



Bulletin No.: 15096  
Date: April 2015

# Service Bulletin

## SB-10058757-3505

### CUSTOMER ADVISORY

**SUBJECT:** Customer Advisory - Single Ignition Key Option

**MODELS:** 2007-2014 Chevrolet Tahoe Police Patrol Vehicle  
Equipped with Single Ignition Key Option (RPO 6E2 or 6E8)

#### CONDITION

Certain 2007-2014 model year (MY) Chevrolet Tahoe Police Patrol Vehicles (PPV) are equipped with a single ignition key option (RPO 6E2 or 6E8), which allows the Tahoe PPVs to use the same key as Chevrolet Impala PPV vehicles with this option. The 2006-2013 MY Impala PPVs are included in unintended ignition key rotation safety recall 14299. While the Tahoe PPV is not included in any unintended ignition key rotation safety recall, a potential for unintended key rotation exists if a Tahoe PPV with the single key option is in the same police department fleet with an Impala PPV with the single key option, and a Tahoe PPV slotted key is used to operate an Impala PPV.

#### CUSTOMER ADVISORY COVERAGE

This customer advisory program covers the condition described above until May 31, 2016 regardless of vehicle mileage.

Dealers are to replace the slotted key(s) specified for a Tahoe PPV with the single key option that may be in a police department fleet with an Impala PPV with the single key option. The new ignition key is designed with a round hole which complies with the requirements of safety recall 14299. This service will be provided at no charge to the customer.

When a customer calls for a service appointment, they should be reminded to bring all slotted ignition keys with them when they come to the dealership for this customer advisory program. Upon replacement, the slotted ignition keys must be surrendered to the dealer so they can be destroyed.

#### VEHICLES INVOLVED

Involved are certain 2007-2014 model year Chevrolet Tahoe Police Patrol Vehicles (PPV) equipped with a single ignition key option (RPO 6E2 or 6E8). Because this is a customer advisory program, the vehicles involved will not be identified in the Global Warranty Management system.

#### PART INFORMATION

Parts required to complete this customer advisory program are to be obtained from General Motors Customer Care and Aftersales (GMCCA).

**Note:** Use the Vehicle Identification Number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which replacement key to order.

Part Number	Description	Quantity/Vehicle
23277038	Replacement Key and Ring	As Required
23277039	Replacement Key and Ring	As Required

### SERVICE PROCEDURE

**Caution:** It is important to only utilize the “Replacing Keys” procedure in SI when performing this service procedure. Do not use the “Adding Keys” procedure. Using only the replace key procedure will erase all previously learned ignition keys from the theft deterrent module (TDM) rendering them unusable which is essential to the successful completion of this customer advisory program. All previously learned ignition keys must be destroyed and not be returned to the customer. If a customer does not bring all of the ignition keys to the service appointment, it is important to inform the customer not to use the key and to immediately destroy or return the key the dealership.

**Note:** Use a Tech 2 or a Tech 2 WIN scan tool to perform a key learn or programming event.

1. Program the new keys to the vehicle. Refer to “Replacing Keys Without BTM” in SI.

**Note:** Verify new key function in the ignition cylinder as well as all door and trunk lock cylinders prior to delivery to the customer. Do not return the old keys to the customer. These keys must be destroyed and not reused. Inform the customer to destroy and not use any keys that were not brought in for replacement.

### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZREG transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
0530010	<b>For use with vehicles still covered under warranty</b>	
	Program New Replacement Key to Vehicle	0.2
	Add: For Each Additional Key	0.1
9900153	<b>For use with vehicles no longer covered under warranty</b>	
	Program New Replacement Key to Vehicle	0.2
	Add: For Each Additional Key	0.1

### CUSTOMER NOTIFICATION

General Motors will notify customers of this customer advisory program (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).



May 2015

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

Certain 2007-2014 model year (MY) Chevrolet Tahoe Police Patrol Vehicles (PPV) are equipped with a single ignition key option (RPO 6E2 or 6E8), which allows the Tahoe PPVs to use the same key as Chevrolet Impala PPV vehicles with this option. The 2006-2013 MY Impala PPVs are included in unintended ignition key rotation safety recall 14299. While the Tahoe PPV is not included in any unintended ignition key rotation safety recall, a potential for unintended key rotation exists if a Tahoe PPV with the single key option is in the same police department fleet with an Impala PPV with the single key option, and a Tahoe PPV slotted key is used to operate an Impala PPV.

In order to reduce the possibility of a slotted ignition key from a Tahoe PPV with the single key option being used to operate an Impala PPV with the single key option, General Motors is providing a key replacement option. Upon request, we will replace your slotted ignition key(s) with a new ignition key designed with a round hole which complies with the requirements of safety recall 14299. This service will be provided at **no charge** and will be available until May 31, 2016, regardless of vehicle mileage. Diagnosis or repair for conditions other than the condition described above is not covered.

If you would like to have your slotted ignition key(s) replaced, please contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the service appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. **When you arrive for your appointment, please make sure to bring all slotted ignition keys with you. Upon replacement, the slotted ignition keys must be surrendered to your dealer so they can be destroyed.**

After your appointment, only use the new round hole ignition keys that have been provided to you by your dealer. Please destroy any old slotted ignition keys you still have that have not been turned into your dealer. If you obtain ignition keys elsewhere, always use a key of the exact same design as the replacement key, including the shape, and size, and with only a round hole.

If you have any questions or need any assistance, just contact your GM dealer or the appropriate Customer Assistance Center at the number listed below. You may also contact the Fleet Action Center at 1-800-353-3867.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Alicia S. Boler-Davis  
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Global Connected Customer Experience