



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Diagnostic Tip-Text Messaging

**Models:** 2014-2015 Buick Encore, Enclave, Verano  
2014-2015 Chevrolet Camaro, Cruze, Equinox, Malibu, Orlando (Canada Only), Traverse, Volt  
2014-2015 GMC Acadia, 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, UFF, UFW, UFU (w/UP9), UGY, UG4, UGU, UGX, UHK, UHR, UHJ, UHQ, UI4, UI6, UI7, or UI8

*This PI has been superseded to update the Models section. Please disregard PIT5444A.*

### 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, select settings>notifications>messages. Make sure that "Allow Notifications" and "Show On Lock Screen" are both selected on.

- 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

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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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