



Bulletin No.: PIT5978
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Preliminary Information

PIT5978 No Apple CarPlay While Phone Is Hardwired

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Escalade	2023	01/12/2023	01/27/2023	All	All

Involved Region or Country	GME, GMIO, GMNA, and Holden.
Additional Options (RPO)	IOV
Condition	Customers may notice that when they hardwire connect their phone through USB, that Apple Carplay is inop. Wireless Apple Carplay will work, it is only hardwired that is inoperative.
Cause	A hardware anomaly in the USB port.

Correction:

Dealers are to check the part number of the USB. If part number is: 13549126, then dealers are to replace USB with part number 13529873. If it is not 13549126, this PI does not apply and dealers will need to follow SI directions in further root causing issue. PN is not customer visible but is on the 2D label on the back of the part. Easy to pop out with a trim stick to review. This is the one in the front of the cup holder without the SD Card slot.



Version History

Version	1
Modified	02/02/2023 - Created on.



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