



Service Bulletin

INFORMATION

Subject: Center Front Floor Console Compartment Lock Cylinder and Key Replacement

Models: 1999-2000 Cadillac Escalade
2002 Cadillac Escalade
1999-2006 Chevrolet Silverado
2000-2002 Chevrolet Suburban, Tahoe
2007 Chevrolet Silverado Classic
1999-2000 GMC Denali
1999-2006 GMC Sierra
2000-2002 GMC Yukon, Yukon XL
2001-2002 GMC Yukon Denali, Yukon Denali XL
2007 GMC Sierra Classic

This bulletin is being revised to add new pricing information and payment terms. Please discard Corporate Bulletin Number 01-08-49-017A (Section 08 – Body and Accessories).

Important: All pricing information listed in this bulletin is in U.S. dollars and is subject to change without notice.

Currently there are different methods for obtaining replacement lock cylinders and keys used in the center front floor console compartment on the above vehicles. If a replacement lock cylinder and/or keys are required, follow the appropriate procedure listed for that vehicle.

- 1999-2007 Chevrolet Silverado (Classic)
- 2000-2002 Chevrolet Suburban, Tahoe
- 1999-2007 GMC Sierra (Classic)
- 2000-2002 GMC Yukon, Yukon XL

The lock cylinder used in the center front floor console compartment on these vehicles is sonically welded to the inside of the console cover/lid and as a result cannot be serviced by itself. If a replacement lock cylinder is needed, it will be necessary to order a replacement console cover assembly from CC&A. The new cover assembly comes complete with a new coded lock cylinder and two new coded keys. See Group 16.650 of the appropriate Parts Catalog for part number information.

Also on these vehicles, if the customer has lost or damaged their console keys and the lock cylinder is okay, replacement keys can be obtained directly from A-1 Manufacturing. To order replacement keys, dealers should call A-1 at 1-877-725-2121, extension 16, and supply them with the three-digit code from the lock cylinder. In addition, dealers may E-mail A-1 at rking@demanda1.com. If contacted by 12 noon Eastern Standard Time (EST), A-1 will cut 2 keys to the code supplied and ship UPS with the following charges (shipping included):

UPS Ground — \$27.50
1 day delivery — \$55.50
2 day delivery — \$41.50
3 day delivery — \$37.50

Ordering

When ordering from A-1, please provide your dealership name, location, and dealer code for identification and if applicable, the 3-digit code from the customer's lock cylinder or key.

Additional Shipping Charges

Add an additional charge of \$10.00 to the above quoted prices when shipping to Alaska, Hawaii, Canada and Puerto Rico. Add an additional \$20.00 to the above quoted prices when shipping to remote locations in Alaska, Hawaii and Canada.

Payment Terms

A credit card is preferred. C.O.D upon request additional \$11.00 charge.

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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