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Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [12/2022 -]
Title: AUDIO / VIDEO: AUDIO AND VISUAL SYSTEM: Cellular Phone Registration Failure; 2023 - 2024 MY Prius Prius Prime [12/2022 -]		

Cellular Phone Registration Failure

CAUTION / NOTICE / HINT

HINT:

Depending on the parts that are replaced during vehicle inspection or maintenance, performing initialization, registration or calibration may be needed. Refer to Precaution for Audio and Visual System.

Click here [INFO](#)

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 "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.

(b) Register the cellular phone again and check if it is registered 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
Cellular phone can be registered.	A
Cellular phone cannot be registered.	B

A  **END**

B
▼

2.	RESTART CELLULAR PHONE
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- (a) Restart the cellular phone.
- (b) Turn the ignition switch off.
- (c) Turn the ignition switch to ACC.
- (d) Register the cellular phone as a connected device again and check if it is registered 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
Cellular phone can be registered.	A
Cellular phone cannot be registered.	B

A ► **END**

B
▼

3.	MOVE CELLULAR PHONE
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- (a) Move the cellular phone close to the in-vehicle device.
- (b) Perform the registration procedure for the cellular phone again and check that it registers 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
Cellular phone can be registered.	A
Cellular phone cannot be registered.	B

A  **END**

B



4.	CLEAR REGISTERED DEVICE INFORMATION
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- (a) Clear all "Bluetooth" devices registered to the cellular phone and in-vehicle device.
- (b) Register the cellular phone as a connected device again and check if it is registered 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
Cellular phone can be registered.	A
Cellular phone cannot be registered.	B

A  **END**

B



5.	OPERATION USING OTHER VEHICLE
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- (a) Using another vehicle, perform the registration procedure for the cellular phone again and check that it registers correctly.

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
Cellular phone can be registered.	A
Cellular phone cannot be registered.	B

A ▶ **END**

B



6.	REPLACE CELLULAR PHONE
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(a) Using another "Bluetooth" compatible cellular phone, perform the registration procedure and check that it registers correctly.

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
Cellular phone can be registered.	A
Cellular phone cannot be registered.	B

A ▶ **CELLULAR PHONE MALFUNCTION (CHECK CUSTOMER`S CELLULAR PHONE)**

B ▶ **REPLACE RADIO AND DISPLAY RECEIVER ASSEMBLY**

