



Preliminary Information

PIT5399A Diagnostic Tip: Apple Device Connectivity Issues due to USB Cord Concern

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
All	All	2000 - 2019	All	All	All	All

Equipped with a USB Port

Supersession Statement:

This PI was superseded to update Model Years. Please discard PIT5399.

Condition / Concern

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

Recommendations / 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).

