



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip-Text Messaging

Models: 2014-2015 Buick Encore, Verano
2014-2015 Chevrolet Camaro, Cruze, Equinox, Malibu, Orlando (Canada Only), Volt
2014-2015 GMC Terrain
2015 Buick LaCrosse, Regal
2015 Cadillac ATS, CTS Sedan (VIN A), ELR, Escalade Models, SRX, XTS
2015 Chevrolet Colorado, Corvette, Impala (VIN 1), Silverado 1500, Silverado 2500/3500 (RPO AVF), Suburban (RPO AVF), Tahoe(RPO AVF)
2015 GMC Canyon, Sierra 1500, Sierra 2500/3500 (RPO AVF), Yukon Models (RPO AVF)
Equipped with RPO IO4, IO5, IO6, UFU (w/UP9), UHK, UFW, UHR, UHJ, UFF or UHQ

Condition/Concern

A customer or dealer may have questions or concerns about the Text Messaging feature available on some newer GM infotainment systems.

Recommendation/Instructions

Text Message Alerts are available on all 2015 models equipped with MyLink, IntelliLink or Cadillac CUE (excluding Sonic, Spark, Spark EV and Trax; Texting for 2015 Escalade/ESV, Sierra 2500HD/3500HD, Silverado Heavy Duty, Suburban, Tahoe and Yukon/Yukon XL models is dependent on having RPO AVF).

Note: Text Message Alerts are also available on select 14MY vehicles: Chevrolet Camaro, Cruze, Cruze Diesel, Equinox, Malibu, SS, Traverse and Volt; Buick Encore, Enclave and Verano; GMC Acadia and Terrain.

Text Message Alerts are offered when the system is paired with a Bluetooth device that supports text messaging. Commands can be initiated using the text message icon (varies by vehicle) on the touch-screen display. When a text message is received on a paired, compatible phone, this system allows the customer to:

Display the incoming text message on screen when the vehicle is stationary or a passenger is detected (if equipped with Passenger Lockout).

Listen to the message read aloud over the audio system.

Choose from a list of pre-defined responses when the vehicle is stationary or in motion (with select vehicle and phones).

Note: This feature is not designed to replicate the text messaging functionality found on your phone. Functionality varies by vehicle, phone make, and model.

In order to use Text Message Alerts, your compatible phone must be paired with the infotainment system. For most devices, you must take an additional step during the pairing process to enable Text Message Alert functionality in the vehicle. This step varies by phone make and model, but generally, you can follow the process below.

iPhone devices

Pair your iPhone with the system

On your phone, within the Bluetooth SETTINGS menu, select the "i" icon next to your vehicle name in the device list and enable SHOW NOTIFICATIONS

The feature will be enabled on your next ignition cycle (wait at least 3 minutes after engine shut off)

Note: Your device should remember your notification preferences when it reconnects in the future.

Text Message Alert functionality varies by phone. The following functionality is specific to some iPhone devices:

Text messages CANNOT be responded to using the radio system for iPhone devices; they can only be received

Only text messages received during the current drive cycle are accessible using the radio system

If the user's phone is currently showing an open text message screen/app, the user may not receive an alert for new messages in the active conversation through the radio system

iPhone's have to have iOS6 or later version so that incoming messages can be displayed on the car's dashboard and/or read aloud by the car's computerized voice.

Android Devices

Pair your Android device with the system

During the pairing process, your phone may ask you to allow the vehicle to access your device's contacts and M.A.P. (message access profile). You must agree to both in order to use Text Message Alerts

Note: Select "ALWAYS ALLOW" on your device to remember your notification preferences in the future. Some Android devices require the user to drag down the notification page (swipe down from the top of the screen) in order to complete these steps.

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION