a href="#">INFO</a>
When the HD radio is playing, cover art may not be displayed.	Check that the display cover art setting is not set to off.	-
	When a song unregistered to the Gracenote CDDDB is playing or cover art information is not provided by the broadcast station, its cover art cannot be displayed	-
When the HD radio is playing, cover art cannot be displayed.	Check that the display cover art setting is not set to off.	-
	Radio and display receiver assembly	<a href="#">INFO</a>
Broadcast station logo cannot be displayed.	Check if similar symptoms occur when receiving other broadcasts	-
	Check if similar symptoms occur with another vehicle	-
	Radio and display receiver assembly	<a href="#">INFO</a>
SPS channel cannot be selected.	Check that HD radio FM mode is selected	-
	After pressing the "Refresh" switch, check that the SPS channel is on the station list	-
	Radio and display receiver assembly	<a href="#">INFO</a>

SYMPTOM	SUSPECTED AREA	LINK
When the SPS channel is selected, sound cannot be heard.	After pressing the "Refresh" switch, select the SPS channel on the station list	-
	Radio and display receiver assembly	<a href="#">INFO</a>

### SXM Radio Function (w/ SXM Function)

SYMPTOM	SUSPECTED AREA	LINK
Satellite radio broadcast cannot be received or reception is bad.	Proceed to "Satellite Radio Broadcast cannot be Received"	<a href="#">INFO</a>
	Radio and display receiver assembly	<a href="#">INFO</a>
Satellite radio cannot receive pay-type broadcasts.	Proceed to "Satellite Radio Broadcast cannot be Received"	<a href="#">INFO</a>
	Radio and display receiver assembly	<a href="#">INFO</a>
Satellite radio broadcast cannot be selected or after selecting broadcast, broadcast cannot be added into memory.	Proceed to "Satellite Radio Broadcast cannot be Received"	<a href="#">INFO</a>
	Proceed to "Satellite Radio Broadcast cannot be Selected or After Selecting Broadcast, Broadcast cannot be Added into Memory"	<a href="#">INFO</a>
	Radio and display receiver assembly	<a href="#">INFO</a>
Satellite radio can be displayed but radio broadcast cannot be heard from speakers.	Check the volume settings	-
	Proceed to "Satellite Radio Broadcast cannot be Received"	<a href="#">INFO</a>
	Radio and display receiver assembly	<a href="#">INFO</a>
When the satellite radio is playing, some cover art may not be displayed.	Check if similar symptoms occur when receiving conventional SiriusXM radio broadcasts.	-
	When a song unregistered to the broadcast distribution is playing, its cover art cannot be displayed	-

SYMPTOM	SUSPECTED AREA	LINK
When the satellite radio is playing, cover art cannot be displayed.	Radio and display receiver assembly	<a href="#">INFO</a>
After the voice recognition function or hands-free function is turned off, the cache radio does not operate	Radio and display receiver assembly	<a href="#">INFO</a>
When the cache radio is playing, sound is interrupted, sound cannot be heard or sound quality is poor	Check if similar symptoms occur when receiving conventional SiriusXM radio broadcasts	-
	Check if similar symptoms occur when receiving other broadcasts	-
	Move the vehicle to a place where the reception is good and check again	-
	Radio and display receiver assembly	<a href="#">INFO</a>
When the cache radio is playing, sound can be heard, but no information is displayed (Some radio stations do not provide their name information)	Check if similar symptoms occur when receiving other broadcasts	-
	Move the vehicle to a place where the reception is good and check again	-
	Radio and display receiver assembly	<a href="#">INFO</a>

### Wi-Fi Function

SYMPTOM	SUSPECTED AREA	LINK
Cannot Establish Wi-Fi Connection*	Proceed to "Wi-Fi Connection History"	<a href="#">INFO</a>

\*: w/ Hotspot Function

### USB Function

SYMPTOM	SUSPECTED AREA	LINK
Sound cannot be heard or sound quality is poor only when playing a USB storage device or "iPod".	Proceed to "Sound cannot be Heard Sound Quality is Poor only when Replaying USB Storage Device or "iPod""	<a href="#">INFO</a>
USB storage device or "iPod" cannot be detected or played.	Proceed to "USB Audio System Recognition/Play Error"	<a href="#">INFO</a>

SYMPTOM	SUSPECTED AREA	LINK
Track information such as track number, track name, elapsed time and playlist is not displayed.	Proceed to "USB Audio System Recognition/Play Error"	<a href="#">INFO</a>
Although a USB storage device or "iPod" can be detected, the track cannot play, or can play but not in a sorted order.	Proceed to "USB Audio System Recognition/Play Error"	<a href="#">INFO</a>
When "iPod" is replaying, cover art cannot be displayed.	Check that cover art settings are set to be displayed.	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
When playing back from an "iPod", repeat cannot be turned off.	Check the device with which the malfunction occurs using another vehicle of the same type.	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
USB storage device or "iPod" cannot be charged.	Proceed to "USB Audio System Recognition/Play Error"	<a href="#">INFO</a>
Screen is distorted or not displayed only when using the USB storage device.	Check using other media or check the media with which the malfunction occurs using another vehicle of the same type.	-
	Replace the No. 1 stereo jack adapter assembly.	<a href="#">INFO</a>
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
The display color distortion occurs only when playing a USB storage device (normal for other types).	Check the settings of the display quality adjustment screen (check that each setting is centered).	-
	Check using another device or check the device with which the malfunction occurs using another vehicle of the same type.	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
"IF-BOX_USB" not displayed on the system check mode screen.	Proceed to "USB Audio System Recognition/Play Error"	<a href="#">INFO</a>

## Vehicle Information

SYMPTOM	SUSPECTED AREA	LINK
The energy flow display and the SOC (state of charge) level display is not displayed on the energy monitor display.	Turn the ignition switch to ON (READY), and check again.	-
	Check that the hybrid control system is operating correctly.	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
The regenerated energy is not displayed on the trip information display.	Turn the ignition switch to ON (READY), and check again.	-
	Check that the hybrid control system is operating correctly.	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
The trip information is not displayed or updated.	Turn the ignition switch to ON, and check again.	-
	Check that the hybrid control system is operating correctly.	-
	Check that the electronically controlled brake system is operating correctly.	<a href="#">INFO</a>
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
The drivable distance is not displayed on the trip information display.	Turn the ignition switch to ON, and check again.	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
The fuel consumption history information is not displayed or updated.	Turn the ignition switch to ON, and check again.	-
	Check that the meter and gauge system is operating correctly.	<a href="#">INFO</a>



SYMPTOM	SUSPECTED AREA	LINK
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>

### My Setting Function

SYMPTOM	SUSPECTED AREA	LINK
My Settings on the multi-display cannot be used	Proceed to "My Settings cannot be Used on the Multi-display"	<a href="#">INFO</a>

### Voice Recognition Function

SYMPTOM	SUSPECTED AREA	LINK
When the voice recognition switch of steering pad switch assembly is pressed, a short beep is not output and the voice recognition system does not start	Check that there is no foreign matter caught, etc. in the switch for which the problem is occurring, and remove it if necessary	-
	Proceed to "Check Panel & Steering Switch" in Operation Check.	<a href="#">INFO</a>
	Inspect the steering pad switch assembly.	<a href="#">INFO</a>
	Inspect the spiral cable sub-assembly.	<a href="#">INFO</a>
	Inspect the wire harness and connector (spiral cable sub-assembly - radio and display receiver assembly terminal).	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
Voice recognition does not start even though wake word is spoken.	Check that the wake word in the settings of the in-vehicle device is not set to off.	-
	Check that the wake word spoken by the user matches that in the settings of their in-vehicle device.	-
	If a custom wake word has been set in the settings of the in-vehicle device, try to set and check another wake word. (If wording is too long or too short, it may not be recognized.)	-
	Proceed to "When voice recognition switch is pressed, a short beep is not emitted and the voice recognition	<a href="#">INFO</a>

SYMPTOM	SUSPECTED AREA	LINK
	system does not start."	
	Proceed to "Microphone Circuit"	<a href="#">INFO</a>
The voice recognition system starts but voice cannot be recognized properly.	Check that the Telematics system is operating correctly	<a href="#">INFO</a>
	Check that the microphone sound holes of the telephone microphone assembly are not blocked	-
	Confirm the installation condition of the telephone microphone assembly	-
	Proceed to "When Voice Recognition Switch is Pressed a Short Beep is Emitted but the Voice Recognition System does not Start"	<a href="#">INFO</a>
	Proceed to "Microphone Circuit"	<a href="#">INFO</a>
Voicerecognition for vehicle operations is not possible	Check that the Telematics system is operating correctly	<a href="#">INFO</a>
	Check service information (VUI)	<a href="#">INFO</a>
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>

### Bluetooth Hands-free Function

SYMPTOM	SUSPECTED AREA	LINK
"Bluetooth" is inoperative (in-vehicle device cannot be recognized by the cellular phone)	Proceed to "Cellular Phone Inspection"	<a href="#">INFO</a>
	Replace the radio and display receiver assembly	<a href="#">INFO</a>
"Bluetooth" compatible cellular phone cannot be registered	Proceed to "Cellular Phone Registration Failure"	<a href="#">INFO</a>
	Proceed to ""Bluetooth" Connection History"	<a href="#">INFO</a>
"Bluetooth" compatible cellular phone cannot be connected	Check that another cellular phone is not already connected as a hands-free device	-
	Bring the cellular phone near the in-vehicle device and reconnect it	-

SYMPTOM	SUSPECTED AREA	LINK
	Proceed to "Cellular Phone Inspection"	<a href="#">INFO</a>
	Proceed to "'Bluetooth' Connection History"	<a href="#">INFO</a>
	Replace the radio and display receiver assembly	<a href="#">INFO</a>
"Bluetooth" compatible cellular phone cannot be connected automatically (can be connected manually)	Check that the setting "Use for Phone" is set to on on the in-vehicle device registration screen	-
	Replace the radio and display receiver assembly	<a href="#">INFO</a>
2 "Bluetooth" compatible cellular phones cannot connect at the same time	Check that the sign-in completes after opening the My Settings (user profile) screen	-
	Check that another cellular phone is not already connected as a hands-free device	-
	Move the main cellular phone and sub-cellular phone close to the in-vehicle device and connect again	-
	Proceed to "Cellular Phone Inspection"	<a href="#">INFO</a>
	Proceed to "'Bluetooth' Connection History"	<a href="#">INFO</a>
	Replace the radio and display receiver assembly	<a href="#">INFO</a>
Ringtone of a "Bluetooth" compatible cellular phone cannot be heard	Check that mute of the cellular phone is off	-
	Adjust the sound volume of the cellular phone, and try again	-
	Proceed to "Cellular Phone Inspection"	<a href="#">INFO</a>
	Replace the radio and display receiver assembly	<a href="#">INFO</a>
"Bluetooth" compatible cellular phone connection is disconnected	Bring the cellular phone near the in-vehicle device and check if it is reconnected	-
	Proceed to "Cellular Phone Inspection"	<a href="#">INFO</a>

SYMPTOM	SUSPECTED AREA	LINK
	Proceed to "'Bluetooth' Connection History"	<a href="#">INFO</a>
	Replace the radio and display receiver assembly	<a href="#">INFO</a>
Bring the cellular phone near the in-vehicle device and check if it is reconnected	Check that the sign-in completes after opening the My Settings (user profile) screen	-
	Proceed to "Cellular Phone Registration Failure"	<a href="#">INFO</a>
Message that prompts to check the cellular phone is displayed	Bring the cellular phone near the in-vehicle device and reconnect it	-
	Proceed to "Cellular Phone Inspection"	<a href="#">INFO</a>
	Replace the radio and display receiver assembly	<a href="#">INFO</a>
Phonebook data cannot be transferred	Check that the sync contact setting of the in-vehicle device is on	-
	Check that no application on a cellular phone is operating	-
	If using "Bluetooth" audio function, cancel the "Bluetooth" audio player connection and check the operation	-
	Turn the sync contact OFF and then turn ON	-
	Proceed to "Cellular Phone Inspection"	<a href="#">INFO</a>
	Replace the radio and display receiver assembly	<a href="#">INFO</a>
Phonebook data is cleared	Check that the phonebook data automatic transfer has been completed	-
	Replace the radio and display receiver assembly	<a href="#">INFO</a>
All the transferred phonebook data is sorted to "Other"	Check that no application on a cellular phone is operating	-
	Check that phonebook data in the cellular phone is not stored to the SIM card	-
	Proceed to "Cellular Phone Inspection"	<a href="#">INFO</a>

SYMPTOM	SUSPECTED AREA	LINK
	Explain to the customer that all the transferred phonebook data may be stored to "Other" depending on cellular phone	-
Cellular phone cannot make outgoing/incoming calls	Move the vehicle into a cellular phone service area, check that the cellular phone is connected to the vehicle via "Bluetooth" and operate the in-vehicle device again	-
	Check that the cellular phone can make outgoing/incoming calls properly when not connected via "Bluetooth"	-
	Check if a call confirmation message is displayed when attempting to call	-
	Proceed to "Cellular Phone Inspection"	<a href="#">INFO</a>
	Proceed to ""Bluetooth" Connection History"	<a href="#">INFO</a>
	Replace the radio and display receiver assembly	<a href="#">INFO</a>
Message cannot be viewed	Check that the cellular phone message forwarding setting is set to on	-
	Proceed to "Cellular Phone Inspection"	<a href="#">INFO</a>
	Replace the radio and display receiver assembly	<a href="#">INFO</a>
No notification when a message has arrived	Check that the application has not been left open on the cellular phone	-
	Proceed to "Cellular Phone Inspection"	<a href="#">INFO</a>
	Replace the radio and display receiver assembly	<a href="#">INFO</a>
Message cannot be sent	Proceed to "Cellular Phone Inspection"	-
	Replace the radio and display receiver assembly	<a href="#">INFO</a>
Message synchronization cannot be set to off	Check if the cellular phone message forwarding is set off	-

SYMPTOM	SUSPECTED AREA	LINK
	Proceed to "Cellular Phone Inspection"	<a href="#">INFO</a>
	Replace the radio and display receiver assembly	<a href="#">INFO</a>
Other caller's voice is interrupted by noise or sound quality is poor	Check the receiving voice volume (if it is too high, voice may sound distorted)	-
	Proceed to "Hands-free Voice Quality and Volume Settings" in Operation Check.	<a href="#">INFO</a>
	Make a call with the cellular phone disconnected from "Bluetooth" and check that other callers voice can be heard clearly	-
	Check that audio is correctly output for the radio	-
	Replace the radio and display receiver assembly	<a href="#">INFO</a>
Other caller's voice cannot be heard	Check that audio is correctly output for the radio	-
	Make a call with the cellular phone disconnected from "Bluetooth" and check that other callers voice can be heard clearly	-
	Using the cellular phone setting display, confirm that the audio output device is registered to the in-vehicle device.	-
	Check that reception voice volume is not set to minimum.	-
	Replace the radio and display receiver assembly	<a href="#">INFO</a>
Caller's voice (your voice) is interrupted by noise or sound quality is poor.	Check the transmitting voice volume (if it is too high, voice may sound distorted).	-
	Proceed to "Hands-free Voice Quality and Volume Settings" in Operation Check.	<a href="#">INFO</a>
	If any additional devices are installed, turn on/off the power switch and check whether noise occurs.	-
	Turn the ignition switch from ACC to off for a few times at a certain interval and check the sound volume of the calls.	-

SYMPTOM	SUSPECTED AREA	LINK
	Using another cellular phone with another cellular phone carrier, check the sound volume of the calls a few times at a certain interval.	-
	Proceed to "When Voice Recognition Switch is Pressed a Short Beep is Emitted but the Voice Recognition System does not Start"	<a href="#">INFO</a>
	Proceed to "Microphone Circuit"	<a href="#">INFO</a>
Other caller cannot hear your voice	When talking on the cellular phone, check that the mute button is not pressed.	-
	Proceed to "When Voice Recognition Switch is Pressed a Short Beep is Emitted but the Voice Recognition System does not Start"	<a href="#">INFO</a>
	Proceed to "Microphone Circuit"	<a href="#">INFO</a>
Sound output too low (other caller cannot hear your voice at an appropriate volume level)	Turn the ignition switch from ACC to off a few times at a certain interval and check the sound volume of the calls.	-
	Using another cellular phone with another cellular phone carrier, check the sound volume of the calls a few times at a certain interval.	-
	Proceed to "When Voice Recognition Switch is Pressed a Short Beep is Emitted but the Voice Recognition System does not Start"	<a href="#">INFO</a>
	Proceed to "Microphone Circuit"	<a href="#">INFO</a>
The telephone button on the steering pad switch cannot be operated but the displayed telephone button can be operated.	Check that there is no foreign matter caught, etc. in the switch for which the problem is occurring, and remove it if necessary	-
	Check that the voice recognition switch on the steering pad switch can be operated. If it cannot be operated, proceed to "When voice recognition switch is pressed, a short beep is not emitted and the voice recognition system does not start"	-
	Inspect the steering pad switch assembly.	<a href="#">INFO</a>

### "Bluetooth" Audio Function

SYMPTOM	SUSPECTED AREA	LINK
"Bluetooth" portable audio player cannot be detected	Check if the portable audio player is not connected to the in-vehicle device via "Apple CarPlay" or "Android Auto".	-
	Confirm that the portable audio player is "Bluetooth" compatible.	-
	Check that the portable audio player is being connected to the in-vehicle device via "Bluetooth" using the correct procedure.	-
	Check the portable audio player that the malfunction occurred for using another vehicle of the same type.	-
	Check after removing all additional devices which use radio waves.	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
Portable audio player cannot be connected manually/automatically.	Confirm that the portable audio player is "Bluetooth" compatible.	-
	Check that the portable audio player is being connected to the in-vehicle device via "Bluetooth" using the correct procedure.	-
	Check that the Bluetooth audio connection setting of the Bluetooth portable audio player is set to on.	-
	Select the customers portable audio player on the device registration screen of the in-vehicle device and check that the "Use for Media" setting is set to on	-
	Check that the portable audio player is not in standby/sleep mode.	-
	Check that the portable audio player is not being connected to another device via "Bluetooth".	-
	Check the portable audio player that the malfunction occurred for using another vehicle of the same type.	-



SYMPTOM	SUSPECTED AREA	LINK
	Confirm after removing all additional devices which use radio waves.	-
	Replace the radio and display receiver assembly.	INFO
Cellular phone with portable audio player function is connected via "Bluetooth" but cannot be detected as a "Bluetooth" compatible device.	Check if the portable audio player is not connected to the in-vehicle device via "Apple CarPlay" or "Android Auto".	-
	Confirm that the cellular phone with portable audio player function is "Bluetooth" compatible.	-
	Check that the cellular phone with portable audio player function is being connected to the in-vehicle device via "Bluetooth" using the correct procedure	-
	Check the cellular phone with portable audio player function using another vehicle of the same type.	-
	Confirm after removing all additional devices which use radio waves.	-
	Replace the radio and display receiver assembly	INFO
Portable audio player automatically starts.	Check that the cellular phone with portable audio player function is being connected to the in-vehicle device via "Bluetooth" using the correct procedure.	-
	Check that "Use for media" is set to off on the in-vehicle device	-
	Check the cellular phone with portable audio player function using another vehicle of the same type.	-
Sound from portable audio player cannot be heard, sound is low or sound quality is poor	Place the portable audio player to an appropriate position.	-
	Check that the portable audio player is on and that the sound volume is not set to zero and mute is off	-
	Confirm that use of Wi-Fi connection is set to off. If Bluetooth and Wi-Fi devices are connected at the same time, depending on the specification of each device, one of them will be prioritized to output its audio.	-

SYMPTOM	SUSPECTED AREA	LINK
	Check the portable audio player using another vehicle of the same type.	-
	Replace the radio and display receiver assembly	<a href="#">INFO</a>
Sound from portable audio player is interrupted or noise occurs	Put the portable audio player in an appropriate location.	-
	Confirm that Wi-Fi is set to off. If Bluetooth and Wi-Fi devices operate at the same time, the connection may be disconnected due to wave interference (the 2.4 GHz frequency band will be congested, etc.)).	-
	Check the portable audio player using another vehicle of the same type.	-
	Confirm after removing all additional devices which use radio waves.	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
Portable player does not play even after "Bluetooth" audio mode is selected.	Check that the portable audio player is operating correctly.	-
	Check the portable audio player using another vehicle of the same type.	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
Track information such as track number, track name, elapsed play time and playlist is not displayed or the displayed contents is not correct.	Confirm that the cellular phone with portable audio player function is "Bluetooth" compatible.	-
	Check that the track information is displayed on the portable audio player.	-
	Check the portable audio player using another vehicle of the same type.	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
Operation switches for portable player such as play, pause, repeat are not displayed.	Check the portable audio player using another vehicle of the same type.	-

SYMPTOM	SUSPECTED AREA	LINK
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
Portable player cannot pause, skip, fast forward, fast rewind, play at random, repeat	Check the portable audio player using another vehicle of the same type.	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
Registered device cannot be deleted.	Check that the portable audio player is being cleared from the in-vehicle device using the correct procedure.	-
	Replace the radio and display receiver assembly	<a href="#">INFO</a>
Track information is not listed or the displayed contents are not correct.	Check the portable audio player using another vehicle of the same type.	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
Repeat cannot be set to off	Check the device with which the malfunction occurs using another vehicle of the same type.	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>

### Apple CarPlay Function

SYMPTOM	SUSPECTED AREA	LINK
Apple CarPlay cannot be started by USB connection	Check that the customers device is compatible with Apple CarPlay	-
	If a USB hub is being used, remove it	-
	Check the USB cable connection status and check that a genuine Apple USB cable or MFi certified USB cable is being used	-
	Check that the customers "Siri" function can be used on their device	-
	Select the customers device on the in-vehicle device registration screen and check that the "Use for Apple CarPlay" setting is set to on	-
	Proceed to "Sound cannot be Heard Sound Quality is Poor only when Replaying USB Storage Device or "iPod""	<a href="#">INFO</a>

SYMPTOM	SUSPECTED AREA	LINK
Apple CarPlay cannot be started by wireless connection	Move the vehicle to a place where there are minimal radio waves and Wi-Fi connection is possible, then check again	-
	Access the official site ( <a href="https://www.apple.com/">https://www.apple.com/</a> ) and search for "Apple CarPlay" in the search bar. Select iOS compatibility function and check that the customers device is listed	-
	Check that the version of the customers device is not earlier than iOS 13.3	-
	Check that the customers device is being connected to the in-vehicle device via "Bluetooth" using the correct procedure	-
	Check that the wireless connection setting of the customers device is set to on (permission)	-
	Check that the Apple CarPlay connection setting of the customers device is set to on (permission)	-
	Check that the "Bluetooth" connection setting of the customers device is set to on	-
	Check that the in-vehicle device is displayed on the "Bluetooth" registered device screen of the customers device	-
	Check that the Wi-Fi connection setting of the customers device is set to on	-
	Check that [SSID: "Smartphone_Connect_#####"] (where "#####" is the last 6 digits of the Wi-Fi MAC address) is displayed as the connection information for the customers device	-
	Check that the name of the customers device is displayed as a "Bluetooth" registered device on the in-vehicle device	-
	Select the customers device on the in-vehicle device registration screen and check that the "Use for Apple CarPlay" setting is set to on	-
	Select the customers device on the in-vehicle device registration screen and check that Apple CarPlay starts when the "CONNECT" button is pressed	-
	Restart the customers device and check again	-

SYMPTOM	SUSPECTED AREA	LINK
	Check if a "Bluetooth" connection can be established using another device	-
	Check that another device that is capable of tethering is displayed in "available networks" and check that a Wi-Fi connection can be established	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
Wireless connection disconnects unexpectedly	Move the vehicle to a place where there are minimal radio waves and Wi-Fi connection is possible, then check again.	-
	Check if "HotSpot" is set to off for the in-vehicle device	-
	Restart the customers device and check again.	-
	Check that another device that is capable of tethering is displayed in "available networks" and check that a Wi-Fi connection can be established.	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
When a wireless connection is established, Bluetooth Audio cannot be used at the same time	Check that a wireless connection and a Bluetooth Audio connection are not being attempted on the same device	-
	Check that a connection can be established with another device and can be used at the same time	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
Even though "Hey Siri" is spoken, Siri does not start*	Check that the voice recognition function is operating correctly.	-
	Check that the version of the customers device is not earlier than iOS 14.3	-
	Check the value of the "Wake word" setting on the in-vehicle device	-
	Check that "Wake word" is set to on in the settings of the in-vehicle device	-
	Check that the "Hey Siri" listening function is set to on (enabled) on the customers device	-
	Select the customers device on the in-vehicle device registration screen and check that the "Use for Apple CarPlay" setting is set to on.	-

SYMPTOM	SUSPECTED AREA	LINK
	Check if "HotSpot" is set to off for the in-vehicle device.	-
	Restart the customers device and check again.	-
	Replace the radio and display receiver assembly.	INFO
Voice guidance and navigation information is not displayed on the combination meter assembly	Restart the customers device and check again.	-
	Check that a different device can connect.	-
	Select the customers device on the in-vehicle device registration screen and check that the "Use for Apple CarPlay" setting is set to on	-
	After clearing the registered device from the in-vehicle device, register the device again and check that it is displayed on the combination meter assembly	-
	Replace the radio and display receiver assembly.	INFO
No audio when Apple CarPlay starts  (Customers device is sufficiently charged)	Check that the audio function is operating correctly.	-
	Check that sound can be heard from the device.	-
	Check that the sound volume is not set to zero.	-
	Check that the mute setting is set to off	-
	Replace the radio and display receiver assembly.	INFO
Vehicle position shown by Apple CarPlay map app does not match actual vehicle position	Check that the audio and visual system is operating correctly.	-
	Disconnect the connection between the vehicle system and the customer's device, and with Apple CarPlay Operation ended, check whether the map app on the customer's device still shows the incorrect vehicle location.	-
	Inspect the navigation antenna assembly.	INFO
	Replace the antenna cord sub-assembly (for instrument panel).	INFO

SYMPTOM	SUSPECTED AREA	LINK
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>

\*: The availability of functions differs depending on the region and destination.

### Android Auto Function(w/ Android Auto Function)

SYMPTOM	SUSPECTED AREA	LINK
Android Auto cannot be started by USB connection	Check that the customers device is compatible with Android Auto	-
	If a USB hub is being used, remove it	-
	Check that the cable connecting the customers device is a communication compatible cable  <b>HINT:</b> <ul style="list-style-type: none"> <li>Use a cable with a USB mark that is less than 1.8 meters</li> <li>If a connection cannot be established, use a known good cable</li> </ul>	-
	Check that Android Auto is installed on the customers device	-
	Select the customers device on the in-vehicle device registration screen and check that the "Use for Android Auto" setting is set to on	-
	Proceed to "Sound cannot be Heard Sound Quality is Poor only when Replaying USB Storage Device or "iPod""	<a href="#">INFO</a>
Android Auto cannot be started by wireless connection	Move the vehicle to a place where there are minimal radio waves and Wi-Fi connection is possible, then check again	-
	Access the official site ( <a href="https://www.android.com/auto/">https://www.android.com/auto/</a> ) and check if the customers device is compatible	-
	Check that the customers device is being connected to the in-vehicle device via "Bluetooth" using the correct procedure	-
	After confirming that the customers device has connected to Android Auto, check that "Rejected car" is not included on the in-vehicle device.	-
	Check that the "Bluetooth" connection setting of the customers device is set to on	-

SYMPTOM	SUSPECTED AREA	LINK
	Check that the in-vehicle device is displayed on the "Bluetooth" registered device screen of the customers device	-
	Check that the Wi-Fi connection setting of the customers device is set to on	-
	Check that [SSID: "Smartphone_Connect_#####"] (where "#####" is the last 6 digits of the Wi-Fi MAC address) is displayed as the connection information for the customers device	-
	Check that the name of the customers device is displayed as a "Bluetooth" registered device on the in-vehicle device	-
	Select the customers device on the in-vehicle device registration screen and check that the "Use for Android Auto" setting is set to on	-
	Select the customers device on the in-vehicle device registration screen and check that Android Auto starts when the "CONNECT" button is pressed	-
	Restart the customers device and check again	-
	Check if a "Bluetooth" connection can be established using another device	-
	Check that another device that is capable of tethering is displayed in "available networks" and check that a Wi-Fi connection can be established	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
Wireless connection disconnects unexpectedly	Move the vehicle to a place where there are minimal radio waves and Wi-Fi connection is possible, then check again.	-
	Check if "HotSpot" is set to off for the in-vehicle device.	-
	Restart the customers device and check again.	-
	Check that another device that is capable of tethering is displayed in "available networks" and check that a Wi-Fi connection can be established.	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
Call information is not displayed on the combination	Restart the customers device and check again.	-



SYMPTOM	SUSPECTED AREA	LINK
meter assembly.	Check that a different device can connect.	-
	Select the customer's device on the in-vehicle device registration screen and check that the "Use for Android Auto" setting is set to on.	-
	After clearing the registered device from the in-vehicle device, register the device again and check that it is displayed on the combination meter assembly.	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
No audio when Android Auto starts  (Customer's device is sufficiently charged)	Check that the audio function is operating correctly.	-
	Check that sound can be heard from the device.	-
	Check that the sound volume is set to zero.	-
	Check that the mute setting is set to off.	-
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>
Vehicle position shown by Android Auto map app does not match actual vehicle position	Check that the audio and visual system is operating correctly.	-
	Disconnect the connection between the vehicle system and the customer's device, and with Android Auto Operation ended, check whether the map app on the customer's device still shows the incorrect vehicle location.	-
	Inspect the navigation antenna assembly.	<a href="#">INFO</a>
	Replace the antenna cord sub-assembly (for instrument panel).	<a href="#">INFO</a>
	Replace the radio and display receiver assembly.	<a href="#">INFO</a>

### Streaming Audio Function

SYMPTOM	SUSPECTED AREA	LINK
Audio application is not displayed on sources list	Change the communication settings to Wi-Fi and if operation is normal, inspect the telematics system	<a href="#">INFO</a>

SYMPTOM	SUSPECTED AREA	LINK
	Check operation of the server using another vehicle	-
	Turn the ignition switch off and try again	-
	Initialize the in-vehicle device and check again	-
	Contact the support center	-
Audio application did not load	Change the communication settings to Wi-Fi and if operation is normal, inspect the telematics system	INFO
	Check operation of the server using another account or vehicle	-
	Turn the ignition switch off and try again	-
	Initialize the in-vehicle device and check again	-
	Contact the support center	-
Audio application not responsive	Change the communication settings to Wi-Fi and if operation is normal, inspect the telematics system	INFO
	Check operation of the server using another vehicle	-
	Turn the ignition switch off and try again	-
	Initialize the in-vehicle device and check again	-
	Contact the support center	-
Audio application playing but no music heard	Check that mute of the audio is off	-
	Check that the audio function is operating correctly.	-
	Issue TAS ticket (streaming audio does not produce sound, but other audio source has sound)	-

**Search Function**

SYMPTOM	SUSPECTED AREA	LINK
"Sorry, there was a problem" message is displayed in navigation search (w/ Navigation Function)	Move the vehicle (to a place where GNSS radio wave reception is good)	-
	Change the communication settings to Wi-Fi and if operation is normal, inspect the telematics system.	<a href="#">INFO</a>
	Turn the ignition switch off and try again.	-
	Contact the support center.	-
"Sorry, there was a problem" message is displayed in media search	Move the vehicle to a place where the reception sensitivity is good and check again	-
	Confirm that the communication is set to Wi-Fi and if operation is normal, inspect the telematics system.	<a href="#">INFO</a>
	Check using another audio player	-
	Turn the ignition switch off and try again.	-
	Contact the support center.	-
"Sorry, there was a problem" message is displayed in phone search	Check that the cellular device is connected to the in-vehicle device via "Bluetooth"	-
	Verify contacts synced to head unit	-
	Turn the ignition switch off and try again.	-
	Contact the support center.	-
"Sorry, there was a problem" message is displayed in setting search	Turn the ignition switch off and try again.	-
	Contact the support center.	-
Unable to enter keyboard search	Turn the ignition switch off and try again.	-
	Contact the support center.	-

### Apps Function

SYMPTOM	SUSPECTED AREA	LINK
Application does not operate normally	Confirm that the communication is set to Wi-Fi and if operation is normal, inspect the telematics system.	<a href="#">INFO</a>
	Check that the contract status of the service is valid and the user is signed in	-
	Turn the ignition switch off and try again.	-
	Check operation of the server using another account or vehicle	-
	Check that the version of the application is the latest	-
	Initialize the in-vehicle device and check again	-
	Contact the support center.	-

### Destination Assist Function

SYMPTOM	SUSPECTED AREA	LINK
Destination assist call cannot be performed	Check that the Telematics system is operating correctly.	<a href="#">INFO</a>
	Check if the contract status of the service is valid.	-
	Contact the support center.	-

