



Service Bulletin

PRELIMINARY INFORMATION

Subject: Identifying Texting Availability for Full Size Trucks and Utilities

Models: 2015 Cadillac Escalade
2015 Chevrolet Silverado HD, Suburban, Tahoe
2015 GMC Sierra HD, Yukon, Yukon XL

Condition/Concern

Some customers with a 2015 full size HD truck or SUV may comment that they are not able to receive text messages or do not have the Text Message icon on the home screen.

Recommendation/Instructions

This texting feature was not available for 2015 utilities and HD pick up trucks until it became available as RPO code AVF during a mid-cycle production enhancement. These utilities and HD pick up trucks must be built with RPO code AVF to have the texting feature and there is not an upgrade available to add texting if the vehicle was not built with RPO AVF. All 2015 1500 series pick up trucks with IO4, IO5, and IO6 have had texting available since start of production and do not require RPO AVF to have texting.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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