



## ATTENTION

### ALL CUSTOMERS ASKING FOR:

- KEY CODES
- SECURITY CHIPS
- DUPLICATE KEYS

For security and protection against auto theft, Dealer Personnel **MUST** verify vehicle ownership before GM can release the above information.

The following documentation **MUST BE PROVIDED**:

- Copy of the driver's license
- Copy of the title or insurance card
- Copy of the registration
- Vehicle license plate number

This information will ensure that the key codes are being given to the owner of that exact vehicle. For security and protection against auto theft, Dealer Personnel must verify vehicle ownership before providing replacement keys, key numbers and/or security chips. Verification should include positive identification of requester and verification of vehicle ownership through registration.

Our Dealership must make a permanent file, by VIN of all key requests; the file must include copies of the following:

- Government issued picture ID (Driver's License)
  - Vehicle's registration or other proof of ownership.
- Caution: Registration should have normal markings from the State or Province that issued the registration.
- Copy of the paid customer receipt which has the name of the employee who cut and sold the key to the customer.

This file is subject to review by Regional Field Staff, GM Audit, GM Security and Law Enforcement Agencies.

If vehicle ownership cannot be proven beyond a reasonable doubt, Key Codes or Keys will not be provided.

Thank You