



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip - Text Feature Unavailable Intermittently With Android Phones

Models: 2014-2015 Buick Enclave
2014-2015 Chevrolet Traverse, Captiva
2014-2015 GMC Acadia
Equipped with Any of the Following Radio RPOs:
UG4, UGU, UGY, UGX, UHW, UHV, UI4, UI6, UI7, or UI8

Condition/Concern

A customer may comment that the texting feature is unavailable at times or that the texting icon is greyed out at times.

Recommendation/Instructions

This concern may have been caused by a recent update to the phone. If this is encountered, perform the following and re-evaluate the concern

1. Delete the vehicle from the phone
2. Delete the phone from the vehicle
3. Ask the customer to delete all of their previous text/multimedia messages.
4. Re-pair the phone to the vehicle and recheck operation.

This concern may also be caused by the use of Emoticons in the body of a text message. Please advise the customer to refrain from using Emoticons while using the vehicle text messaging system

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