



Service Bulletin

File in Section: 00 - General Information

Bulletin No.: 14-00-89-004D

Date: October, 2017

INFORMATION

Subject: Information for Fleet Vehicles – Ignition Key, Fob and Key Rings Configuration

Models: 2014-2016 Buick LaCrosse
2014-2017 Buick Enclave, Encore, Regal, Verano
2016-2018 Buick Cascada
2014 Cadillac Escalade, Escalade ESV
2014-2016 Chevrolet Impala Limited (VIN W)
2014-2018 Chevrolet Impala (VIN 1)
2010-2015 Chevrolet Camaro
2014-2016 Chevrolet Malibu
2014-2017 Chevrolet Equinox, Traverse
2014-2017 Chevrolet Cruze Limited (VIN P)
2014-2017 Chevrolet Caprice PPV
2014-2018 Chevrolet Captiva, Express, Impala, Silverado LD, Silverado HD, Sonic, Spark 1LT, Suburban, Tahoe, Trax
2015-2018 Chevrolet City Express, Colorado
2016-2018 Chevrolet Cruze (Gen II - VIN B)
2016-2018 Chevrolet Spark LS
2016-2018 Chevrolet Low Cab Forward Trucks
2014-2016 GMC Acadia, Terrain
2014-2018 GMC Savana, Sierra LD, Sierra HD, Yukon Models, Yukon XL Models
2015-2018 GMC Canyon

Attention: This Bulletin also applies to any of the above models that may be Export from North America vehicles.

This Bulletin has been revised to add certain Model Year 2010-2018 vehicles, add new graphics and three new sections: 6. Key Configuration for Rigid Key, 7. Key Configuration for Chevrolet LCF Trucks and 10. Opening a Key Ring Using a Staple Remover. Please discard Corporate Bulletin Number 14-00-89-004C.

Overview

Some Customers are bundling multiple keys, fobs, and key tags together on a single crimped loop or a cable. This practice may result in unintended key rotation, and should be discontinued immediately.

The information in this bulletin details the proper configurations for the ignition key, fob, key rings and key tags and applying a QR code sticker or barcode sticker to a key fob.

Information for Ignition Key, Fob, Key Tags and Key Rings Configuration and Applying a QR Code Sticker or Barcode Sticker to the Fob

Notice: It is very important that the instructions in this Bulletin are followed exactly as written. DO NOT bundle keys, fobs, key rings and key tags.

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1. Key Tag and Fob Requirements and Specifications

The selected vehicle/key/fob identification method that is used should adhere to one of the three following options:

A. Applying a QR Code Sticker or Barcode Sticker to the Fob



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The vehicle may be identified by applying a barcode sticker (not shown) or a QR code sticker (shown on the right) on the fob.

B. Key Tag Specifications

Key tags should meet the following specifications:

- **Dimensions:** The key tag dimensions should be smaller than 40 mm wide x 60 mm long x 13 mm thick.
- **Weight:** The key tag should weigh less than 1.5 ounces (43 grams).

The following are examples of acceptable key tags:



Lightweight small poly key tags.

Thin plastic tags with QR or barcode.

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C. Flexible Vinyl Key Tag with Paper ID Insert and Specifications



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A flexible vinyl key tag with a paper ID insert may also be used and should meet the following specifications:

- **Dimensions:** Flexible vinyl key tag dimensions should be 1 3/8 inch x 3 inch (35 mm x 76 mm).
- **Material:** The flexible vinyl material should be capable of wrapping tightly around a standard pencil.
- **ID Insert:** The ID insert should be constructed of a single sheet of paper, with the key tag able to retain its flexibility. Do not use rigid plastic or metal ID inserts.

2. Attachment Requirements

- The key and fob should be connected using the configuration of rings provided by the manufacturer.
- There should always be two rings.
- The tag should always be connected to the ring away from the key which is the second ring or on certain vehicles the fob ring.
- A standalone fob should always be connected to the ring away from the key which is the second ring or fob ring.
 - ⇒ If the recommended configuration is unknown, the ignition key, fob, key ring and tag configurations for certain Model Year 2010-2018 vehicles are detailed in this Bulletin.
- The 16 mm OD (13 mm ID) ring is connected to any key that has a separate fob. It is also used as a second ring or fob ring for some applications.
- The 19 mm OD (16 mm ID) ring is connected to any key with an integrated fob. It is also used as a ring for the separate fob on the Camaro.
- The 19 mm OD (16 mm ID) ring is connected to the rigid key and a 16 mm OD (13 mm ID) is used as a second ring for an additional key or tag.
- The 22 mm OD (19 mm ID) ring is only used as the second ring or fob ring for the 2014 Escalade and Escalade ESV.

3. Key Configuration for Standalone Key with Separate Fob — Narrow Attachment

Use the following key ring configuration for these vehicles:

- 2014-2017 Buick Enclave
- **2014 Chevrolet Impala Limited (U.S. Fleet Only) — In Compliance with the Latest Version of Recall #14299D: Product Safety - Unintended Ignition Key Rotation**
- 2014-2017 Chevrolet Traverse
- 2014-2018 Chevrolet Captiva, Express, Silverado LD, Silverado HD, Suburban, Tahoe,

- 2015-2016 Chevrolet Impala Limited (VIN W) — (U.S. Fleet Only)
- 2015-2018 Chevrolet Colorado
- 2014-2016 GMC Acadia
- 2014-2017 GMC Savana, Sierra LD, Sierra HD, Yukon, Yukon XL
- 2015-2018 GMC Canyon



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Review the preceding key, key rings and fob configuration examples.



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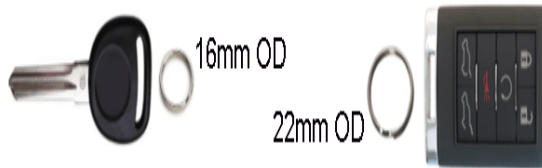
Notice: Only the key should be on the first 16 mm OD (13 mm ID) ring (1).

1. Attach a 16 mm OD (13 mm ID) ring (1) to the key.
2. Attach a 16 mm OD (13 mm ID) ring (2) to the fob and key ID tag.
3. Connect the two rings as shown.

4. Key Configuration for Standalone Key with Separate Fob — Wide Attachment

A. 2014 Cadillac Escalade, Escalade ESV

Use the following key ring configuration for these vehicles:



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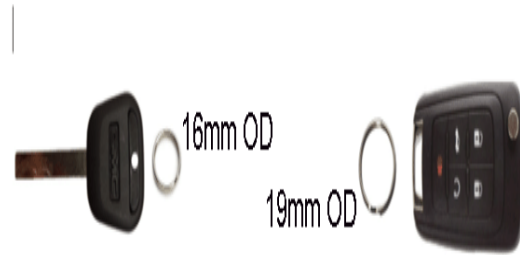
Notice: ONLY the key should be on the first 16 mm OD (13 mm ID) ring.

1. Attach a 16 mm OD (13 mm ID) ring to the key.
2. Attach a 22 mm OD (19 mm ID) ring to the fob and key ID tag.
3. Connect the two rings as shown.

B. 2010-2015 Chevrolet Camaro — In Compliance with the Latest Version of Recall #14294B: Product Safety - Ignition Key

Notice: Camaro Recall #14294B: Product Safety - Ignition Key, specifies a 16 mm OD (13 mm ID) and an 18 mm OD ring, which actually measures 18.9 mm OD and is referred to in this document as a 19 mm OD (16 mm ID) ring.

Use the following key ring configuration for these vehicles:



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Notice: ONLY the key should be on the first 16 mm OD (13 mm ID) ring (1).

1. Attach a 16 mm OD (13 mm ID) ring (1) to the key.
2. Attach a 19 mm OD (16 mm ID) ring (2) to the fob and key ID tag.
3. Connect the two rings as shown.

5. Key Configuration for Key with Integrated Fob

The following key ring configuration applies to these vehicles:

- 2014-2016 Buick LaCrosse
- 2014-2017 Buick Encore, Regal, Verano
- 2016-2018 Buick Cascada
- 2014-2016 Chevrolet Malibu
- 2014-2017 Chevrolet Cruze Limited (VIN P)
- 2014-2017 Chevrolet Equinox
- 2014-2017 Chevrolet Caprice PPV
- 2014-2018 Chevrolet Impala (VIN 1), Sonic, Spark 1LT, Trax
- 2015-2018 Chevrolet City Express
- 2016-2018 Chevrolet Cruze (Gen II - VIN B)
- 2014-2016 GMC Terrain

Gen 1 Flip Key 4 Button Fob



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Typical view of the Gen 1 Flip Key 4 Button Fob.

Gen 1 Flip Key 5 Button Fob.



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Typical view of the Gen 1 Flip Key 5 Button Fob.

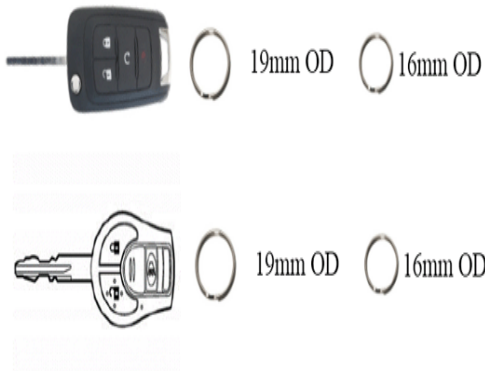
Gen 2 Flip Key 4 Button Fob



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Typical view of the Gen 2 Flip Key 4 Button Fob.

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Review the preceding integrated fob and key rings configuration examples.



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Notice: ONLY the key with integrated fob should be on the first 19 mm OD (16 mm ID) ring (1).

1. Attach a 19 mm OD (16 mm ID) ring (1) to the key with integrated fob.
2. Attach a 16 mm OD (13 mm ID) ring (2) to the key ID tag.
3. Connect the two rings as shown.

6. Key Configuration for Rigid Key

The following key ring configuration applies to the: 2016-2018 Chevrolet Spark LS

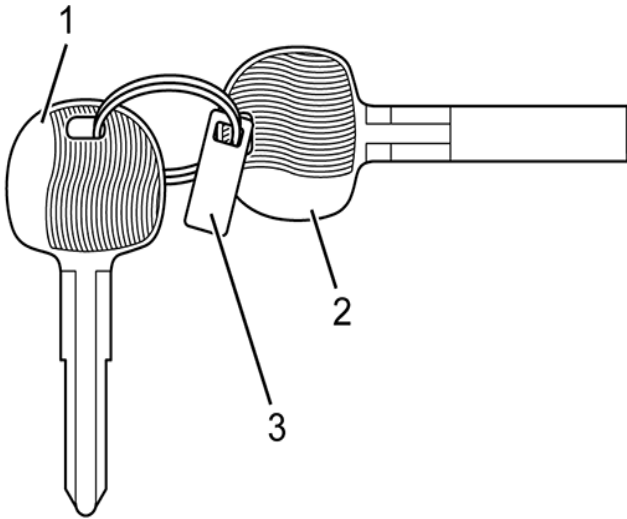


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Notice: ONLY the rigid key should be attached to the 19 mm OD (16 mm ID) ring.

1. Attach a 19 mm OD (16 mm ID) ring to the rigid key.
2. Attach a 16 mm OD (13 mm ID) ring to the 19 mm ring for an additional key or ID tag.

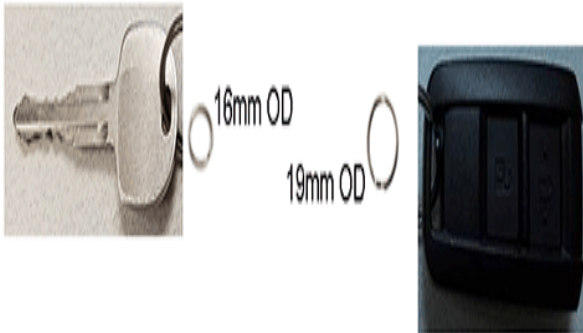
7. Key Configuration for Chevrolet LCF Trucks



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- One key (1) can operate all the locks on the vehicle. Keep one of the two keys provided as a spare (2). Record the key code numbers.
- Both sides of the key are identical, so you can insert the key in the engine control switch without worrying about which way to insert it.
- The key code is indicated on a separate metal plate (3) in order to prevent it from being acquired by an unauthorized person. Secure it in a safe place.

Key, Rings and Fob Configuration for LCF Trucks



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Connect the key, key rings and fob as shown.

Notice: Only the key should be on the 16 mm OD (13 mm ID) ring.

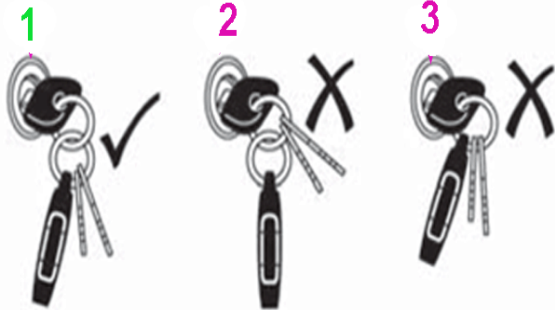
1. Attach a 16 mm OD (13 mm ID) ring to the key.
2. Attach a 19 mm OD (16 mm ID) ring to the fob.
3. Connect the two rings as shown. If adding an ID tag for the vehicle connect it to the fob ring.

8. Key Configuration — Adding a Lightweight Key to the Second Key Ring

Some fleet vehicles may require an additional key. If this situation occurs, the following instructions should be adhered to:

- For a standalone key with a separate fob, the additional lightweight key should be attached to the second ring.
- For a standalone key, the additional lightweight key should be attached to the second ring.
- For a key with an integrated fob, the additional lightweight key should be attached to the second ring.

9. Key Configuration — Proper and Improper Examples



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- **1. Proper Configuration:** Ignition key is only connected to the first ring with the fob and additional keys attached to the second ring.
- **2. Improper Configuration:** Any additional keys that are attached to the first ring. Any additional keys should be attached to the second ring along with the fob.
- **3. Improper Configuration:** Ignition key attached to the only ring with additional keys and the fob also attached. Any additional keys and/or the fob should be attached to a second ring.

10. Opening a Key Ring Using a Staple Remover



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Insert the sharp points of the staple remover between the key rings and slowly press down. Insert or remove a key as needed.