



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Diagnostic Tip: Apple Device Connectivity Issues Due To USB Cord Concern

**Models:** All 2016 and Prior GM Cars and Light Duty Trucks  
Equipped with a USB Port

### Condition/Concern

Some customers may comment on connectivity concerns when connecting an Apple device via USB cord.

### Recommendation/Instructions

General Motors has observed connectivity concerns when using non-Apple USB cords that has resulted in unnecessary diagnostic time and/or part replacement. As a result, we only recommend using Apple cables/cords for diagnostic testing on any concern involving an Apple device (iPod, iPhone, or iPad).

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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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