



Service Bulletin

PRELIMINARY INFORMATION

Subject: Intermittently Key Will Not Rotate in Door or Ignition Lock Cylinder

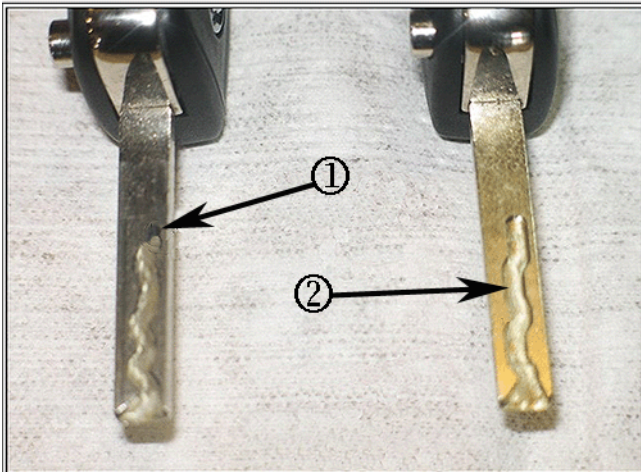
Models: 2008-2016 GM Passenger Cars and Trucks
Equipped with a "Side Mill" Key

Attention: This PI also applies to any of the above models that may be Export vehicles.

This PI has been revised to add the 2013-2016 Model Years and update the Warranty Information. Please discard PI0091A.

Condition/Concern

Some customers may comment that intermittently the key will not insert fully or rotate in the door or ignition lock cylinder. With repeated attempts and additional force, the key will then insert and operate the lock.



The above vehicles use a new style of key called a "side mill" key. Debris (1) may build up in the key groove preventing full insertion of the key. A properly cleaned key (2) will be free of any debris.

Important: Some side mill keys have the cut along the keys edge as opposed to the central cut shown in the photograph. Keys with either physical appearance may collect debris along the slot.

Recommendation/Instructions

Clean the debris from the groove with a fine wire brush and a soft cloth.

Additional Information – Ignition Cylinder Torque-Lock

If the customer's key is free of debris as presented and the original concern was limited to the ignition lock cylinder, your customer may be experiencing torque locking of the ignition cylinder. If the key seems stuck in the LOCK position and you can't turn the key, then turn the steering wheel left and right WHILE you turn the key firmly. Turn the key only with your hand. NEVER use a tool to force it as you could break the key or the ignition switch.

To avoid this concern when parking, after the vehicle has come to a complete stop, let go of the steering wheel and allow the steering system to relax before turning the key to the LOCK position and removing the key.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
0580148*	Clean Side Cut Key Slot	0.2 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		

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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