



# Service Bulletin

Bulletin No.: 12-00-89-002C

Date: March, 2019

## INFORMATION

**Subject:** Requesting a New Key Code for Customer with Lost or Stolen Keys

**Models:** 2019 and Prior GM Passenger Cars and Trucks

This Bulletin has been revised to add the 2016-2019 Model Years. Please discard Corporate Bulletin Number 12-00-89-002B.

### Lost or Stolen Keys

In the event of lost or stolen keys, the customer may request to have a new key code or new key cut generated during the key replacement repairs.

**Note:** This is not a warrantable repair. The customer is responsible for all expenses involved in this process.

If the customer has requested to have the keys changed to a different key cut, use the procedure below to create a new key code and to have the GM Key Code Lookup database updated with the new code so that the key code can be retrieved for the registered owner in the future if the keys are ever lost again.

### Instructions

**Important:** There are certain requirements to validate vehicle ownership that must be met before GM can provide the current key code. Refer to the latest version of Corporate Bulletin Number 10-00-89-009 (in Canada, 10-00-89-010) and please have those documents ready.

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.

**Note:** Depending on your dealer's equipment and type of keys to be cut, you may choose to order blank or pre-cut / pre-coded parts. Do NOT call Technical Assistance (TAC) to decipher a key code (Z1234) into key cut / tumbler numbers. TAC does not have the information available to translate a key code into key cut / tumbler numbers. Your key cutting equipment or its manufacturer will decipher the key code. If you are unsure of whether or not your key cutting equipment can decipher the code, you should order pre-cut / pre-coded parts whenever possible.

3. Using the newly created key code, order keys, lock cylinders and any other vehicle specific miscellaneous parts needed to complete the repair.

**Note:** If pre-coded cylinders are not available and you are unable to obtain key cut information from your key cutting equipment manufacturer, you may choose to sublet the lock cylinder coding to a professional locksmith. Do NOT call TAC to decipher a key code (Z1234) into a key cut / tumbler numbers. TAC does not have the information available to translate a key code into key cut / tumbler numbers.

4. USA Dealers: Contact GM GlobalConnect with the VIN and the newly created key code by emailing the information to EKCHELP@gmexpert.com. They will update the key code lookup database with this new code so that if the owner ever desires additional or replacement keys in the future, the correct keys can be ordered the first time.

Canadian Dealers: Contact the GM of Canada Dealer Systems Support at 1-800-265-0573.

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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