

Last Modified: 12-04-2024	6.11:8.1.0	Doc ID: RM10000000291YY
Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [12/2022 -]
Title: AUDIO / VIDEO: AUDIO AND VISUAL SYSTEM: Cellular Phone Inspection; 2023 - 2024 MY Prius Prius Prime [12/2022 -]		

Cellular Phone Inspection

PROCEDURE

1. CHECK USAGE CONDITION

(a) Check that the vehicle and cellular phone meet the following conditions:

NOTICE:

If changing cellular phone settings, updating software, etc. is necessary, make sure to obtain the permission of the customer first.

- The operation of the cellular phone has been confirmed
- The cellular phone is registered as a hands-free device
- The "Bluetooth" setting of the cellular phone is set to on
- The Wi-Fi setting of the cellular phone is set to off
- The operating system and software of the "Bluetooth" device are the latest versions
- There are no other radio wave emitting devices (Wi-Fi communication device, etc., which emit radio waves in the 2.4 GHz frequency band) inside the vehicle.
- Check for malfunctions and confirm that the device operates correctly.

HINT:

If operation of the cellular phone or multi-media module receiver assembly is requested, make sure to follow the instructions closely and perform the operation.

RESULT	PROCEED TO
Malfunction does not occur	A
Malfunction occurs	B

A  **END**

B



2. RESTART

(a) Turn off the cellular phone and then turn it on again.

- (b) Turn the ignition switch off and then turn it to ON again.
- (c) Check for malfunctions and confirm that the device operates correctly.

HINT:

If operation of the cellular phone or radio and display receiver assembly is requested, make sure to follow the instructions closely and perform the operation.

RESULT	PROCEED TO
Malfunction does not occur	A
Malfunction occurs	B

A  **END**

B



3. CHECK OPERATION

- (a) Check if the in-vehicle device can be detected by the cellular phone.

HINT:

If operation of the cellular phone or radio and display receiver assembly is requested, make sure to follow the instructions closely and perform the operation.

RESULT	PROCEED TO
In-vehicle device can be detected	A
In-vehicle device cannot be detected	B

B  **GO TO STEP 5**

A



4. REREGISTRATION

- (a) Clear registered information of any cellular phone or in-vehicle device which is causing a malfunction of the cellular phone/in-vehicle device.
- (b) Register the cellular phone again.

(c) Check for malfunctions and confirm that the device operates correctly.

HINT:

If operation of the cellular phone or radio and display receiver assembly is requested, make sure to follow the instructions closely and perform the operation.

RESULT	PROCEED TO
Malfunction does not occur	A
Malfunction occurs	B

A ▶ **END**

B



5.	CHECK OPERATION USING OTHER VEHICLE
-----------	--

(a) Check if the customers cellular phone functions normally using another vehicle.

HINT:

- Make sure to obtain the permission of the customer first.
- After the inspection, clear the registered information and usage history acquired during the inspection.
- If operation of the cellular phone or radio and display receiver assembly is requested, make sure to follow the instructions closely and perform the operation.

RESULT	PROCEED TO
Malfunction does not occur	A
Malfunction occurs	B

A ▶ **GO TO PROBLEM SYMPTOMS TABLE** INFO

B



6.	REPLACE CELLULAR PHONE
-----------	-------------------------------

(a) Register another "Bluetooth" compatible cellular phone.

HINT:

Make sure to obtain the permission of the customer first.

(b) Using another "Bluetooth" compatible cellular phone, check for malfunctions and confirm that the device operates correctly.

HINT:

- After the inspection, clear the registered information and usage history acquired during the inspection.
- If operation of the cellular phone or radio and display receiver assembly is requested, make sure to follow the instructions closely and perform the operation.

RESULT	PROCEED TO
Malfunction does not occur	A
Malfunction occurs	B

A ► **CELLULAR PHONE MALFUNCTION (CHECK CUSTOMERS CELLULAR PHONE)**

B ► **GO TO PROBLEM SYMPTOMS TABLE** [INFO](#)

