



# Service Bulletin

## INFORMATION

**Subject:** Locating Radio, Key and Immobilizer Codes

**Models:** 2004-2009 Chevrolet Aveo  
2004-2006 Chevrolet Epica (Canada Only)  
2004-2007 Chevrolet Optra (Canada Only)  
2005-2008 Pontiac Wave (Canada Only)  
2009 Pontiac G3

*This bulletin has been revised to update the dealer support phone numbers for Canada. Please discard Corporate Bulletin Number 04-00-89-007F.*

In certain circumstances, the technician will need to have the radio, key or immobilizer codes. The Chevrolet Epica may have radio, key and immobilizer codes while the Chevrolet Aveo and Optra may have radio and key codes but do not require an immobilizer code. The Pontiac Wave has key codes only and does not require radio or immobilizer codes.

### Radio Codes

**Important:** The radio security code feature was eliminated during the 2004 model year. Please see the table below for VIN breakpoint information.

**Important:** Any time an exchange or replacement radio is installed in the vehicle and requires a new radio code, the new four-digit radio security code must be recorded on the customer and shop copies of the repair order and also on the glovebox index card (if available) for future reference.

**Important:** U.S. Dealers MUST call GM TAC in order to obtain the radio codes if they are not readily available in the glovebox index card. Canadian dealers MUST call GM of Canada Dealer Systems Support at 1-800-265-0573.

If the vehicle was built AFTER the VIN breakpoint listed in this table, it does NOT have a radio security code.

Model	Audio System RPO	VIN
Aveo	U3L	4B229836
	UN0	4B230152
	UM7	4B233615
Optra	U3L	4K018624
	UN0	4K020666
Epica	UN0/U3L	4B137681
G3/Wave	All	MY 2005 SOP

For the above-listed vehicles, the radio codes are located in the glovebox. An index card that is stamped with a four-digit code is placed in the glovebox at the

plant. The radio is preset at the plant.

### Key Codes

For the Chevrolet Aveo, Optra and Pontiac G3, Wave, the five-digit key code is stamped on a tag that is supplied with the vehicle keys.

For the Chevrolet Epica, the five-digit key code is also stamped on a tag that is supplied with the vehicle keys. The code is 12 digits long. The actual key code is extracted by using digits 1-5.

### Immobilizer Codes

For the Chevrolet Epica, the six-digit immobilizer code is stamped on a tag that is supplied with the vehicle keys. The code is 12 digits long. The actual immobilizer code is extracted by using digits 6-11.

**Important:** There is only one code stamped on the tag. Digits 1-5 are the key code and digits 6-11 are the immobilizer code. Digit 12 is a "dummy" number.

### Code Retrieval Process — U.S. Dealers

#### Important:

- The code look up feature is located in DealerWorld under the Parts tab and is only visible to personnel with the necessary profile credentials (typically the Parts Manager). See your dealer's Partner Security Coordinator.
- Not all VINs prior to the breakpoints listed above will display a radio code. If you cannot locate a code, please contact the U.S. Technical Assistance Center (TAC) at 1-877-446-8227. You will need to supply the radio's serial number in order for the TAC consultant to locate the correct code.
- The immobilizer codes for the Chevrolet Epica are NOT in DealerWorld. U.S. Dealers should contact GM of Canada's Dealer Systems Support at 1-800-265-0573 for these codes.
- U.S. Dealers should only contact GM of Canada's Dealer Systems Supports for issues concerning the Chevrolet Optra, Epica and Pontiac Wave. U.S. Dealers MUST contact TAC in the U.S. for all Chevrolet Aveo and Pontiac G3 issues.

DealerWorld is the primary location for accessing the Chevrolet Aveo, Epica, Optra and Pontiac Wave radio and key codes whenever the tag or card cannot be located. For the key codes, the technician will need the vehicle's VIN. For the radio code, the technician will need the radio serial number, which is located on the top right of the radio.

### Code Retrieval Process — Canadian Dealers

#### Important:

- The code information is located in the KeyCode Look-Up feature within the OEConnection D2DLink application and available to personnel with the necessary profile credentials (typically the Parts Manager), see your dealer's GM ACCESS Administrator.
- Not all VINs prior to the breakpoints listed above will display a radio code. If you cannot locate a code, please contact the GM of Canada's Dealer Systems Support at 1-800-265-0573. You will need to supply the radio's serial number in order for the centre to locate the correct radio code.

The KeyCode Look-Up feature within the OEConnection D2DLink application is the primary location for accessing the Chevrolet Aveo, Epica, Optra and Pontiac G3 Wave radio, key and immobilizer codes whenever the tag or card cannot be located. For the key codes, the technician will need the vehicle's VIN. For the radio code, the technician will need the radio serial number, which is located on the top right of the radio.

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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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