



# Service Bulletin

File in Section: 00 - General Information

Bulletin No.: 09-00-89-029L

Date: April, 2014

## INFORMATION

**Subject:** Key Cutting Procedure for Obtaining Replacement Key

**Models:** 2010-2014 Buick LaCrosse  
2011-2014 Buick Regal  
2012-2014 Buick Verano  
2010-2014 Cadillac SRX  
2013-2014 Cadillac ATS, XTS  
2014 Cadillac ELR  
2010-2014 Chevrolet Camaro, Equinox  
2011-2014 Chevrolet Caprice PPV  
2011-2014 Chevrolet Cruze, Volt  
2012-2014 Chevrolet Orlando (Canada), Sonic  
2013-2014 Chevrolet Malibu, Spark  
2014 Chevrolet Impala Limited, Silverado 1500, Spark EV, SS  
2015 Chevrolet Silverado, Suburban, Tahoe  
2010-2014 GMC Terrain  
2014 GMC Sierra 1500  
2015 GMC Sierra, Yukon  
2008-2009 Pontiac G8

**Attention:** This bulletin applies to the United States and Canada only. Export dealers are to contact their local Technical Assistance Center (TAC) for further information.

This bulletin has been revised to add model years and models, update the Equipment Information and the Labor Operation to the Global Labor Code (GLC). Please discard Corporate Bulletin Number 09-00-89-029K.

Due to the uniqueness of the ignition/door lock key, special equipment is required to cut a key. If you do not have the required equipment, you may order a cut/coded key through GM CC&A.

To obtain a replacement key, the following procedure is suggested:

1. Obtain the vehicle key code.

**U.S. Dealers:** Access the "Key Code Look Up" application through GM GlobalConnect under the Parts Workbench.

**Canadian Dealers:** Access the "KeyCode Look-Up" feature within the OEConnection D2DLink application.

For additional information on obtaining GM key codes:

- (U.S. dealers) - refer to the latest version of GM Corporate Bulletin Number 10-00-89-009.
- (Canada dealers) - refer to the latest version of GM Corporate Bulletin Number 10-00-89-010.

2. Submit a part order through the GM CC&A Parts System for a key blank. Be sure to include the key code in the "note" field, and the keycode in the "comments" field of the order. The "Comments" field may ONLY contain the keycode, (NO extra words). Additional verbiage will result in the order canceling.

**Notice:** In the GM CC&A parts system, the "comments" field may only contain the requested keycode. Additional characters in this field WILL CAUSE THE ORDER TO SELF CANCEL.

3. **DO NOT ORDER AN UNCODED KEY AS YOU WILL RECEIVE A BLANK KEY THAT WILL REQUIRE CODING ON THE SPECIAL EQUIPMENT LISTED BELOW.**

**Note:** The key code is five digits. Some vehicle records do not have the first digit displayed (i.e., vehicle records show the key code as "1234"). When ordering a cut/coded key, refer to the key code table.

Vehicle	Leading Digit
2010-2014 Buick LaCrosse	Z
2011-2014 Buick Regal	
2012-2014 Buick Verano	
2010-2014 Cadillac SRX	
2013-2014 Cadillac ATS, XTS	
2014 Cadillac ELR	
2010-2014 Chevrolet Camaro	
2011-2014 Chevrolet Cruze	
2010-2014 Chevrolet Equinox	
2012-2014 Chevrolet Orlando (Canada)	
2014 Chevrolet PPV	
2014 Chevrolet SS	
2015 Chevrolet Silverado	
2012-2014 Chevrolet Sonic	
2015 Chevrolet Suburban	
2015 Chevrolet Tahoe	
2011-2014 Chevrolet Volt	
2013-2014 Chevrolet Malibu	
2014 Chevrolet Impala	
2015 GMC Sierra	
2015 GMC Yukon	
2010-2014 GMC Terrain	M
2013-2014 Chevrolet Spark	
2014 Chevrolet Spark EV	
2014 Chevrolet Silverado 1500	V
2014 GMC Sierra 1500	6
2008-2009 Pontiac G8	
2011-2013 Chevrolet Caprice PPV	

**Important:** The order will be shipped the same day if received by 12:00 p.m. (noon) EST, or within 24 hours, Monday through Friday via FedEx (Canadian dealers should place their orders for these parts using a CSO order type only. Do not order using the CSO3 order type).

**Important:** If the key is integrated with the remote keyless entry (RKE) transmitter, the transmitter and the key shank are not serviced separately.

**Tip:** The new RKE transmitter and/or key will need to be programmed to the vehicle. Refer to programming procedures in SI.



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### Parts Information

For part numbers and usage, refer to Key in Group 02.187 of the appropriate parts catalog.

**Important:** As an alternate to Step 2, the following equipment can be purchased through 1-800-GM-TOOLS or by visiting [www.GMDESolutions.com](http://www.GMDESolutions.com) (U.S.) or [www.des-canada.ca](http://www.des-canada.ca) (Canada).

General Motors highly recommends the use of the following key machines. General Motors has identified superior equipment through testing and evaluation. General Motors believes these sources and their equipment to be reliable. There may be additional manufacturers of such equipment. General Motors does not endorse, indicate any preference for or assume any responsibility for the equipment from these firms or for any such items which may be available for other sources.

## Equipment Information

Equipment	Description	Part Number
Computerized Duplicating and Code Cutting	Used to produce a key from a key code or duplicate	Barnes Distribution BD Laser High-Security and Edge-Cut Key Cutting Package Part # 425-9200075
Computerized Duplicating and Code Cutting	Used to produce a key from a key code or duplicate	Kaba Ilco Double Function Key Cutting Machine (for both High Security and Edge Cut Keys) Part # 74-Futura
Machine Duplication	Used to produce a duplicate key from an existing key	Kaba Ilco Matrix S Duplicator GMDE Part # 74-Matrix S

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
0500010	New Vehicle Delivery Key or transmitter Replacement	Use Published Labor Operation Time

