



Service Bulletin

INFORMATION

Subject: Key Cutting Procedure for Obtaining Replacement Key

Models: 2010-2014 Buick LaCrosse
2011-2014 Buick Regal
2012-2014 Buick Verano
2010-2014 Cadillac SRX
2013-2014 Cadillac ATS, XTS
2010-2014 Chevrolet Camaro, Equinox
2011-2013 Chevrolet Caprice PPV
2011-2014 Chevrolet Cruze, Volt
2012-2014 Chevrolet Orlando (Canada), Sonic
2013-2014 Chevrolet Malibu, Spark
2014 Chevrolet Impala Limited, Spark EV
2014 Chevrolet Silverado 1500
2010-2014 GMC Terrain
2014 GMC Sierra 1500
2008-2009 Pontiac G8

Attention: This bulletin applies to the United States and Canada only. Export dealers are to contact their local Technical Assistance Center (TAC) for further information.

This bulletin has been revised to add the 2014 model year and to add the Impala, Spark, Spark EV, Silverado and Sierra. Please discard Corporate Bulletin Number 09-00-89-029J.

Due to the uniqueness of the ignition/door lock key, special equipment is required to cut a key. If you do not have the required equipment, you may order a cut/coded key through GM CC&A.

To obtain a replacement key, the following procedure is suggested:

1. Obtain the vehicle key code.
U.S. Dealers: Access the "Key Code Look Up" application through GM GlobalConnect under the Parts Workbench.
Canadian Dealers: Access the "KeyCode Look-Up" feature within the OEConnection D2DLink application.
For additional information on obtaining GM key codes:
 - (U.S. dealers) - refer to the latest version of GM Corporate Bulletin Number 10-00-89-009.
 - (Canada dealers) - refer to the latest version of GM Corporate Bulletin Number 10-00-89-010.
2. Submit a part order through the GM CC&A Parts System for a key blank. Be sure to include the key code in the "note" field, and the keycode in the "comments" field of the order. The "Comments" field may ONLY contain the keycode, (NO extra words). Additional verbiage will result in the order canceling.

Notice: In the GM CC&A parts system, the “comments” field may only contain the requested keycode. Additional characters in this field WILL CAUSE THE ORDER TO SELF CANCEL.

3. DO NOT ORDER AN UNCODED KEY AS YOU WILL RECEIVE A BLANK KEY THAT WILL REQUIRE CODING ON THE SPECIAL EQUIPMENT LISTED BELOW.

Note: The key code is five digits. Some vehicle records do not have the first digit displayed (i.e., vehicle records show the key code as "1234"). When ordering a cut/coded key, refer to the key code table.

Vehicle	Leading Digit
2010-2014 Buick LaCrosse	Z
2011-2014 Buick Regal	
2012-2014 Buick Verano	
2010-2014 Cadillac SRX	
2013-2014 Cadillac ATS, XTS	
2010-2014 Chevrolet Camaro	
2011-2014 Chevrolet Cruze	
2010-2014 Chevrolet Equinox	
2012-2014 Chevrolet Orlando (Canada)	
2012-2014 Chevrolet Sonic	
2011-2014 Chevrolet Volt	
2013-2014 Chevrolet Malibu	
2014 Chevrolet Impala	
2010-2014 GMC Terrain	
2013-2014 Chevrolet Spark	
2014 Chevrolet Spark EV	
2014 Chevrolet Silverado 1500	V
2014 GMC Sierra 1500	
2008-2009 Pontiac G8	6
2011-2013 Chevrolet Caprice PPV	

Important: The order will be shipped the same day if received by 12:00 p.m. (noon) EST, or within 24 hours, Monday through Friday via FedEx (Canadian dealers should place their orders for these parts using a CSO order type only. Do not order using the CSO3 order type).

Important: If the key is integrated with the remote keyless entry (RKE) transmitter, the transmitter and the key shank are not serviced separately.

Tip: The new RKE transmitter and/or key will need to be programmed to the vehicle. Refer to programming procedures in SI.



Parts Information

For part numbers and usage, refer to Key in Group 02.187 of the appropriate parts catalog.

Important: As an alternate to Step 2, the following equipment can be purchased through 1-800-GM-TOOLS or by visiting www.GMDEolutions.com (U.S.) or www.des-canada.ca (Canada).

General Motors highly recommends the use of the following key machines. General Motors has identified superior equipment through testing and evaluation. General Motors believes these sources and their equipment to be reliable. There may be additional manufacturers of such equipment. General Motors does not endorse, indicate any preference for or assume any responsibility for the equipment from these firms or for any such items which may be available for other sources.

Equipment Information

Equipment	Description	Part Number
Computerized Duplicating and Code Cutting	Used to produce a key from a key code or duplicate	Barnes distribution BD Laser Code Cut & Duplicator GMDE Part # 425-9200000
Computerized Duplicating and Code Cutting	Used to produce a key from a key code or duplicate	Kaba Ilco Tricode HS Code Cut & Duplicator GMDE Part # 74-TRI-Code HS
Machine Duplication	Used to produce a duplicate key from an existing key	Kaba Ilco Matrix S Duplicator GMDE Part # 74-Matrix S

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
S0011	Keys – Cut/Replace	Use Published Labor Operation Time

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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