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## **Key Cutting, Key Codes, VIN Info., Radio Codes, Service History, Etc.**

McDaniels requires verifiable ownership of vehicles to cut keys or to divulge Radio Codes, Key Codes, Service History, unique VIN information or other vehicle specific information. The identity of whoever is requesting any of the above information must be verified in person by photo ID, usually a driver's license, military ID or state ID. Care should be taken to make sure the photo matches the appearance of the person who ultimately gets the information. This person must be the current owner of the vehicle for which the request is being made. Ownership can be established by presentation of a registration card, insurance card, title or other appropriate ownership document.

Telephone requests are discouraged, but may be accepted with a Manager's approval and must be accompanied by a fax with the required documents. Again, the person ultimately retrieving the information should match their identity information. The information should generally not be mailed or shipped, nor can keys that have been cut be mailed. Email requests are not to be fulfilled. All information provided to the Parts or Service Department is not to be retained. If a fax is sent, the information should be shredded as soon as the transaction is completed. Do not throw the information into the trash as it contains private information.

McDaniels does not charge to provide key code or radio code information, however, in cases where actual labor is required, such as removing a radio to obtain a serial number or programming key blanks, McDaniels charges for the service. If the Client can provide the radio serial number, McDaniels will, on certain models and within other provisions of this policy, provide the radio activation code. Please remember that with many radio code activations, improper battery exchange is the culprit. McDaniels usually charges one hour labor for radio removal and reinstallation, though this charge can be higher for certain models.

All Clients sign documentation when purchasing a New Vehicle that they have received radio and key codes. McDaniels provides these codes as part of New Vehicle deliveries. Should a Client claim they did not received this information months or years after delivery, we must rely on the written documentation indicating they have received the codes. McDaniels also provides and archives these codes for most, though not all, Certified Pre-Owned Vehicles we sell. McDaniels does not provide radio and key codes for non-certified vehicles, off-brand makes or any vehicles we did not sell. Clients are advised to directly contact the original selling dealer for the code. Remember, other Dealers may have different procedures for releasing the codes; some Dealers do charge for the information.

McDaniels Associates are not to provide any information such as VINs, key codes, radio codes, service history, etc. to friends, spouses, children, neighbors, etc.

**Criminals working the system will react most angrily if you will not cooperate with their scheme. Stand your ground and stay within the Policy if this occurs.** It is unlikely a criminal will call, announce his criminal intent and then ask for this information. Criminals will always develop a compelling reason why they can't comply with these provisions, and demand an exception should be made for his particular case.

Any Manager is authorized to (rarely) override the above policy provided the Client is personally known to them. Abuse of this provision will result in its revocation! Sales Consultants or Advisors may request a waiver of this policy from the Fixed Operations Director if the Client is personally known to them, though the Consultant or Advisor will be held fully financially liable for any loss from the release of the information. Requests under this provision are not to be automatically granted, and are strongly discouraged.

Requests from employees of authorized Acura, Audi or Porsche dealers may be honored if the person is known to our employee or if we return the call to that Dealership at an independently confirmed phone number.

Service History information is only to be provided that is specific to the current owner. Personnel can give advice and summaries of previous work performed, but should NEVER give copies service repair orders to owners written under the names of previous owners. We must protect the privacy of the previous owner. It is unacceptable to 'black out' the name of previous owners and then give a copy of the repair order since the very existence of the repair order could be construed as a piece of private information. Note: Managers are NOT authorized to override this provision!

*Manufacturers and members of the Press are constantly mystery-shopping Dealers for violations of these types. Don't be on the evening news, or the subject of a manufacturer bulletin!*

McDaniels understands that these policies can create an additional level of complexity and thus a lack of convenience for our Clients in some instances. Associates should take time to understand and explain how the security systems operate (key and radio codes) and how indiscriminately releasing information to override the systems without tested policies undermine the entire security concept.

Questions on this policy or ideas for improving it should be directed to the Dealer Principal or the Chief Operating Officer.