L-SB-0025-14

July 7, 2014



Immobilizer and Smart Key Reset

Service Category Vehicle Interior

category vehicle menor

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		

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Service Bulletin No. SS002-01 is Obsolete and any printed versions should be discarded.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.

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	OFP	T1	T2
N/A	Not Applicable to Warranty	-	-	-	-

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream 2.0*		TS2UNIT	
TIS Techstream	ADE	TSPKG1	1
Techstream Lite		TSLITEDLR01	

* 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.

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.

- Review the new security authorization process and chose the option that best supports your dealer situation.
- 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.

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





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. Each dealer must have at least 2 enrolled managers in order to access any Pass-Codes.

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.

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

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.

ScanTool Calibrations Immobilizer Reset Teler
Key Code Reset
Receive a Passcode
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.
Password:



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.

No. of Lot, No.	ScanTool	Calibrations	Immobilizer Reset	Key Code Telematics
Key Co	ode Reset	4		
		Please complete the fo	blowing fields to rece	ive a passcode.
		Dealer Code:		
		Dealer Name:		
		Technician Name:		
		"Vehicle VIN:		(17 digit VIN)
	"Rep	pair Order/Parts Invoice Number:		
		"Customer Last Name:		
Positi	ive Identification Po	licy		
-	I have verified the	customer's authority to obtain v	ehicle security information	for this vehicle.
-1-	I have verified the	customer's full legal name and c	onfirmed their identity with	n a valid picture ID.
-1-	I have or will visual	ly confirm the vehicle's registrat	ion document and owners	nip.
- [I agree to the TIS	Terms and Conditions.		
(*) -	Indicates Required Fie	eld(s)		
Note: of eac	Details of this transa Ch transaction is sent	action will be included in the Mor to the National Insurance Crime	nthly Vehicle Security Tran Bureau.	saction Report sent to the Dealer GM. Also, a log

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

3. Click OK to submit the request to dealer management for approval. Once manager approval is received, continue to Section 5, "Receipt of Pass-Code."

Figure 4.





Section 3: Techstream Reset Utility (With Request)

1. Connect Techstream to the vehicle.

Figure 5.



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.

And will we	Verter Select the Information and press Next	
	Required Information	1 mar 1 mar 1 m
Create to Scienting	Duson TOYOTA -	
Generally (S Mahl ·	
Contract of the second s	ModelYear Hillux	
Tregstrator	OS Ergme Land Cruiser	
- Brieflan	Matrix	*
Language D	MR2 Sovder	
	Paseo	
	Previa	
a second s	Optional Information Prius	
and a state of the state of the	Prius C	
	Prius PHV Prius V	the second se
togou	Rav4	
Contraction of the Institute	Rav4 EV	ARE DON'T AND A
Ver 3 16 021		Del Marine
Robertsteine Brannation		9scier
2654 22h 58m		

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

Figure 7.

Bast We Health Check	System Selection Select desired system and System Yellow = EC System White = EC 'System White wAst All ECUs Powerlian	Menu then pross the arrow butto IU status unknown U communication OK ensk = ECU not supported Chassis Body Electr	n to access the ECU or not responding scal			
Castonice Setting EDU Reprogramming CAN Bus Check	Engris and EC7 EXISS Pre Collision P Door Motor Combination Meter Remote Engine Starter	Hybrid Cantrol Lane Keeping Assist Pre-Collision 2 RL:Uoor Motor HL AutoLevaling Navigation System	Radar Cruse Transmission Control Main Body FR: Door Motor Email Mdy FM2 Gattway	ABS/VSC/TRAC Air Conditioner PMI Gateway Master Switch Power Source Control Telematics	Tre Pressure Montor SRS Arbag D Door Meter Siding Roof Occupant Detection	
	This ECU controls keyles	s artry and starting engine	with the detection SmartKey			×
Till Search Fiel Man Mins						⇒



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

4. Choose the Immobilizer or Smart Code Reset utility.

Figure 8.

	Utility Selection Menu Select desind Unity and then press flext button	Utility Selection Menu Select desired Utility and then press flext button			
Trouble Dec	Cuitonare ECU Communication (D Registration Stratic Code Registration (Classic) Stratic Porte Presid	Communication Check/Nay Diag Mode) Smart Code Ensure Smart Code Registration	^		
Active Ter					
Dual Data t					
TIS Keywo	 clipage> Une this function to ensee all Smart Codes in case of distributions> This function erases all registered Smart Codes in o the Service Bulletin 	Floring all keys order to use this function you need a paraword. For the details see the rep	air manuaí or		

5. Enter the VIN if prompted.

Figure 9.

	Utility Select	Smart Code Reset (SMRT-01-01-1)	
Ppat vill Trauble Codes Data List	Custoniza ECU Communicati Smart Code Regist Brindt Code Regist	Input VIN. (§ Mode)	1
Adim Tata Kanga Dadi Dela Line		Input If the inputted characters are correct, press Next to proceed	
TE Assessed	CUsage> Use this function to «Introduction» This function ecose the Service Bulletin	< Back Filler	muai or

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

- 6. Techstream will generate a Seed Number. Click Get Pass-Code.
 - Figure 10.

Utility Select desired	Smart Code Roset (SMRT 01 002)	
Main VM Trouble Godes Smart Code R	HeD st. Step 1 of 2	y Mode)
Date List Active Tent	Input Seed Number on TIS to retrieve a Pass-Code, then input a Pass-Code and then press Next.	
LE AV	Seed Number: aa910acd208095b9d015943c6 97037521d1ed11fc5b177c0cb Get 7f0cd395b0524bd1063eed58e Pass-Code 5dbd8as5fcd4bd1763a3	
	Pass-Code Number:	1
CUsage> Use this funct	Input	×
<a>Introduction This function of the Service But	ese < Back Next = Exit	the details see the repair manual or

7. Click Send to connect to TIS.

Figure 11.

	Utility Selection	mars Kode Panal (SMRT 01 002)	
Trouble Codes	Customize ECU Communicati Smart Code Regist	Step 1 of 2	ng Mode)
Data List		Shurt Code Reset	
Active Text		aa910acd208095b9d015943c6 97037521d1ed11fc5b177c0cb 770cd395b0524bd1063ed58e 5dbd98a5fcd4bde1763e3 ? Press "Send" to send the Seed Number	
Dasi Data Lint		to the Smart Code Reset webpage Press "Copy" to copy the Seed Number to the Clipboard.	
		Send Copy	
	<usage> Use this function to</usage>		
TIS Keyword	<a>Introduction> This function erase the Senace Bulletin	<back exit<="" note:="" td=""><td>ir the details see the repoir manual or</td></back>	ir the details see the repoir manual or

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 ("Reset Initiated") using the same management approval file.
- 8. When the TIS window opens, enter your password to login.

Figure 12.

ScanTool Calibrations Immobilizer Reset Telem
Key Code Reset
Receive a Passcode
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.
Password:
Clear Login

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

9. Fill in the required information and select Next.

F	ig	u	re	1	3.
---	----	---	----	---	----

10000	ScanTool	Calibrations	Immobilizer Reset	Key Code Telematics Navigation
Code	Reset		.	
		Please c	complete the following	fields to receive a passcode.
			Dealer Code:	
			Dealer Name:	
		т	echnician Name:	
			*Vehicle VIN:	(17 digit VIN)
		"Repair Order/Parts	Invoice Number:	
		*Custo	omer Last Name:	
sitive	Identification Po	licy		
- 1	have verified the c	ustomer's authority to obta	ain vehicle security inform	nation for this vehicle.
1	have verified the c	ustomer's full legal name :	and confirmed their ident	ity with a valid picture ID.
1	have or will visually	y confirm the vehicle's reg	istration document and o	wnership.
1	agree to the Terms	s and Conditions.		
- Indic	ates Required Field	d(s)		
<u>te:</u> Det it to the	ails of this transact National Insuranc	tion will be included in the e Crime Bureau.	Monthly Vehicle Security	Transaction Report sent to the Dealer GM. Also, a log of each transaction is
<u>te:</u> Det it to the	ails of this transact National Insuranc	tion w te Crir	ill be included in the ne Bureau.	Il be included in the Monthly Vehicle Security ne Bureau.

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

10. Click OK to submit the request to dealer management for approval. Once manager approval is received, continue to Section 5, "Receipt of Pass-Code."

Figure 14.



Section 4: Manager Approval (TIS)

1. 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.

Inbox			
Select All Refresh			
C 06/30/2014 new Approval Re	quired: Immobilizer Reset Request No. 14063000028		
1 06/30/2014 man w4th			
- 06/30/2014 new etherdfhgr			
1 06/30/2014 new barg			
1 05/29/2014 ner Approval Re	quired: Key Code Request No. 14062900025		
T 05/29/2014 new Approval Re	quired: Key Code Request No. 14062900022		
1 06/29/2014 mew dfgdfg			
1 06/29/2014 new dfgdfgdfg			
□ 05/29/2014 new sdfsdf			
C 06/23/2014 mew dfgd			
	next	>last >>	
showing 1 through 10			you have 40 messages
My Certifications			
	Name:	CENTREMATION	
	Primary Job Code:	Contraction of the second	
Listed below are the requireme	nts to maintain your current certification.	linuarsity of Toucta	
Cuild	I act Month's Status	Pendina Requirements	

Section 4: Manager Approval (TIS) (Continued)

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

Figure 16.

abox	
ubject: Approval Required: Immobilizer Reset Request No. 14	070100021
alo	
240	
has request	ted to perform an Immobilizer Reset on 07/01/2014 01:27 PM PDT. The
atais of the request are as follows,	
equest Details:	
equest No:	
ealer Code:	
ealer Name:	
echnician Name:	
ehicle VIN:	
epair Order/Parts Invoice Number:	
ustomer Last Name:	
ositive 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 confirm	ed their identity with a valid picture ID.
I have or will visually confirm the vehicle's registration do	cument and ownership.
I agree to the TIS Terms and Conditions.	
toquart Approval Palicy	
L have verified the details entered for this request and	confirmed the authority of the customer was ventied
I realize that upon retrieval, a transaction los will be n	ested to the National Insurance Come Burgau
I parent to the TIS Terms and Conditions	osted to the National Bladiance Chille Bureau.
1 Tagree to the 113 Tenns and conditions.	
 Indicates Required Field(s) 	
his request will expire in 72 hours from the time of receipt of	f this message at 07/04/2014 01:27 PM PDT.
or assistance, please contact the Dealer Daily Helpdesk.	
lote: Details of this transaction will be included in the Month ach transaction is sent to the National Insurance Crime Bure	ily Vehicle Security Transaction Report sent to the Dealer GM. Alsonia log of au.

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.

Inbox	
Select All Celect Refresh	
🗆 06/30/2014 new Immobilizer Reset Request No. 14063000028 has been Approved	
□ 06/30/2014 now w4th	
C 06/30/2014 new etherdfhgr	
C 06/30/2014 new horg	
C 06/29/2014 new dfgdfg	
C 06/29/2014 new dfgdfgdfg	
C 06/29/2014 maw sdfsdf	
06/23/2014 there dfgd	
06/23/2014 man dfgdf	
□ 06/23/2014	
next > la:	st >>
showing 1 through 10	you have 40 messages
My Certifications	
Name:	Centrecation
Primary Job Code: Current Certification Status:	words.

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.



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

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

Fi	ig	u	re	1	8	
-	0	-				1

INDOX	
Subject: Immobilizer Reset Request No. 14063000028 has been Approved	
You had initiated a request (Request No. 14063000028) for an Immobilizer Reset on 06/ have been saved.	30/2014 03:09 PM PDT. Your request has been Approved and details
Request Details;	
Request No:	
Dealer Code:	
Dealer Name:	
Technician Name:	
Vehicle VIN:	
Repair Order/Parts Invoice Number:	
Customer Last Name:	
Managar	
Hanager.	
Approval Date: Please click on the link below to generate a new Immobilizer Passcode for your request. Invest to the serving generate the Seed No. and enter the Techstream Software version	After clicking on this link, you will need to connect the Techstream to proceed.
Approval Date: Please click on the link below to generate a new Immobilizer Passcode for your request. Immobilizer Reset This link will expire 1 hours after the receipt of this message at 06/30/2014 04:20 PP Reset for the mentioned VIN number till it expires. For assistance, please contact the Dealer Daily Helpdesk.	After clicking on this link, you will need to connect the Techstream to proceed. PDT. This link may be used multiple times to perform an Immobilizer
Approval Date: Please click on the link below to generate a new Immobilizer Passcode for your request Immobilizer Reset This link will expire 1 hours after the receipt of this message at 06/30/2014 04:20 PP 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.	After clicking on this link, you will need to connect the Techstream to proceed. PDT. This link may be used multiple times to perform an Immobilizer
Approval Date: Please click on the link below to generate a new Immobilizer Passcode for your request. <u>Immobilizer Reset</u> This link will expire 1 hours after the receipt of this message at 06/30/2014 04:20 PP 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. <u>Imbox Home</u>	After clicking on this link, you will need to connect the Techstream to proceed. PDT. This link may be used multiple times to perform an Immobilizer
Approval Date: Please click on the link below to generate a new Immobilizer Passcode for your request Immobilizer Reset This link will expire 1 hours after the receipt of this message at 06/30/2014 04:20 PP 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. Imbox Home My Certifications	After clicking on this link, you will need to connect the Techstream to proceed. PDT. This link may be used multiple times to perform an Immobilizer
Approval Date: Please click on the link below to generate a new Immobilizer Passcode for your request Immobilizer Reset This link will expire 1 hours after the receipt of this message at 06/30/2014 04:20 PP 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. [Inbox Home] My Certifications	After clicking on this link, you will need to connect the Techstream to proceed. PDT. This link may be used multiple times to perform an Immobilizer
Approval Date: Please click on the link below to generate a new Immobilizer Passcode for your request Immobilizer Reset This link will expire 1 hours after the receipt of this message at 06/30/2014 04:20 PP 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. Inbox Home My Certifications Name:	After clicking on this link, you will need to connect the Techstream to proceed. PD1. This link may be used multiple times to perform an Immobilizer
Approval Date: Please click on the link below to generate a new Immobilizer Passcode for your request Immobilizer Reset This link will expire 1 hours after the receipt of this message at 06/30/2014 04:20 PF 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. Inbox Home My Certifications Name: Primary Job Code:	After clicking on this link, you will need to connect the Techstream to proceed. PDT. This link may be used multiple times to perform an Immobilizer
Approval Date: Please click on the link below to generate a new Immobilizer Passcode for your request Immobilizer Reset This link will expire 1 hours after the receipt of this message at 06/30/2014 04:20 PP 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. Imbox Home My Certifications Name: Primary Job Code: Current Certification Status:	After clicking on this link, you will need to connect the Techstream to proceed. PDT. This link may be used multiple times to perform an Immobilizer

At this point, it is necessary for the technician to re-enter their password to login again.
 Figure 19.

	Immobilizer Reset	No. of Concession, Name
Key Code Reset		
	Receive a Passcode	
Immobilizer and Smart Key Code Reset allows the Key Code is reset, all previously registered key co	e registration of a new Master Key even if all original Master Keys are lost. Once the Immobilizer and, odes will be erased.	or Smart
Re-enter your Password below to proceed to the 1	Immobilizer and Smart Key Code Reset form.	
Re-enter your Password below to proceed to the I	Password:	

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

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

Figure 20.

-	ScanTool	Calibrations	Immobilizer Reset	Key Code	Telematics	Navigation
(ey (Code Reset					
		Please co	omplete the following fi	elds to receive a pass	code	
			Request No			
			Dealer Code;			
			Dealer Name			
			Technician Name:			
			Vehicle VIN:	A		
		Repair Ord	er/Parts Invoice Number			
			Customer Last Name:			
		*Tech	hstream Software Version			
			*Seed Number (from scantool)	[]		
Posi	tive Identification P	olicy				
1	I have verified the	customer's authority to obta	in vehicle security informat	tion for this vehicle.		
~	I have verified the	customer's full legal name a	nd confirmed their identity	with a valid picture ID		
N.	I have or will visual	lly confirm the vehicle's regi	stration document and own	ership.		
F.	I agree to the Term	is and Conditions.				
Note sent	Details of this transa to the National Insuran	ction will be included in the № ce Crime Bureau.	tonthiy Vehicle Security Tra	ansaction Report sent to t	he Dealer GM. Also, a log of e	ach transaction is
(*) -	Indicates Required Fie	ld(s)				
Requ	est Status for Reque	st No: 14063000028				
	Request	Status: Approved		Request Time:		
	Ma	nager:	2	Approval Valid Till:		



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.

Fi	g	u	re	2	1	,

Key Code Reset 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 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 verified the customer's full legal name and confirmed their identity with a valid picture ID. I have verified the customer's full legal name and confirmed their identity with a valid picture ID. I have verified the customer was verified. I agree to the TIS Terms and Conditions. Request Approval Policy I have verified the details entered for this request and confirmed the autority of the customer was verified. I realize that upon retrieval, a transaction log will be poster in a National Insurance Crime Bureau. I agree to the TIS Terms and Conditions. Thank You I your Immbobilizer Passcode : 073082 Click the button below to return to the Immobilizer Reset Home Page.	ScanTool Calibrations	Immobilizer Reset
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 Image: Information for this vehicle. Image: Information for this vehicle. Image: Information for this vehicle. Image: Image: Information for this vehicle. Image:	ey Code Reset	
Request No: Dealer Code: Dealer Name: Technician Name: Vehicle VIN: Repair Order/Parts Invoice Number: Customer Last Name: Techstream Software Version: Positive Identification Policy Image: Invoice Number's authority to obtain vehicle security information for this vehicle. Image: Invoice Identification Policy Image: Invoice Identification Identificati Identificati Identificati Identification	equest Details	
Dealer Code: Dealer Name: Technician Name: Vehicle VIN: Repair Order/Parts Invoice Number: Customer Last Name: Techstream Software Version: Positive Identification Policy Image: Invariant Information for this vehicle. Image: Introduction Information for this vehicle. Image: Intervention Information for this vehicle's registration document and ownership. Image: Image: Intervention Information for the customer was verified. Image: Im	Request No:	
Dealer Name: Technician Name: Vehicle VIN: Repair Order/Parts Invoice Number: Customer Last Name: Techstream Software Version: Positive Identification Policy Image: Insurance Information for this vehicle. Insurance Augmentation for this vehicle. Image: Insurance Intervention Image: Insurance Intervention Techstream Software Version: Positive Identification Policy Image: Insurance Intervention Image: Insurance Ins	Dealer Code:	
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 for the Insurance Crime Bureau. I agree to the TIS Terms and Conditions. Thank You Your Immbobilizer Passcode is 073082 Click the button below to return to the Immobilizer Reset Home Page.	Dealer Name:	
Vehicle VIN: Repair Order/Parts Invoice Number: Customer Last Name: Techstream Software Version: Positive Identification Policy Image: Intervention of this vehicle. Image: Intervention Intervention Image: Intervention <tr< td=""><td>Fechnician Name:</td><td></td></tr<>	Fechnician Name:	
Repair Order/Parts Invoice Number: Customer Last Name: Techstream Software Version: Positive Identification Policy Image: Intervention of the customer's authority to obtain vehicle security information for this vehicle. Image: Intervention Information for this vehicle. Image: Intervention Information Information for this vehicle. Image: Intervention Information Informa	/ehicle VIN:	
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 I surface Crime Bureau. I agree to the TIS Terms and Conditions. Thank You Click the button below to return to the Immobilizer Reset Home Page.	Repair Order/Parts Invoice Number:	
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 realize that upon retrieval, a transaction log will be posted in the ustomer was verified. I ragree to the TIS Terms and Conditions. Request Approval Policy For the customer was verified. For	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 in the authority of the customer was. I agree to the TIS Terms and Conditions. Transfer to the data of the customer was verified. I realize that upon retrieval, a transaction log will be posted in the National Insurance Crime Bureau. I agree to the TIS Terms and Conditions. Thank You You Immobilizer Passcode is 073082 Click the button below to return to the Immobilizer Reset Home Page.	Techstream Software Version:	
 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 in the Automation Ensurance Crime Bureau. I agree to the TIS Terms and Conditions. Thank You in The Summa Conditions. Thank You in The Summa Conditions. 	Positive Identification Policy	
 I have verified the customer's full legal name and confirmed their identity with a valid picture 1D. 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 in survivous entered. I agree to the TIS Terms and Conditions. Thank You intervention in the Times and Conditions. Thank You intervention in the Immobilizer Reset Home Page. 	I have verified the customer's authority to obt information for this vehicle.	ain vehicle security
 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 in surrance Crime Bureau. I agree to the TIS Terms and Conditions. Thank You Your Immbobilizer Passcode :: 073082 Click the button below to return to the Immobilizer Reset Home Page. 	I have verified the customer's full legal name with a valid picture ID.	and confirmed their identity
 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 Your Immbobilizer Passcode : 073082 Click the button below to return to the Immobilizer Reset Home Page. 	I have or will visually confirm the vehicle's reg ownership.	istration document and
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 in the neuronal Insurance Crime Bureau. I agree to the TIS Terms and Conditions. Thank You Your Immbobilizer Passcode : 073082 Click the button below to return to the Immobilizer Reset Home Page.	I agree to the TIS Terms and Conditions.	
 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 in the neuronal Insurance Crime Bureau. I agree to the TIS Terms and Conditions. Thank You Your Immbobilizer Passcode : 073082 Click the button below to return to the Immobilizer Reset Home Page. 	Request Approval Policy	
I realize that upon retrieval, a transaction log will be posted insurance Crime Bureau. I agree to the TIS Terms and Conditions. Thank You You Immbobilizer Passcode : 073082 Click the button below to return to the Immobilizer Reset Home Page.	I have verified the details entered for this requ authority of the customer was verified.	lest and confirmed the
 I agree to the TIS Terms and Conditions. Thank You Your Immbobilizer Passcode : 073082 Click the button below to return to the Immobilizer Reset Home Page. 	I realize that upon retrieval, a transaction log Insurance Crime Bureau.	will be posted the National
Thank You 1997 The Passcole 1997 Thank You 1997 Thank You 1997 The Passcole 1997 Thank You 1997 The Passe Pa	I agree to the TIS Terms and Conditions.	
Click the button below to return to the Immobilizer Reset Home Page.	hank You	ode : 073082
	lick the button below to return to the Immobilizer	Reset Home Page.

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.

 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.

	Utility Select Select desired Utilit	Smart Code Reset (SMRI 01-	00Z)	Party and	1	
Trouble Codes	Customize ECU Communicati Smart Code Regist Smart Code Regist		Step 1 of 2	~	g Mode)	~
Data List Active Text		Input Seed Number of then input a Pass-Co	on TIS to retrieve a de and then press l	Pass-Code, Next.		
(16/)	-	Seed Number:				
Dual Data List		aa910acd20809 97037521d1ed1 7f0cd395b0524l 5dbd98a5fcd4b6	5b9d015943c6 Lfc5b177c0cb od1063eed58e de1763e3	Get Pass-Code		
		Pass-Code Number	r:			
	<usage> Use this function to</usage>	715474	1	Input		-
TIS Keyword	<intraduction> This function erase the Service Bulletin</intraduction>	< Back	Next >	Exit	r the details see the repair manual or	
Print	1				J	



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

2. Click Yes to start the process.

Figure 23.

	Utility Selecti Select desired Utility	Smart Code Reset (VIOC 01-002)		
report kitts Trouble Codes Data List	Customize ECU Communicati Smart Code Regist Smart Code Regist	Step 1 of 2 Input Seed Number on TIS to retrieve a Pass-Code,	ig Mode) A	
Active Test (1994) (199		Struct Code Reset It will take about 16 minutes for the reset to complete. Do you want to start the Smart Code Reset? Yes No race Code Remoter.		
	 «Usage» Use this function to 	715474 Input		
TIS Kassard	<introduction> This function erase the Service Bulletin</introduction>	< Back Next > Exit	r the details see the repair manual or	

Figure 24.

	Utility Selection	r Code Resot (SMRY D1-004)	(der)	
inguit Mill	Customize ECU Communicati Smart Code Regist Smart Code Reset	Step 2 of 2	nj Model 🗠 🔿	
	ata (at			
	dente Dezta		1	
- Det	l Outa List	KEEP DRIVER'S DOOR OPEN.		
		Time Remaining: 11 min.	~	
	<usage> Use this function to <introduction></introduction></usage>			
Cita	Neyword This function erase the Service Bullets		r the details see the replan manual or	

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.

	Utility Selection	1		
Trobe Dolen Data Loc Active Test	Customize ECU Communicati Smart Code Regul Smart Code Regul	Smart Code Reset is complete. Use the Smart Code Registration utility to register smart keys	nj Mode)	
(1.1) Due Des last				
	<usage> Use this function to <introduction></introduction></usage>	Eve		
TID Rayword	the Service Bulletin	Exit	i the details see the repair manual or	

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.