

Immobilizer and Smart Key Reset

Service
Category Vehicle Interior

Section Theft Deterrent/Keyless Entry

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
1997 – 2015	CT200H, ES300, ES300H, ES330, ES350, GS300, GS350, GS400, GS430, GS450H, GS460, GX460, GX470, HS250H, IS F, IS250, IS250C, IS300, IS350, IS350C, LFA, LS400, LS430, LS460, LS600H, LX470, LX570, RX300, RX330, RX350, RX400H, RX450H, SC300, SC400, SC430	

REVISION NOTICE

July 25, 2014 Rev1:

- Sections 1, 2, and 3 have been updated.

Any previous printed versions of this bulletin should be discarded.

SUPERSESSION NOTICE

The information contained in this bulletin supersedes SB No. SS002-01.

- Applicability has been updated to include 1997 – 2015 applicable model year vehicles.

Service Bulletin No. SS002-01 is Obsolete and any printed versions should be discarded. Be sure to review the entire content of this bulletin before proceeding.

Immobilizer and Smart Key Reset

Introduction

The Immobilizer and Smart Key Reset is a feature that allows the registration of new keys when all master keys are lost. Once the system is reset, all previously registered keys will be erased. Follow the procedures in this bulletin to reset a vehicle Immobilizer or Smart Key system.

NOTE

There are new security provisions required to obtain a Reset Pass-Code. It is critical that the instructions for this new process are reviewed **BEFORE** attempting to get a Pass-Code in the new system.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
N/A	Not Applicable to Warranty	—	—	—	—

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream 2.0*	ADE	TS2UNIT	1
Techstream Lite		TSLITEPDLR01	

* Essential SST.

NOTE

- Only **ONE** of the Techstream units listed above is required.
- Software version 9.10.037 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

Immobilizer and Smart Key Reset

Service Bulletin Overview

1. Review the vehicle application chart in the Technical Information System (TIS) to verify the vehicle is capable of being reset.

Refer to the *Lexus Vehicle Support* chart located on TIS, under *Diagnostics – Immobilizer Reset – Reference Documents*.
2. Review the new security authorization process and chose the option that best supports your dealer situation.
3. Follow the Techstream and TIS screenshots to obtain the Pass-Code needed to open registration for Immobilizer and Smart Key programming.

NOTE

Some early ECM based Immobilizers cannot be reset using Techstream. For these vehicles, do the following:

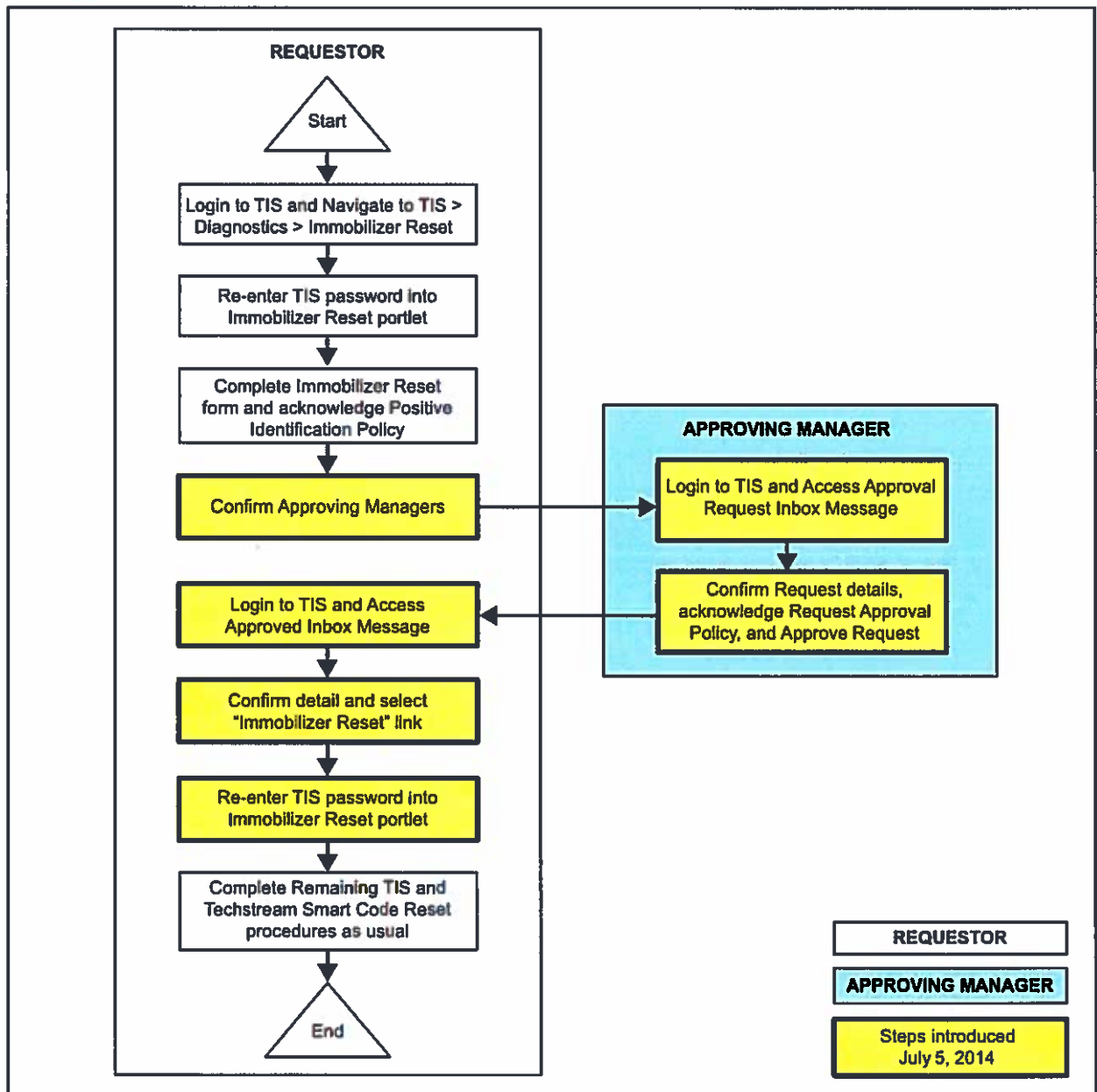
- Identify the vehicle using the *Lexus Vehicle Support* chart noted above.
- Refer to the most recent SPOC bulletin for instructions.

Immobilizer and Smart Key Reset

Section 1: Security Authorization for the Reset Pass-Code

An improved security measure has been implemented in TIS that requires a secondary approval by dealer management each time an Immobilizer or Smart Key Reset request is submitted. Please review the following flow chart and become familiar with the options outlined prior to attempting a vehicle reset.

Figure 1. Immobilizer Reset Process



Immobilizer and Smart Key Reset

Section 1: Security Authorization for the Reset Pass-Code (Continued)

Key Points:

- The Reset request can be submitted from the Techstream in the vehicle, or on TIS before the vehicle is available.
- A single management approval can be used multiple times for the same VIN as needed until the vehicle repair is completed.
- Each Reset attempt for the same VIN will generate a new Seed Number and a unique Pass-Code.
- The request and approval hand-off between technician and management is done on the TIS home page inbox accessed at each individual's location (Techstream, office, etc.).

Main Steps:

1. Obtain Authorization
 - A. Technician Reset Approval Request
 - B. Manager Access TIS In-Box Message and Approve
2. Perform Reset with Techstream
 - A. Access Approval In-Box Message
 - B. Perform Reset at Vehicle

Variations:

1. Pre-approval before vehicle is accessed (as per above Main Steps)
2. Request and receive approval from Techstream after entering the reset utility
3. Repeated reset attempts with Techstream by accessing the single approval file

Approving Managers:

Once the Pass-Code Request form has been completed an approval request will be sent to all approving managers. Dealership personnel with the following job titles in "Staffmaster" are granted Pass-Code approval capability.

Dealer Principal, General Manager, Service Manager, Service Director, Service/Parts Director, Parts Manager, Parts Director, Customer Relations Manager, Customer Satisfaction Manager, Shop Foreman, Diagnostic Specialist, Team Leader. Each dealer must have at least 2 enrolled managers in order to access any Pass-Codes.

Immobilizer and Smart Key Reset

Section 1: Security Authorization for the Reset Pass-Code (Continued)

NOTE

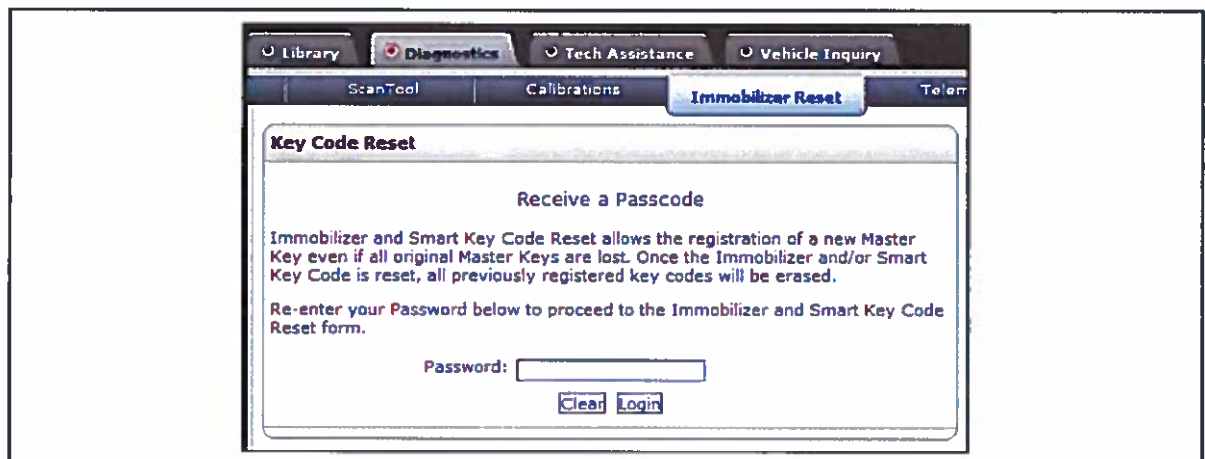
Once a Reset is completed, it may be necessary to enter an "Immobilizer Key Registration" or a "Smart Key Code Registration" utility to program the new keys. Early Immobilizer systems may be ready to accept keys immediately after the Reset if the security light flashes a 2-digit code (such as 21 or 22). Refer to the applicable Repair Manual for details.

Please review the Techstream and TIS screenshots in this bulletin to become familiar with the new management authorization process flow.

Section 2: Reset Approval Request (TIS Pre-Approval)

1. Open TIS and enter the *Diagnostics* and *Immobilizer Reset* tabs. Login using your password.

Figure 2.



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Section 2: Reset Approval Request (TIS Pre-Approval) (Continued)

2. Enter the information requested, check all 4 boxes below *Positive Identification Policy*, then click *Next*.

Figure 3.

Key Code Reset

Please complete the following fields to receive a passcode.

Dealer Code: _____
 Dealer Name: _____
 Technician Name: _____

* Vehicle VIN: (17 digit VIN)
 * Repair Order/Parts Invoice Number:
 * Customer Last Name:

Positive Identification Policy

- ☐ I have verified the customer's authority to obtain vehicle security information for this vehicle.
- ☐ I have verified the customer's full legal name and confirmed their identity with a valid picture ID.
- ☐ I have or will visually confirm the vehicle's registration document and ownership.
- ☐ I agree to the [TIS Terms and Conditions](#).

(*) - Indicates Required Field(s)

Note: Details of this transaction will be included in the Monthly Vehicle Security Transaction Report sent to the Dealer GM. Also, a log of each transaction is sent to the National Insurance Crime Bureau.

3. A minimum of two managers are required to be selected. Once two or more managers are selected, click *Submit* to continue. Each request is required to be approved by one manager. Once manager approval is received, continue to Section 5, "Receipt of Pass-Code."

Figure 4.

Select a minimum of two managers from the list below and click Submit to continue. Each request requires approval from one manager.

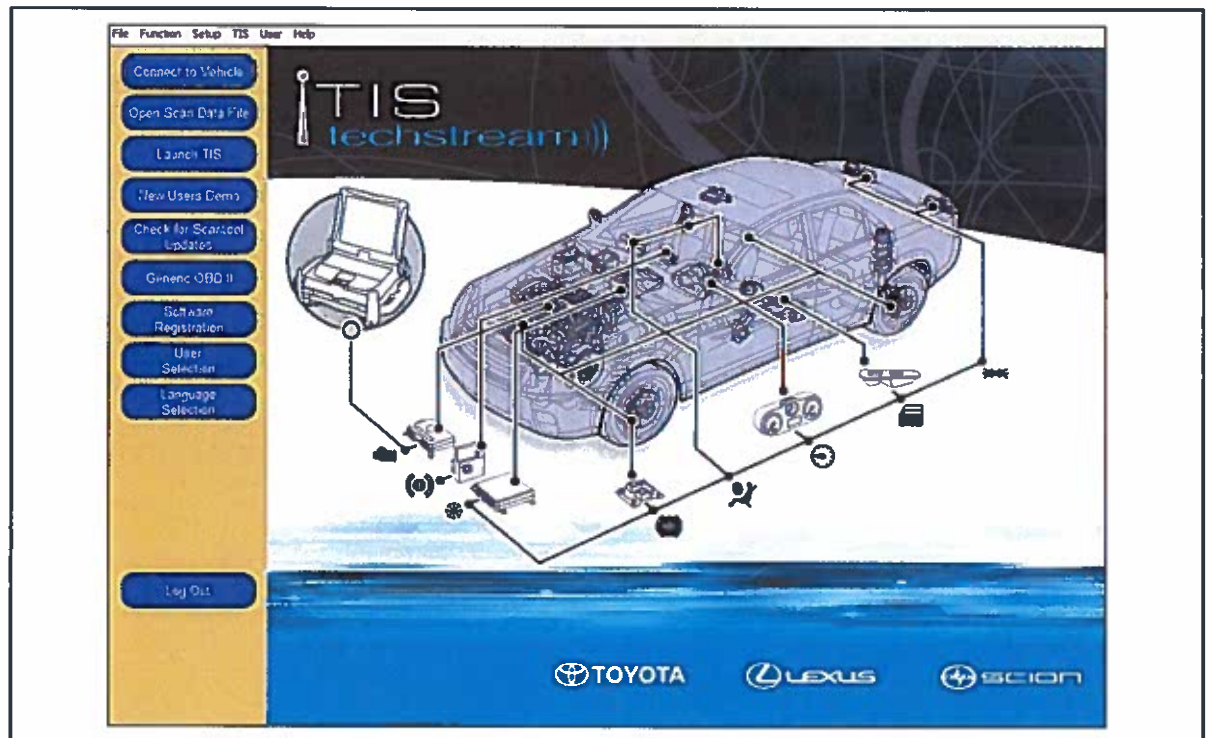
Example Manager 1	<input type="checkbox"/>
Example Manager 2	<input type="checkbox"/>
Example Manager 3	<input type="checkbox"/>
Example Manager 4	<input checked="" type="checkbox"/>
Example Manager 5	<input checked="" type="checkbox"/>

Immobilizer and Smart Key Reset

Section 3: Techstream Reset Utility (With Request)

1. Connect Techstream to the vehicle.

Figure 5.

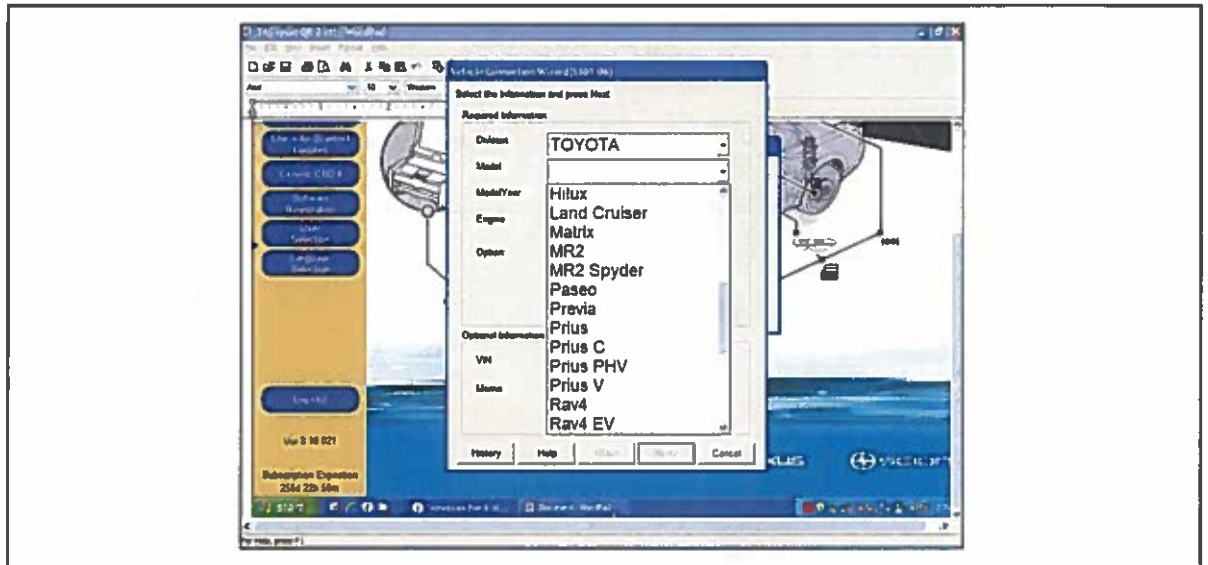


Immobilizer and Smart Key Reset

Section 3: Techstream Reset Utility (With Request) (Continued)

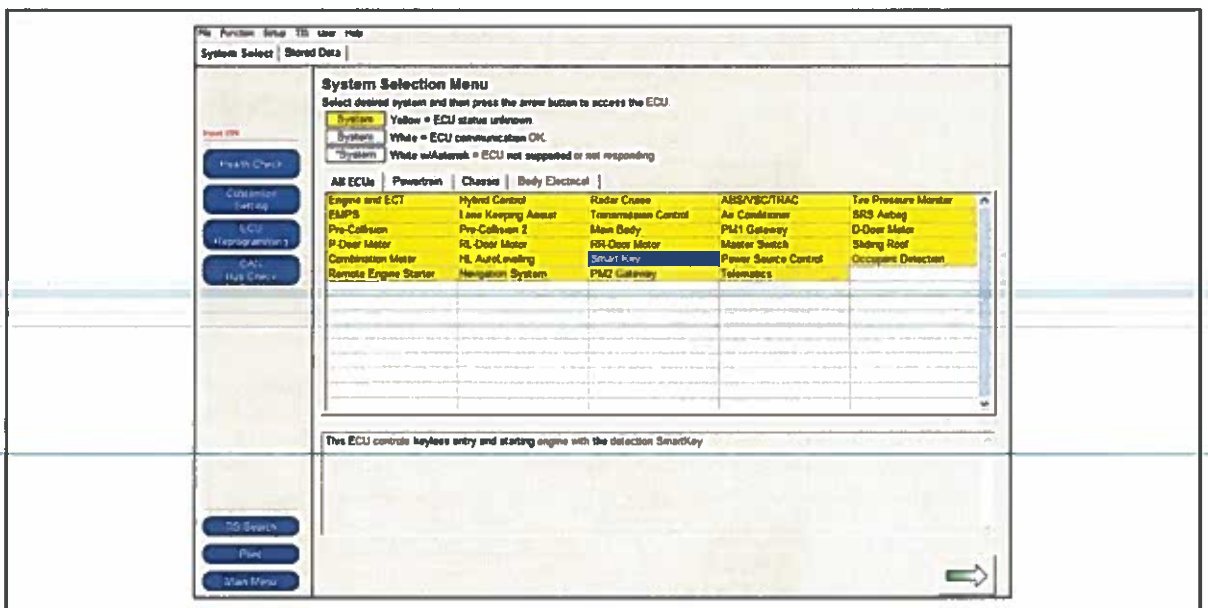
2. Choose the appropriate vehicle model and year if the ignition cannot be turned on and the information does not automatically populate.

Figure 6.



3. Choose the Immobilizer or Smart Key system as needed.

Figure 7.

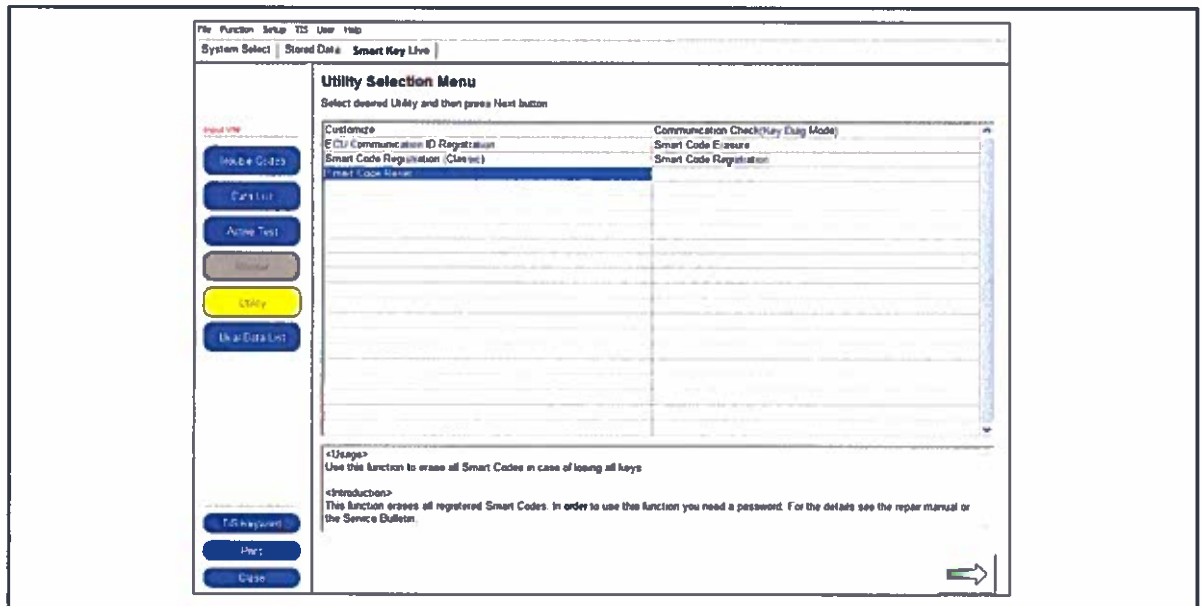


Immobilizer and Smart Key Reset

Section 3: Techstream Reset Utility (With Request) (Continued)

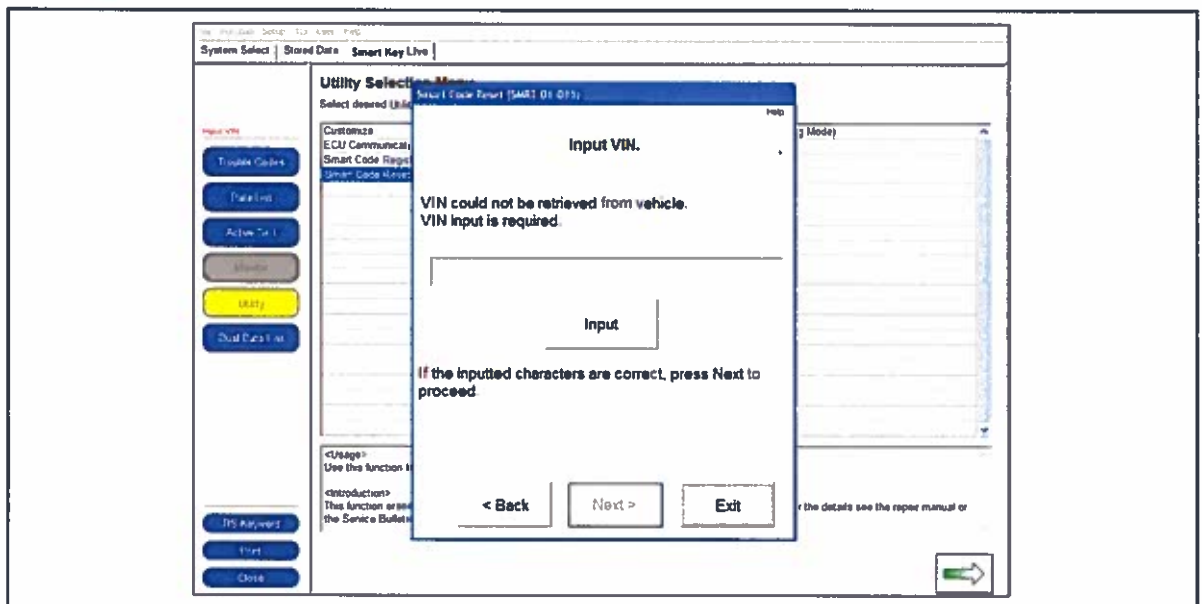
4. Choose the Immobilizer or Smart Code Reset utility.

Figure 8.



5. Enter the VIN if prompted.

Figure 9.

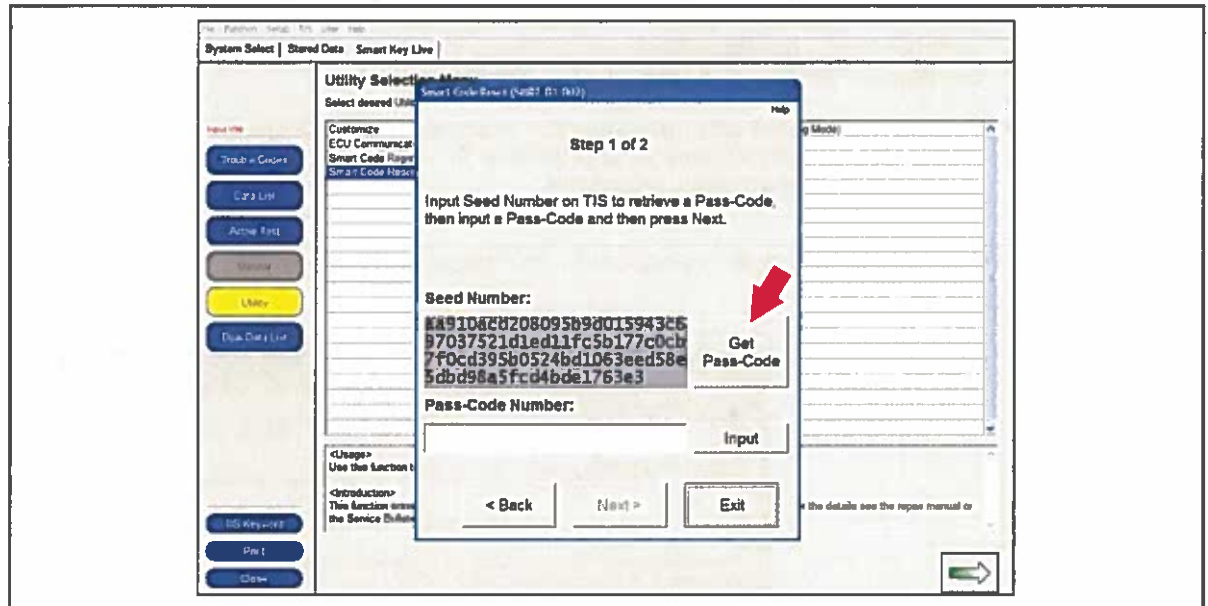


Immobilizer and Smart Key Reset

Section 3: Techstream Reset Utility (With Request) (Continued)

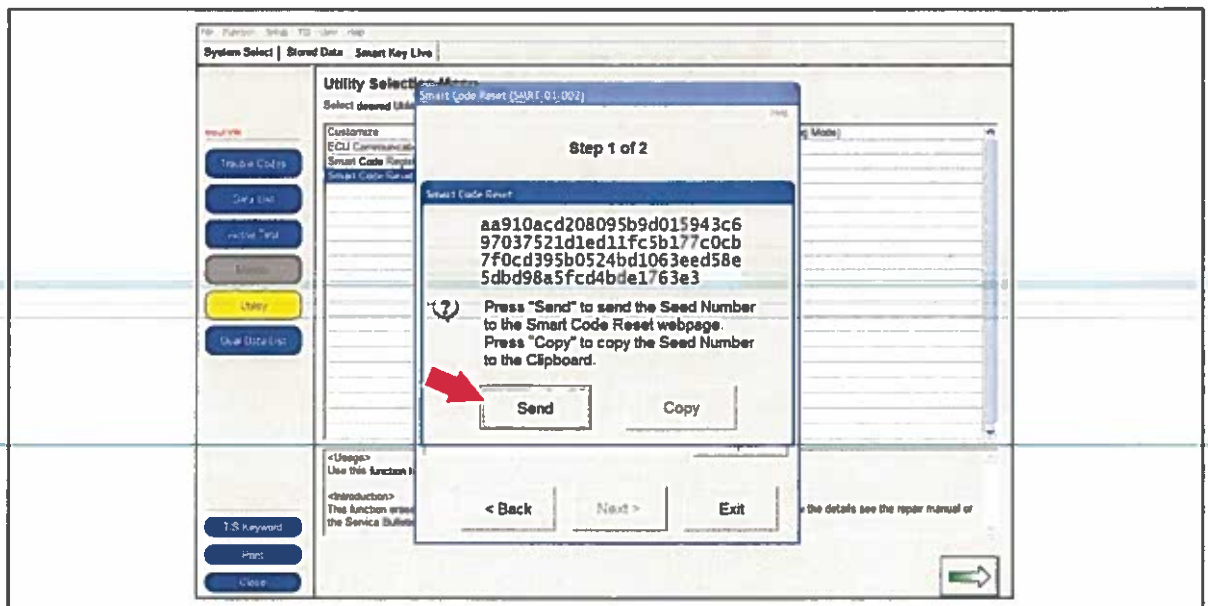
6. Techstream will generate a Seed Number. Click *Get Pass-Code*.

Figure 10.



7. Click *Send* to connect to TIS.

Figure 11.



Immobilizer and Smart Key Reset

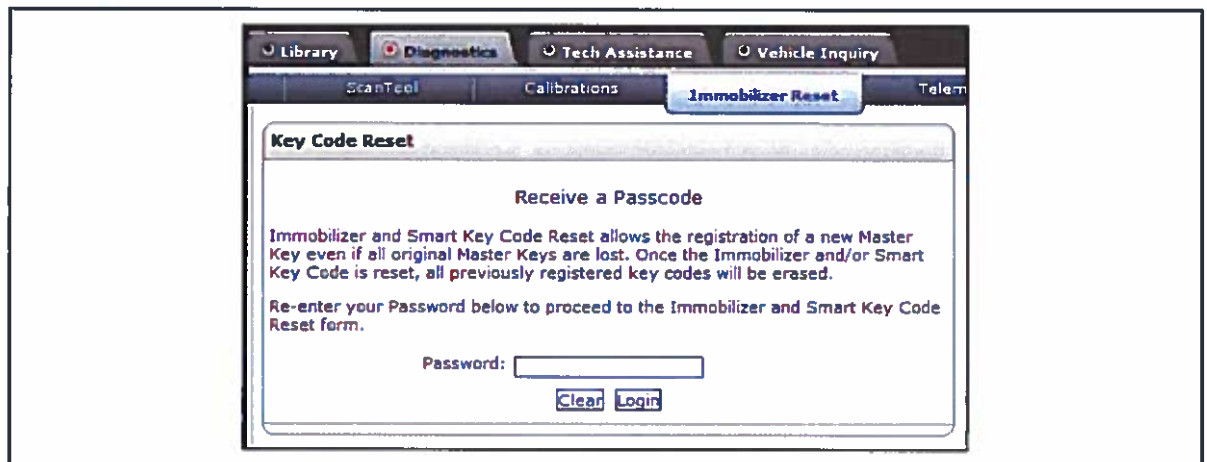
Section 3: Techstream Reset Utility (With Request) (Continued)

NOTE

- If there is already a management approval file for this VIN, DO NOT follow the next 3 steps to resubmit a request. Open the approval file in your TIS inbox and enter the most recent Seed Number to get the Pass-Code (as outlined in Section 5, "Receipt of Pass-Code"). Then go to Section 6, "Techstream Reset Utility (Reset Initiated)."
- For repeated Reset attempts after the approval is completed, follow Section 3, "Techstream Reset Utility (With Request)," and Section 6, "Techstream Reset Utility (Reset Initiated)," using the same management approval file.

8. When the TIS window opens, enter your password to login.

Figure 12.



Immobilizer and Smart Key Reset

Section 3: Techstream Reset Utility (With Request) (Continued)

9. Fill in the required information and select *Next*.

Figure 13.

Key Code Reset

Please complete the following fields to receive a passcode.

Dealer Code:
 Dealer Name:
 Technician Name:

*Vehicle VIN: (17 digit VIN)

*Repair Order/Parts Invoice Number:

*Customer Last Name:

Positive Identification Policy

- * ☐ I have verified the customer's authority to obtain vehicle security information for this vehicle.
- * ☐ I have verified the customer's full legal name and confirmed their identity with a valid picture ID.
- * ☐ I have or will visually confirm the vehicle's registration document and ownership.
- * ☐ I agree to the [Terms and Conditions](#).

(*) - Indicates Required Field(s)

Note: Details of this transaction will be included in the Monthly Vehicle Security Transaction Report sent to the Dealer GM. Also, a log of each transaction is sent to the National Insurance Crime Bureau.

10. A minimum of two managers are required to be selected. Once two or more managers are selected, click *Submit* to continue. Each request is required to be approved by one manager. Once manager approval is received, continue to Section 5, "Receipt of Pass-Code."

Figure 14.

Select a minimum of two managers from the list below and click **Submit** to continue. Each request requires approval from one manager.

Example Manager 1	<input type="checkbox"/>
Example Manager 2	<input type="checkbox"/>
Example Manager 3	<input type="checkbox"/>
Example Manager 4	<input checked="" type="checkbox"/>
Example Manager 5	<input checked="" type="checkbox"/>

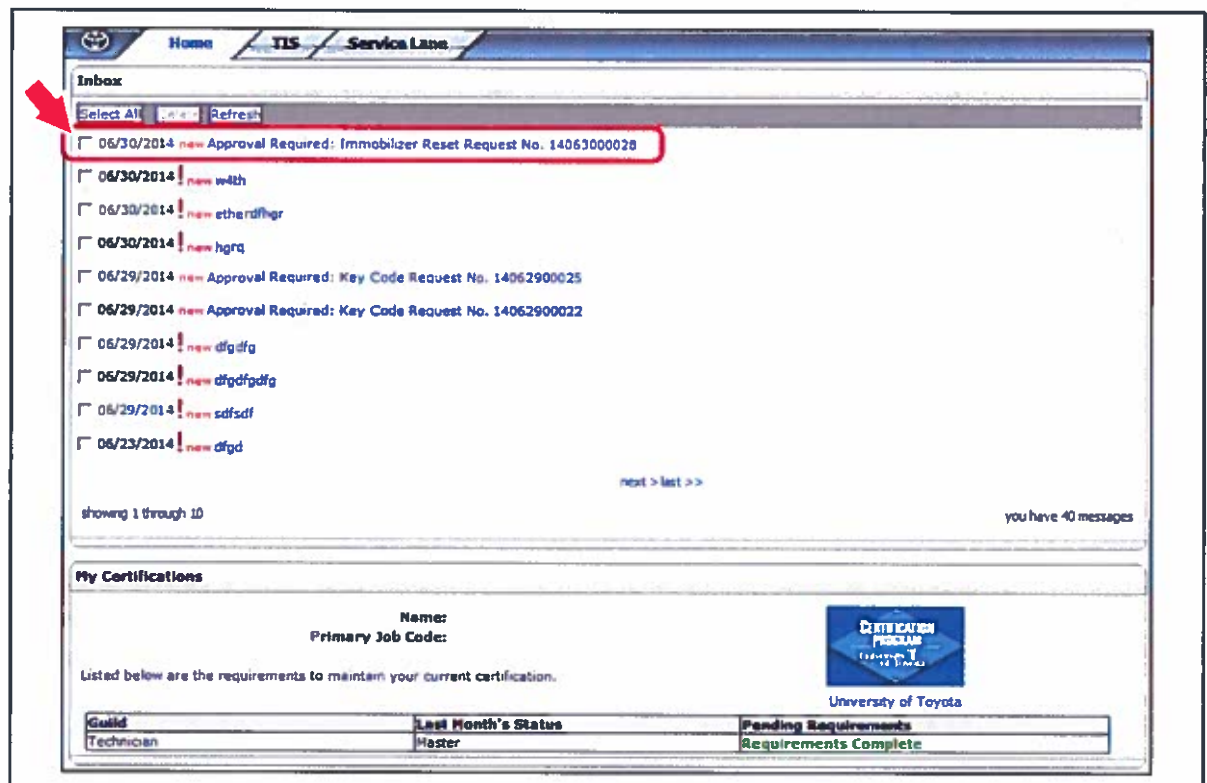
Immobilizer and Smart Key Reset

Section 4: Manager Approval (TIS)

- Once the request has been submitted, one of the authorized dealer managers will locate the technician's request in their TIS home page inbox.

The manager clicks the title to open the Request.

Figure 15.



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Section 4: Manager Approval (TIS) (Continued)

- The manager checks the 3 boxes under *Request Approval Policy*, then selects *Approve* to send the approval to the technician.

Figure 16.

Inbox

Subject: Approval Required: Immobilizer Reset Request No. 14070100021

Hello

The user [redacted] has requested to perform an Immobilizer Reset on 07/01/2014 01:27 PM PDT. The details of the request are as follows,

Request Details:

Request No:
Dealer Code:
Dealer Name:
Technician Name:
Vehicle VIN:
Repair Order/Parts Invoice Number:
Customer Last Name:

Positive Identification Policy

☒ I have verified the customer's authority to obtain vehicle security information for this vehicle.
☒ I have verified the customer's full legal name and confirmed their identity with a valid picture ID.
☒ I have or will visually confirm the vehicle's registration document and ownership.
☒ I agree to the TIS Terms and Conditions.

Request Approval Policy

☐ I have verified the details entered for this request and confirmed the authority of the customer was verified.
☐ I realize that upon retrieval, a transaction log will be posted to the National Insurance Crime Bureau.
☐ I agree to the TIS Terms and Conditions.

(*) - Indicates Required Field(s)

This request will expire in 72 hours from the time of receipt of this message at **07/04/2014 01:27 PM PDT.**

For assistance, please contact the Dealer Daily Helpdesk.

Note: Details of this transaction will be included in the Monthly Vehicle Security Transaction Report sent to the Dealer GM. Also, a log of each transaction is sent to the National Insurance Crime Bureau.

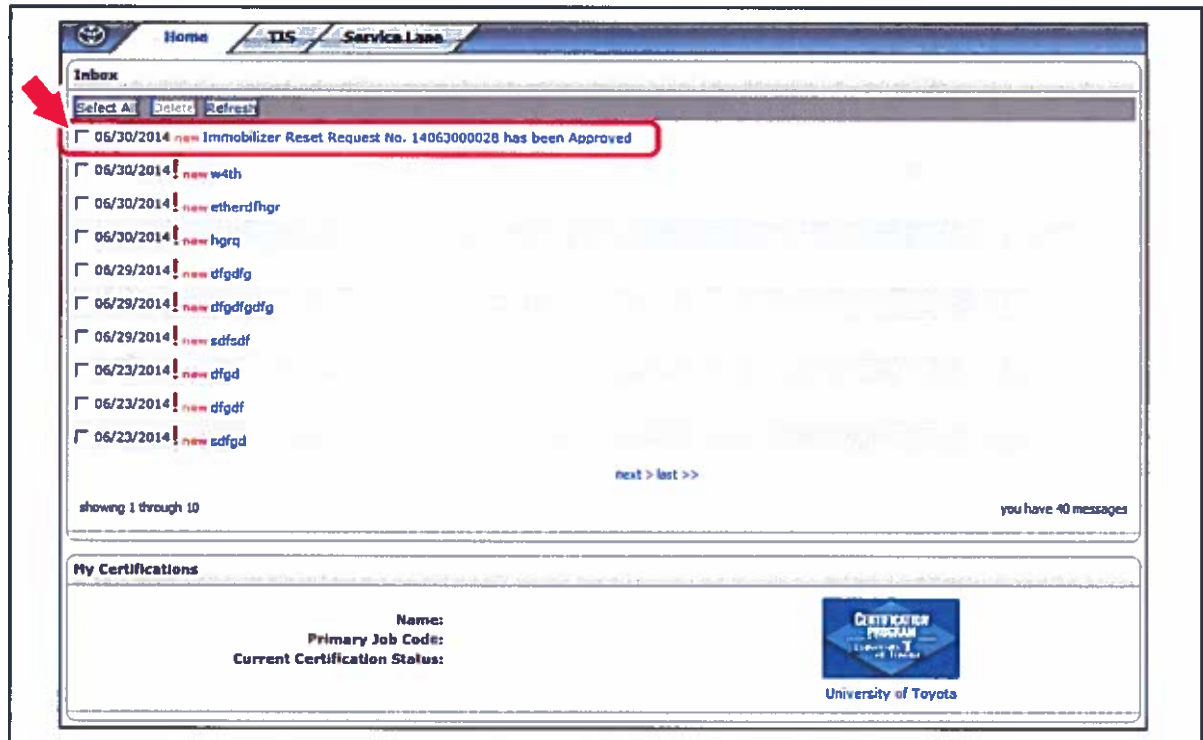
[Inbox](#) [Home](#)

Immobilizer and Smart Key Reset

Section 5: Receipt of Pass-Code (TIS)

1. Once approved by management, the technician opens his TIS inbox and locates the Reset request. The technician clicks the title to open the Approval.

Figure 17.



NOTE

- It is recommended to retrieve the Pass-Code from the Techstream connected to the vehicle as the Seed Number and Pass-Code work together.
- Once approved by management, multiple resets can be performed for a single VIN. Each attempt will create a new Seed Number and resultant Pass-Code.

Immobilizer and Smart Key Reset

Section 5: Receipt of Pass-Code (TIS) (Continued)

2. Once opened, the technician clicks the *Immobilizer Reset* link to continue.

Figure 18.

The screenshot shows the TIS inbox interface. At the top, there are tabs for 'Home', 'TIS', and 'Service Lane'. The 'Inbox' section displays a message titled 'Subject: Immobilizer Reset Request No. 14063000028 has been Approved'. The message body states: 'You had initiated a request (Request No. 14063000028) for an Immobilizer Reset on 06/30/2014 03:09 PM PDT. Your request has been Approved and details have been saved.' Below this, there is a 'Request Details' section with fields for Request No., Dealer Code, Dealer Name, Technician Name, Vehicle VIN, Repair Order/Parts Invoice Number, and Customer Last Name. Further down, there are fields for Manager and Approval Date. A red arrow points to a link labeled 'Immobilizer Reset' which is highlighted with a red box. The text below the link says: 'Please click on the link below to generate a new Immobilizer Passcode for your request. After clicking on this link, you will need to connect the Techstream to the car and generate the Seed No. and enter the Techstream Software version to proceed. This link will expire 1 hours after the receipt of this message at 06/30/2014 04:20 PM PDT. This link may be used multiple times to perform an Immobilizer Reset for the mentioned VIN number till it expires. For assistance, please contact the Dealer Daily Helpdesk. Click on the "Inbox Home" button below to return to your inbox.' At the bottom of the inbox section is a button labeled 'Inbox Home'. Below the inbox section is a 'My Certifications' section with fields for Name, Primary Job Code, and Current Certification Status. To the right of these fields is a 'CERTIFICATION PROGRAM' logo for the University of Toyota.

3. At this point, it is necessary for the technician to re-enter their password to login again.

Figure 19.

The screenshot shows the 'Key Code Reset' form. At the top, there are tabs for 'Library', 'Diagnostics', 'Tech Assistance', and 'Vehicle Inquiry'. Below these are sub-tabs: 'ScanTool', 'Calibrators', 'Immobilizer Reset', 'Key Code', 'Telematics', and 'Navigation'. The 'Immobilizer Reset' sub-tab is selected. The main heading is 'Key Code Reset'. Below it is the sub-heading 'Receive a Passcode'. The text reads: 'Immobilizer and Smart Key Code Reset allows the registration of a new Master Key even if all original Master Keys are lost. Once the Immobilizer and/or Smart Key Code is reset, all previously registered key codes will be erased. Re-enter your Password below to proceed to the Immobilizer and Smart Key Code Reset form.' There is a 'Password:' label followed by a text input field. Below the input field are two buttons: 'Clear' and 'Login'.

Immobilizer and Smart Key Reset

Section 5: Receipt of Pass-Code (TIS) (Continued)

- The technician must enter the Techstream software version and paste in the Seed Number from Techstream, then click *Next*.

Figure 20.

Key Code Reset

Please complete the following fields to receive a passcode.

Request No:
 Dealer Code:
 Dealer Name:
 Technician Name:

Vehicle VIN:
 Repair Order/Parts Invoice Number:
 Customer Last Name:
 *Techstream Software Version:
 *Seed Number (from scan tool):

Positive Identification Policy

☒ I have verified the customer's authority to obtain vehicle security information for this vehicle.
☒ I have verified the customer's full legal name and confirmed their identity with a valid picture ID.
☒ I have or will visually confirm the vehicle's registration document and ownership.
☒ I agree to the Terms and Conditions.

Note: Details of this transaction will be included in the Monthly Vehicle Security Transaction Report sent to the Dealer GM. Also, a log of each transaction is sent to the National Insurance Crime Bureau.

(*) - Indicates Required Field(s)

Request Status for Request No: 14063000020

Request Status: Approved
 Manager:

Request Time:
 Approval Valid Till:

Back Clear Next

Immobilizer and Smart Key Reset

Section 5: Receipt of Pass-Code (TIS) (Continued)

5. The Pass-Code will then be provided as shown. Continue to Section 6, "Techstream Reset Utility (Reset Initiated)," for instructions on entering the Pass-Code to initiate the Reset.

Figure 21.

The screenshot displays the 'Key Code Reset' window in the Techstream software. The window has a title bar with tabs for 'Library', 'Diagnostics', 'Tech Assistance', and 'Vehicle Inquiry'. Below the title bar are sub-tabs for 'ScanTool', 'Calibrations', and 'Immobilizer Reset'. The main content area is titled 'Key Code Reset' and contains the following sections:

- Request Details:**
 - Request No:
 - Dealer Code:
 - Dealer Name:
 - Technician Name:
 - Vehicle VIN:
 - Repair Order/Parts Invoice Number:
 - Customer Last Name:
 - Techstream Software Version:
- Positive Identification Policy:**
 - ☒ I have verified the customer's authority to obtain vehicle security information for this vehicle.
 - ☒ I have verified the customer's full legal name and confirmed their identity with a valid picture ID.
 - ☒ I have or will visually confirm the vehicle's registration document and ownership.
 - ☒ I agree to the TIS Terms and Conditions.
- Request Approval Policy:**
 - ☒ I have verified the details entered for this request and confirmed the authority of the customer was verified.
 - ☒ I realize that upon retrieval, a transaction log will be posted to the National Insurance Crime Bureau.
 - ☒ I agree to the TIS Terms and Conditions.
- Thank You** [redacted] **Your Immobilizer Passcode** : **073062**
- Click the button below to return to the Immobilizer Reset Home Page.
- [Immobilizer Reset Home](#)

A red arrow points to the passcode '073062', which is highlighted with a red box.

Immobilizer and Smart Key Reset

Section 6: Techstream Reset Utility (Reset Initiated)

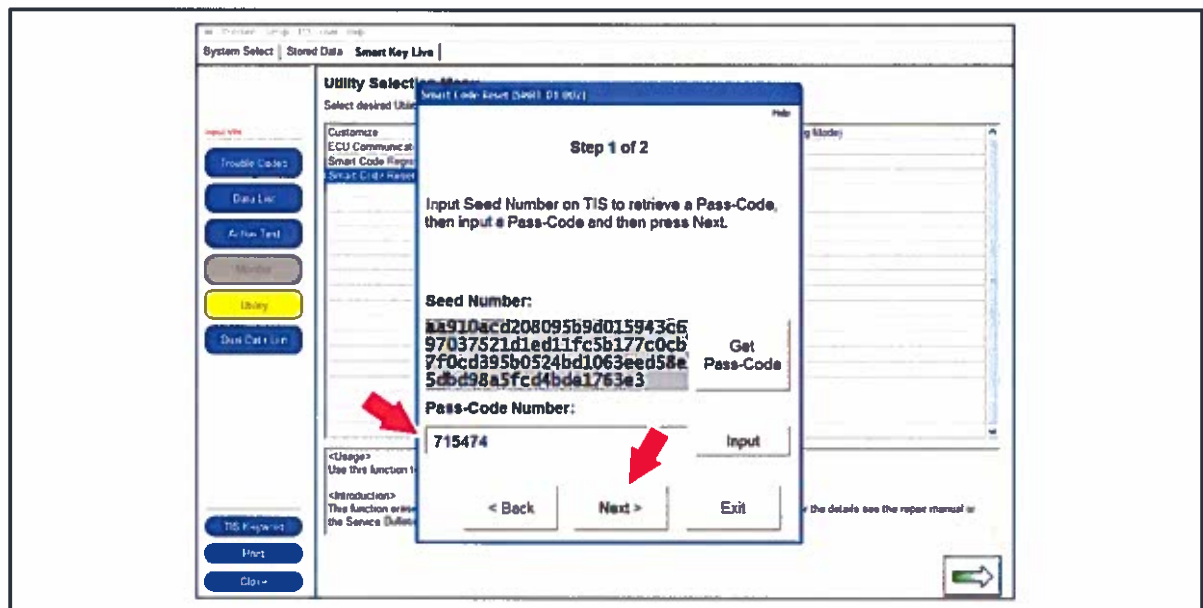
The Reset can be initiated once the management approval reply is available in the TIS home page inbox. With this approval file, multiple Seed Numbers can be used for as many attempts as needed to repair the vehicle.

NOTE

If you have received the file from management in your TIS inbox that shows the approval status for the given VIN, do NOT resubmit for another approval for this vehicle. It will not be necessary. Continue to open the approval file and enter a new Seed Number to get the unique Pass-Code for each attempt.

1. After retrieving the Pass-Code from the manager approval process in Section 4 ("Manager Approval") and Section 5 ("Receipt of Pass-Code"), enter the Pass-Code in Techstream and click Next.

Figure 22.



Immobilizer and Smart Key Reset

Section 6: Techstream Reset Utility (Reset Initiated) (Continued)

2. Click Yes to start the process.

Figure 23.

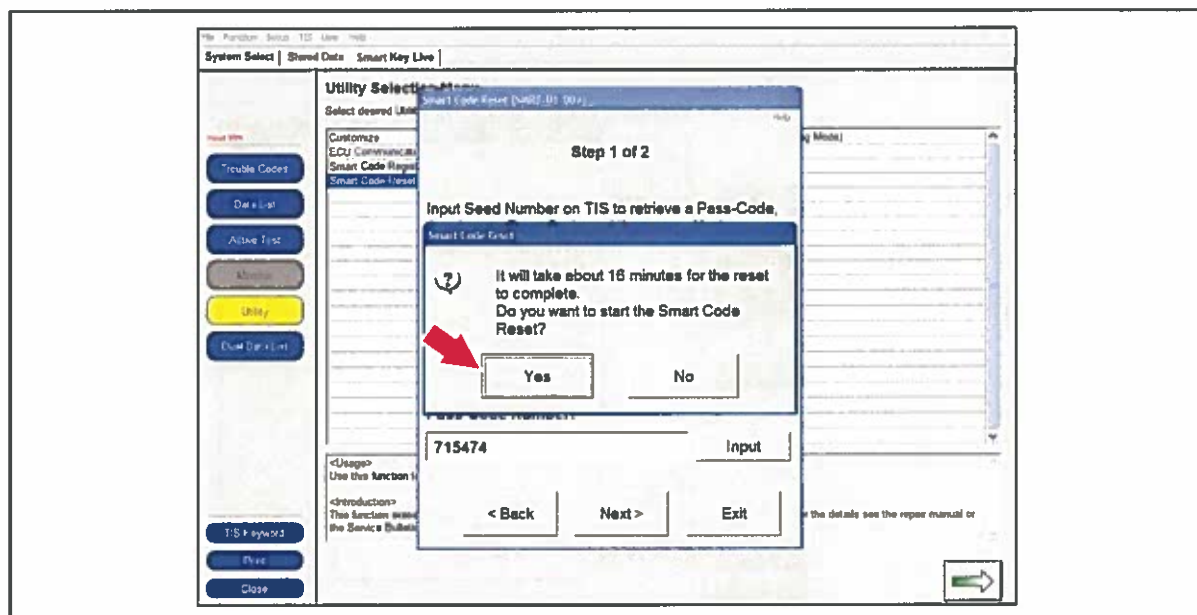
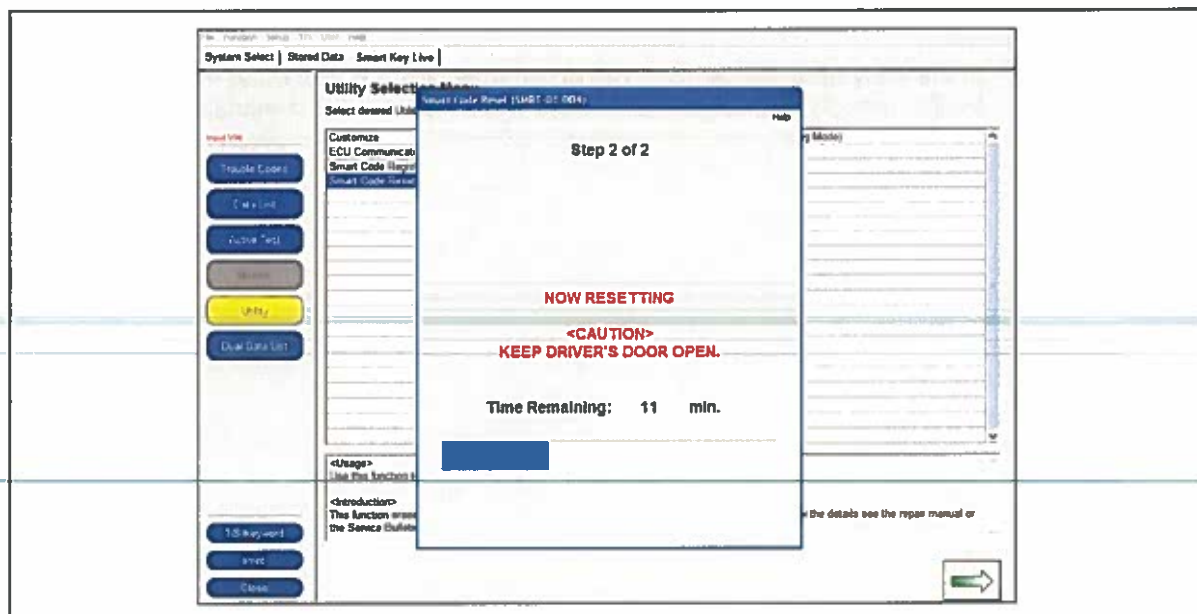


Figure 24.

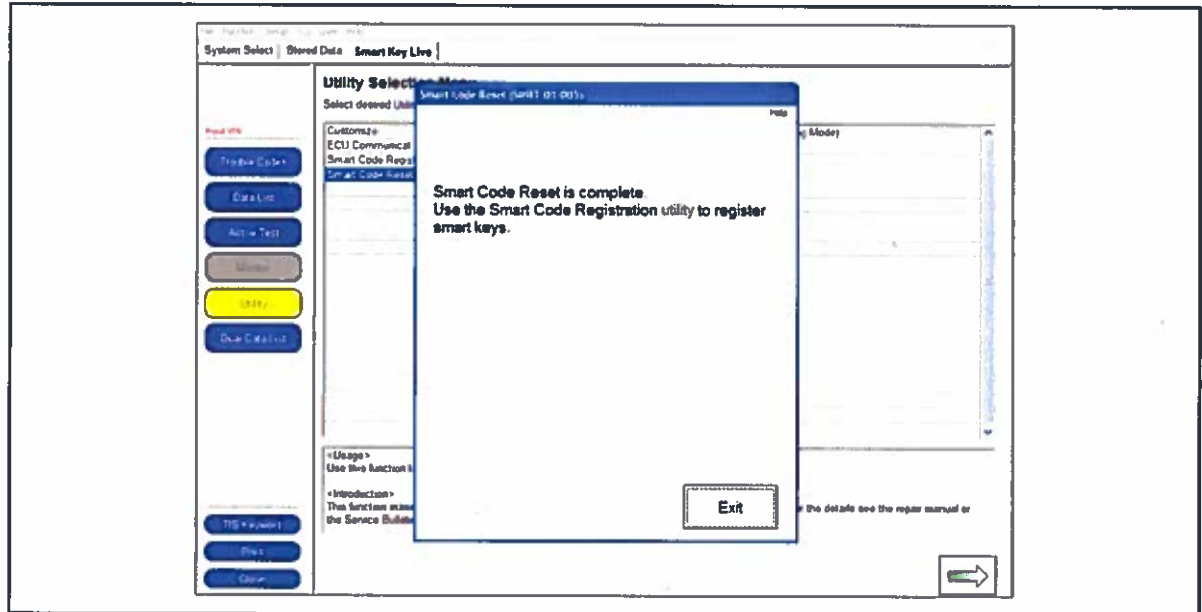


Immobilizer and Smart Key Reset

Section 6: Techstream Reset Utility (Reset Initiated) (Continued)

- Once completed, it may be necessary to enter either the Immobilizer Key Registration or Smart Code Registration utility to program keys.

Figure 25.



NOTE

Some early Immobilizer systems go directly into programming mode. This can be confirmed by the security light blinking a 2-digit code. Refer to the applicable Repair Manual for details.