

Customer Satisfaction Program

44180 Vehicles with Key Codes Improperly Handled by Third Party



Reference Number: N162044180

Release Date: February 2017

Revision: 02

Revision Description: This bulletin has been revised to clarify the process of obtaining key codes in the service procedure. Please discard all copies of bulletin 44180-01.

Attention: This program is in effect until November 30, 2018.

Make	Model	Model Year		RPO	Description
		From	To		
Various	Various	2008	2016		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Various makes and models of model year 2008-2016 vehicles may have key codes which were inappropriately handled by a third party which could increase the risk of vehicle theft.
Correction	Dealers are to replace all applicable keys and lock cylinders with new key configurations.

Parts

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order. All vehicles will have the ignition lock cylinder and front door lock cylinders replaced. Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which applicable lock cylinders to order. There may be a limited number of parts not available through GMCC&A. Please contact Vintage Parts (VPI) at 1-877-846-8243 to obtain these parts.

Reminder: Parts may be removed from Retail Inventory Management (RIM) management. Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102704	Replace Ignition Lock Cylinder and Front Door Lock Cylinders	*	ZFAT	N/A
	Add: To Replace Rear Door Lock Cylinders (Express/Savana only)	*		
	Add: To Replace Endgate Lock Cylinder	*		
	Add: To Replace Instrument Panel Compartment Door Lock Cylinder	*		
	Add: To Replace Rear Compartment Lid Lock Cylinder	*		
	Add: To Replace Liftgate Lock Cylinder	*		
	Add: To Replace Cargo Box Stowage Box Lid Lock Cylinder	*		
	Add: To Replace Spare Wheel Hoist Lock Cylinder	*		

*Refer to the warranty LTG for appropriate labor time(s).

For US: Please email the VIN and new key codes to the EKC helpdesk along with your name and BAC (ekchelp@gmexpert.com). They will update the key codes in the look up system for future reference.

For Canada: Please email the full VIN and new key codes to Canada Dealer Systems Support along with your name, phone number, and dealer code (dealersupport@cc.gm.ca). They will update the key codes in the look up system for future reference. The support center can be reached at 1-800-265-0573.

Service Procedure

1. Obtain the current key code from the GM Key Code Lookup database. This database has restricted access within the dealership. USA Dealers: Contact your Partner Security Coordinator if you are unsure who in the dealership has access to this database. Canadian Dealers: See your Parts Manager for site authorized users.
2. Using the current key code, create a new key code by shuffling the last 4 characters of the key code. For example, if the key code was Z1234, the first character, Z, must not be changed or moved as this is the series of key for that specific model. The numeric characters (1234) can be shuffled into any other order you desire.
3. Using the newly created key code, order keys, lock cylinders and any other vehicle specific miscellaneous parts needed to complete the repair.
4. Remove ignition lock cylinder. Refer to the applicable service procedure in SI.

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5. Remove front door lock cylinders. Refer to the applicable service procedure in SI.
6. Remove rear door lock cylinders (if equipped). Refer to the applicable service procedure in SI.
7. Remove endgate lock cylinder (if equipped). Refer to the applicable service procedure in SI.
8. Remove instrument panel compartment door lock cylinder (if equipped). Refer to the applicable service procedure in SI.
9. Remove rear compartment lid lock cylinder (if equipped). Refer to the applicable service procedure in SI.
10. Remove liftgate lock cylinder (if equipped). Refer to the applicable service procedure in SI.
11. Remove cargo box stowage box lid lock cylinder (if equipped). Refer to the applicable service procedure in SI.
12. Remove spare wheel hoist lock cylinder (if equipped). Refer to the applicable service procedure in SI.
13. Install ignition lock cylinder. Refer to the applicable service procedure in SI.
14. Install front door lock cylinders. Refer to the applicable service procedure in SI.
15. Install rear door lock cylinders (if equipped). Refer to the applicable service procedure in SI.
16. Install endgate lock cylinder (if equipped). Refer to the applicable service procedure in SI.
17. Install instrument panel compartment door lock cylinder (if equipped). Refer to the applicable service procedure in SI.
18. Install rear compartment lid lock cylinder (if equipped). Refer to the applicable service procedure in SI.
19. Install liftgate lock cylinder (if equipped). Refer to the applicable service procedure in SI.
20. Install cargo box stowage box lid lock cylinder (if equipped). Refer to the applicable service procedure in SI.
21. Install spare wheel hoist lock cylinder (if equipped). Refer to the applicable service procedure in SI.
22. For US: Please email the VIN and new key codes to the EKC helpdesk along with your name and BAC (ekchelp@gmexpert.com). They will update the key codes in the look up system for future reference.

For Canada: Please email the full VIN and new key codes to Canada Dealer Systems Support along with your name, phone number, and dealer code (dealersupport@cc.gm.ca). They will update the key codes in the look up system for future reference. The support center can be reached at 1-800-265-0573.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through November 30, 2018. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through November 30, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

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Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

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November 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

General Motors has learned that the key code for your GM vehicle may have been inappropriately handled by a third party which could increase the risk of vehicle theft.

Your safety and security with your GM vehicle is very important to us, so we are announcing a program to address this situation.

What We Will Do: Your GM dealer will replace all applicable keys and lock cylinders with new key configurations. This service will be performed for you at **no charge until November 30, 2018**.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Oldsmobile	1-800-442-6537	1-800-833-6537
Pontiac	1-800-762-2737	1-800-833-7668
Saab	1-800-955-9007	
Saturn	1-800-553-6000	1-800-833-6000
Hummer	1-800-732-5493	1-800-833-6537
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of safe and enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

44180

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4351
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 20, 2017

Subject: 44180-02 – Customer Satisfaction Program
Vehicles with Key Codes Improperly Handled by Third Party
Revised Service Procedure section

Models: 2008-2016 Various Makes and Models

To: All General Motors Dealers

This bulletin has been revised to clarify the process of obtaining key codes in the service procedure. Please discard all copies of bulletin 44180-01.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS