

Immobilizer and Smart Key Reset

Service Category Vehicle Interior

Section Theft Deterrent/Keyless Entry

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
1998 - 2018	4Runner, 86, Avalon, Avalon HV, C-HR, Camry, Camry HV, Corolla, Corolla BR-Prod, FJ Cruiser, Highlander, Highlander HV, iA, iM, Land Cruiser, Matrix, Mirai, MR2 Spyder, Prius, Prius C, Prius PHV, Prius Prime, Prius V, RAV4, RAV4 EV, RAV4 HV, Sequoia, Sienna, Solara, Tacoma, Tundra, Venza, Yaris, Yaris SD MEX-Prod, Yaris THAI-Prod	

SUPERSESION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. T-SB-0043-14.

- Applicability has been updated to include 2017 – 2018 model year Toyota vehicles.

Service Bulletin No. T-SB-0043-14 is obsolete and any printed versions should be discarded.

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

New security provisions are required to obtain a reset passcode. It is critical to review the instructions for this new process BEFORE attempting to get a passcode in the new system.

Immobilizer and Smart Key Reset

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	
Techstream Lite (Green Cable)		TSLP2DLR01	

* Essential SST.

NOTE

- Only ONE of the Techstream units listed above is required.
- Software version 13.10.019 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.
- Additional SSTs may be ordered by calling 1-800-933-8335.

Service Bulletin Overview

1. Review the vehicle application chart in TIS to verify the vehicle is capable of being reset. Refer to the Toyota/Scion Vehicle Support chart located on *TIS – Diagnostics – Immobilizer Reset – Reference Documents*.
2. Review the NEW security authorization process and choose the option that best supports your dealer situation.
3. Follow the Techstream and TIS screenshots to obtain the passcode needed to open registration for Immobilizer and Smart Key programming.

NOTE

Some early ECM-based Immobilizers CANNOT be reset using Techstream. For these vehicles, perform the following:

- Identify the vehicle using the Toyota/Scion Vehicle Support chart noted above.
- Refer to the most recent PANT bulletin for instructions.

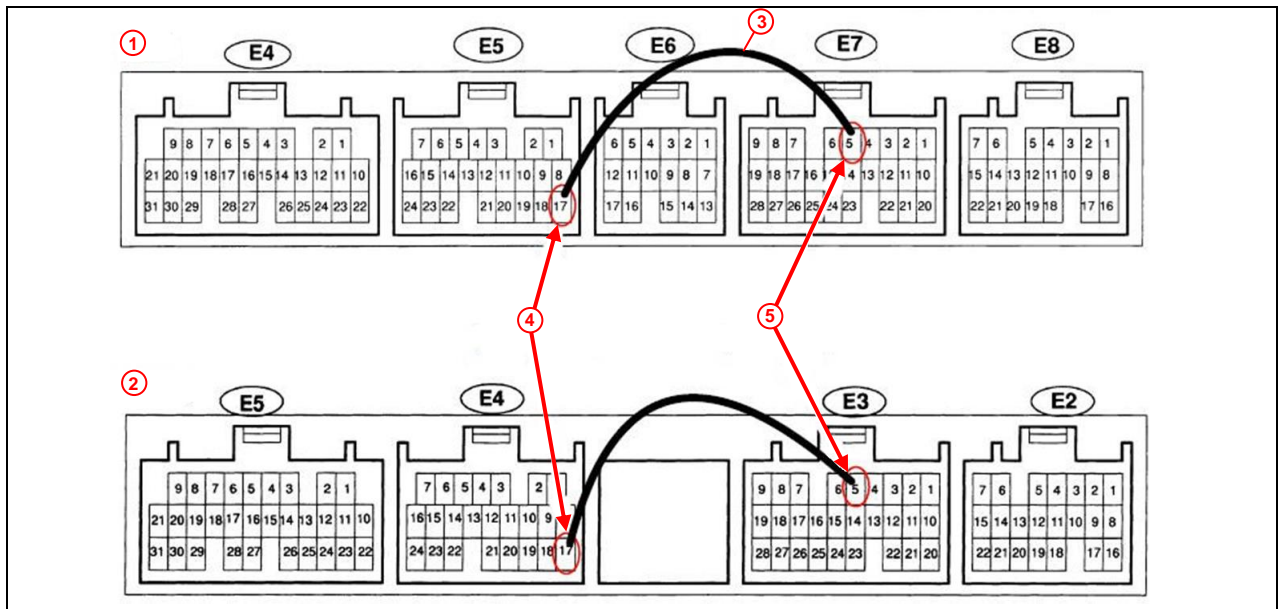
Immobilizer and Smart Key Reset

Preparation for 2001 Model Year MR2 and RAV4

BEFORE beginning the Key Code Reset function on 2001 model year MR2 and RAV4 vehicles, it is necessary to short terminals TC to E1 at the ECM connector, using SST No. 09843-18020.

With ECU connectors in place, back-probe and short terminals TC to E1 (pin 17 to pin 5).

Figure 1. ECM Terminals, 2001 MR2 and RAV4 Vehicles



1	MR2
2	RAV4
3	SST No. 09843-18020 (Jumper Wire)
4	E1 (Terminal 17)
5	TC (Terminal 5)

NOTE

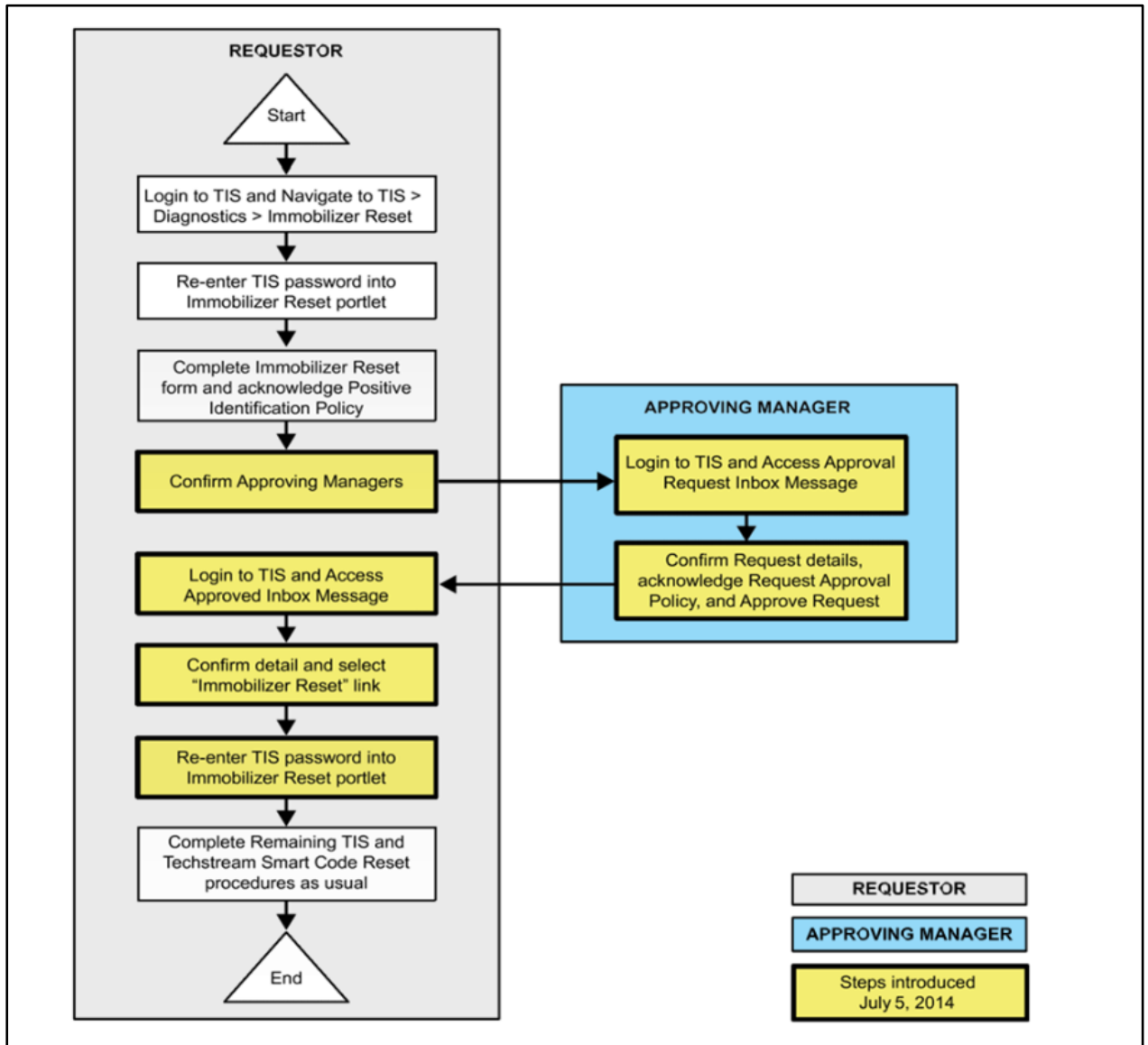
- With the key ON and the engine OFF, the SRS, Cruise and ABS lights will flash on the instrument panel when terminals TC to E1 are shorted together correctly.
- Leave the SST No. 09843-18020 in place for the entire Key Code Reset procedure.

Immobilizer and Smart Key Reset

Section 1: Security Authorization for the Reset Passcode

An improved security measure is 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 flowchart and become familiar with the options outlined prior to attempting a vehicle reset.

Figure 2. Immobilizer Reset Process



Immobilizer and Smart Key Reset

Section 1: Security Authorization for the Reset Passcode (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 passcode.
- The request and approval hand-off between the 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 Inbox Message and Approve
2. Perform Reset With Techstream
 - A. Access Approval Inbox Message
 - B. Perform Reset at Vehicle

Variations:

1. Pre-approval BEFORE vehicle is accessed (per Main Steps above)
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 passcode request form is completed, an approval request will be sent to ALL approving managers. Dealership personnel with the following job titles in "Staffmaster" are granted passcode 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, or Team Leader.

Each dealer MUST have AT LEAST two enrolled managers to access ANY passcodes.

Immobilizer and Smart Key Reset

Section 1: Security Authorization for the Reset Passcode (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 two-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.
2. Log in using your password.
3. Enter the information requested, check all four boxes below Positive Identification Policy, then click Next.

Figure 3.



Figure 4.

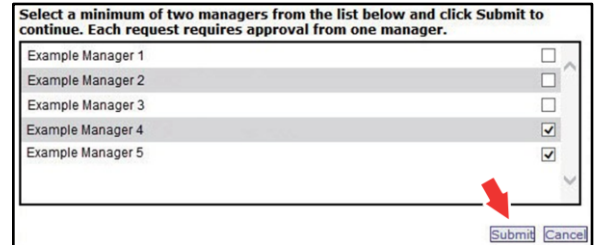


Immobilizer and Smart Key Reset

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

4. A minimum of two managers is required to be selected. Once two or more managers are selected, click Submit to continue. Each request requires approval from one manager. Once manager approval is received, continue to Section 5: Receipt of Passcode.

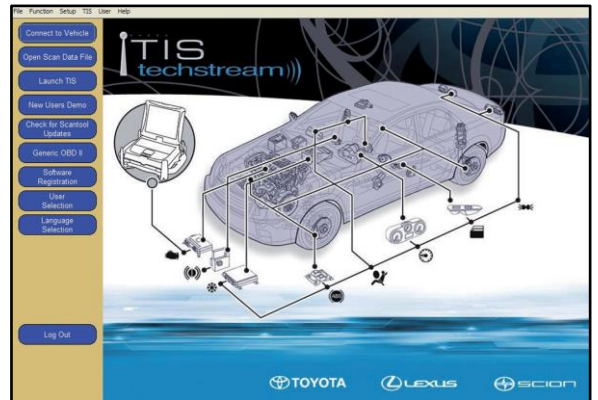
Figure 5.



Section 3: Techstream Reset Utility (With Request)

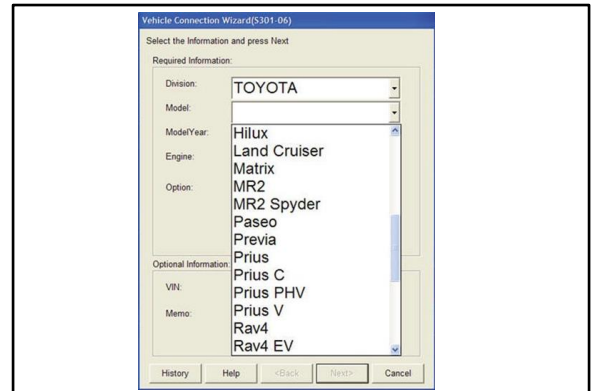
1. Connect Techstream to the vehicle.

Figure 6.



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

Figure 7.

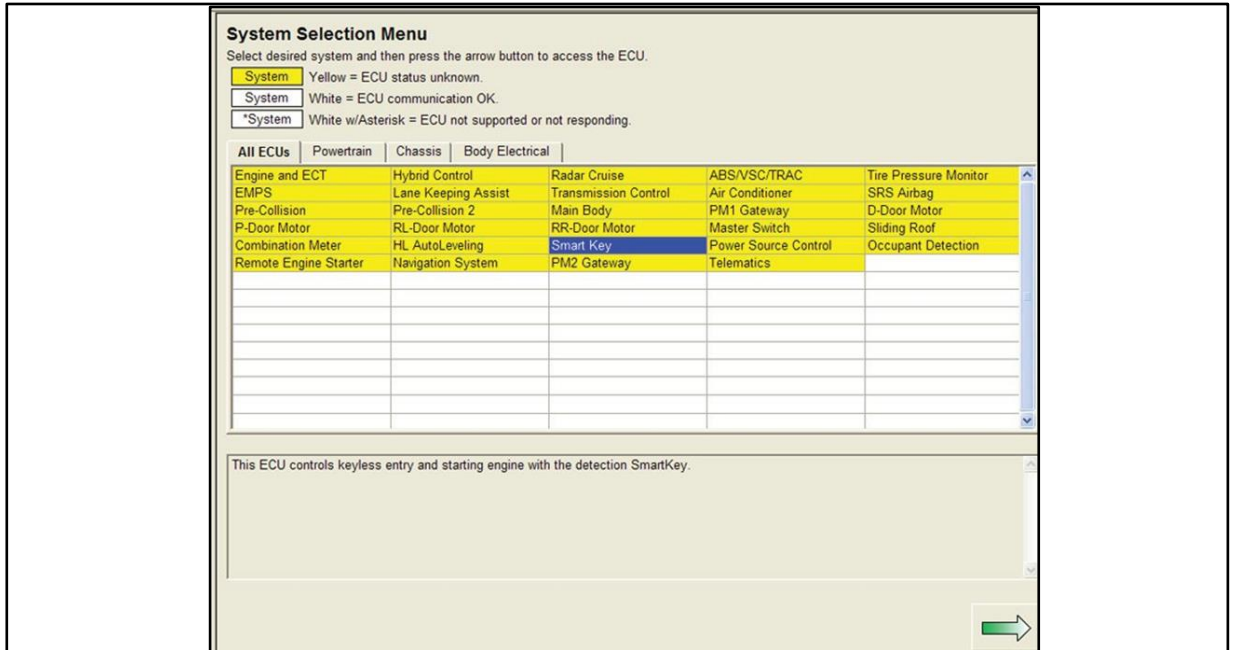


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Section 3: Techstream Reset Utility (With Request) (continued)

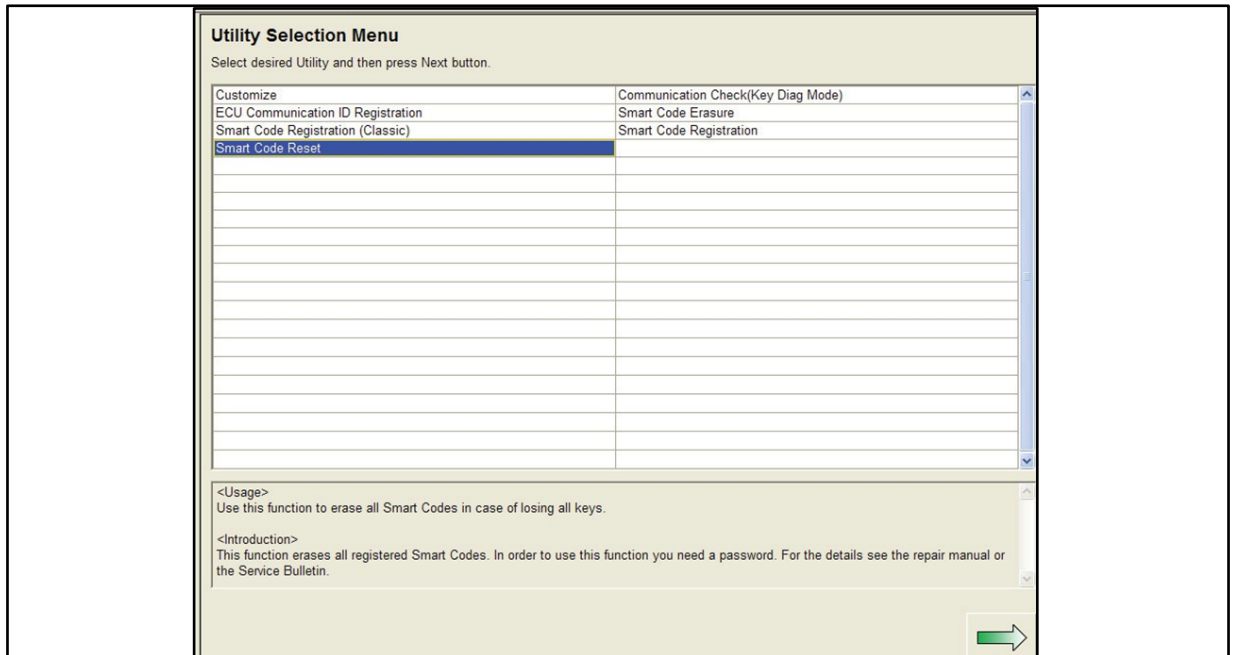
- Choose the Immobilizer or Smart Key system as needed.

Figure 8.



- Choose the Immobilizer or Smart Code Reset utility.

Figure 9.

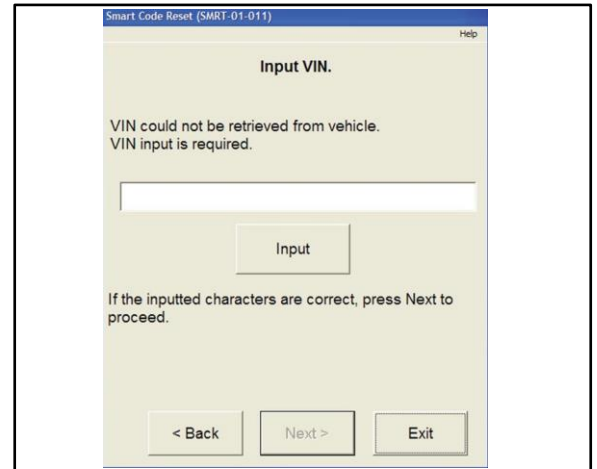


Immobilizer and Smart Key Reset

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

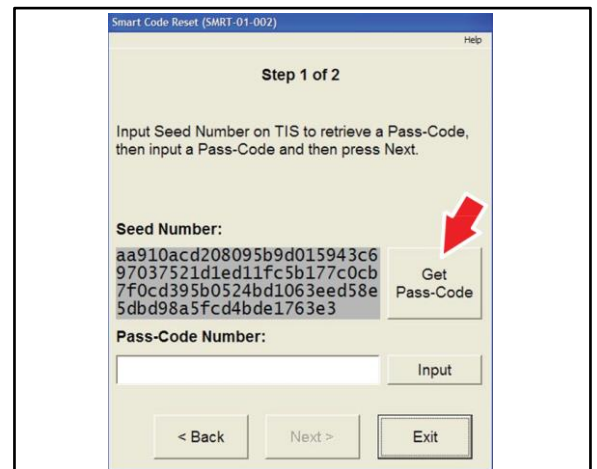
5. Enter the VIN if prompted.

Figure 10.



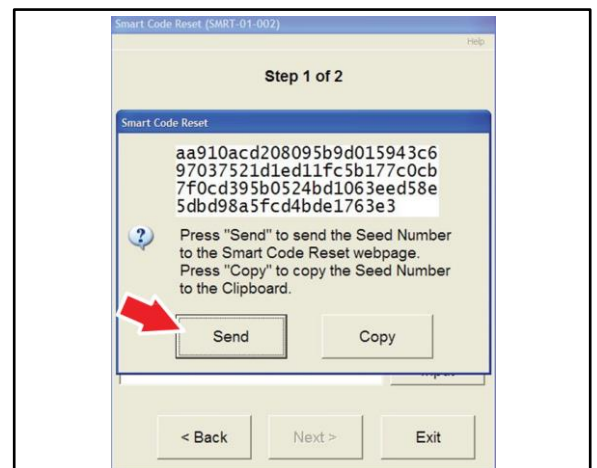
6. Techstream will generate a seed number. Click Get Pass-Code.

Figure 11.



7. Click Send to connect to TIS.

Figure 12.



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 three steps to resubmit a request. Open the approval file in your TIS inbox, enter the most recent seed number to get the passcode (as outlined in Section 5: Receipt of Passcode). 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 log in.

Figure 13.

The screenshot shows a window titled "Key Code Reset" with a sub-header "Receive a Passcode". Below the header, there is explanatory text: "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." At the bottom, there is a "Password:" label followed by a text input field, and two buttons labeled "Clear" and "Login".

9. Fill in the required information and click Next.

Figure 14.

The screenshot shows the "Key Code Reset" window with the instruction "Please complete the following fields to receive a passcode." The form includes fields for "Dealer Code", "Dealer Name", "Technician Name", "Vehicle VIN" (with a 17-digit VIN note), "Repair Order/Parts Invoice Number", and "Customer Last Name". Below these is a "Positive Identification Policy" section with three checkboxes: "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.", and "I have or will visually confirm the vehicle's registration document and ownership." A fourth checkbox "I agree to the Terms and Conditions." is also present. A note at the bottom states: "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." At the bottom right, there are "Back", "Clear", and "Next" buttons, with a red arrow pointing to the "Next" button.

10. It is required to select a minimum of two managers. Once two or more managers are selected, click Submit to continue.

Each request MUST be approved by one manager. Once manager approval is received, continue to Section 5: Receipt of Passcode.

Figure 15.

The screenshot shows the "Key Code Reset" window with the instruction "Select a minimum of two managers from the list below and click Submit to continue. Each request requires approval from one manager." Below this is a list of five managers: "Example Manager 1", "Example Manager 2", "Example Manager 3", "Example Manager 4", and "Example Manager 5". Each name has a checkbox to its right. The checkboxes for "Example Manager 4" and "Example Manager 5" are checked. At the bottom right, there are "Submit" and "Cancel" buttons, with a red arrow pointing to the "Submit" button.

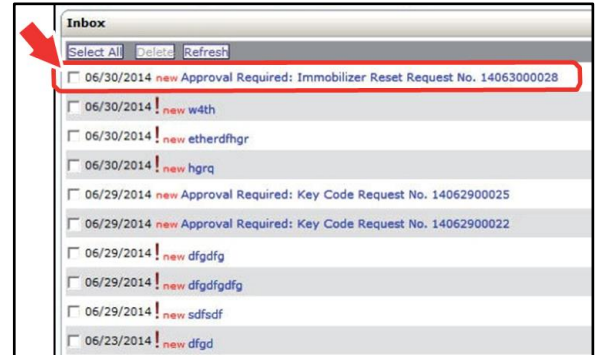
Immobilizer and Smart Key Reset

Section 4: Manager Approval (TIS)

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

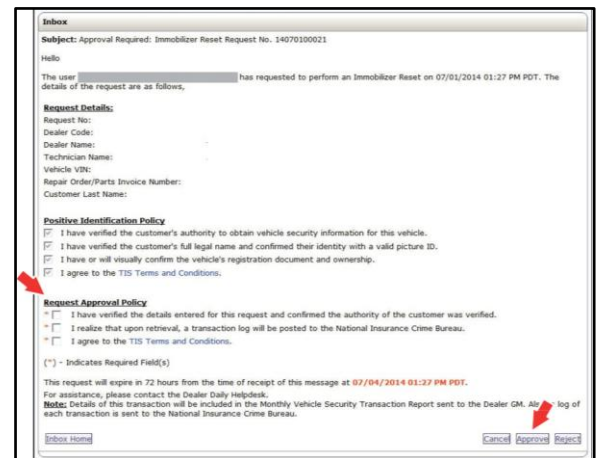
The manager will click the title to open the request.

Figure 16.



- The manager checks the three boxes under Request Approval Policy, then clicks Approve to send the approval to the technician.

Figure 17.



Immobilizer and Smart Key Reset

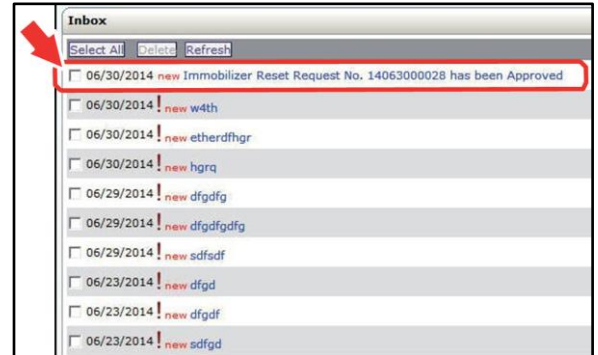
Section 5: Receipt of Passcode (TIS)

- Once approved by management, the technician will open the TIS inbox and locate the reset request. The technician will click the title to open the approval.

NOTE

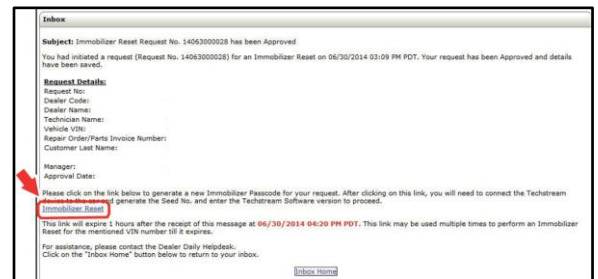
- It is recommended to retrieve the passcode from the Techstream connected to the vehicle as the seed number and passcode work together.
- Once approved by management, multiple resets can be performed for a single VIN. Each attempt will create a new seed number and resultant passcode.

Figure 18.



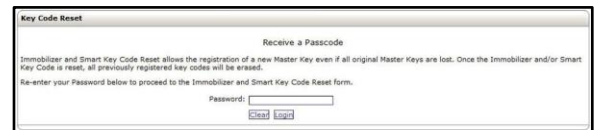
- Once opened, the technician will click the Immobilizer Reset link to continue.

Figure 19.



- At this step, the technician MUST re-enter the password to log in again.

Figure 20.



- The technician MUST enter the Techstream software version and paste in the seed number from Techstream.

Figure 21.



Immobilizer and Smart Key Reset

Section 5: Receipt of Passcode (TIS) (continued)

6. The passcode will be provided as shown. Continue to Section 6: Techstream Reset Utility (Reset Initiated), for instructions on entering the passcode to initiate the reset.

Figure 22.

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 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 is: **073082**

Click the button below to return to the Immobilizer Reset Home Page.

[Immobilizer Reset Home](#)

Immobilizer and Smart Key Reset

Section 6: Techstream Reset Utility (Reset Initiated)

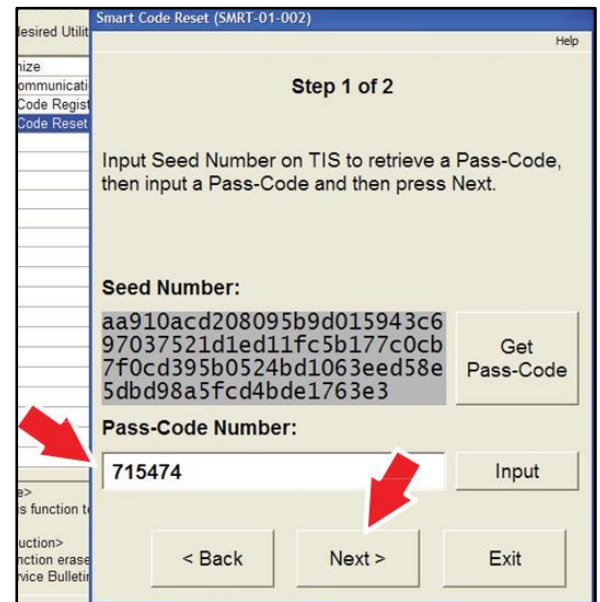
The reset can be initiated once the management approval reply is available in the TIS home page inbox. With this approval file, multiple seed numbers can be used for as many attempts as needed to repair the vehicle.

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 passcode for each attempt.

1. After retrieving the passcode from the manager approval process in Section 4: Manager Approval and Section 5: Receipt of Passcode, enter the passcode in Techstream and click Next.

Figure 23.



Immobilizer and Smart Key Reset

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

2. Click Yes to start the process.

Figure 24.

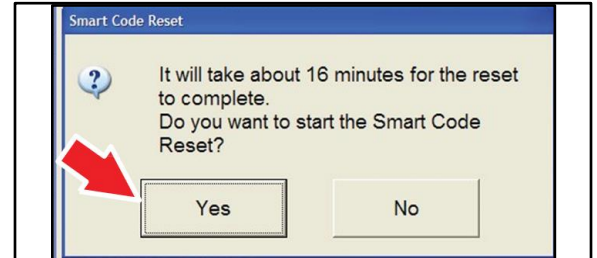
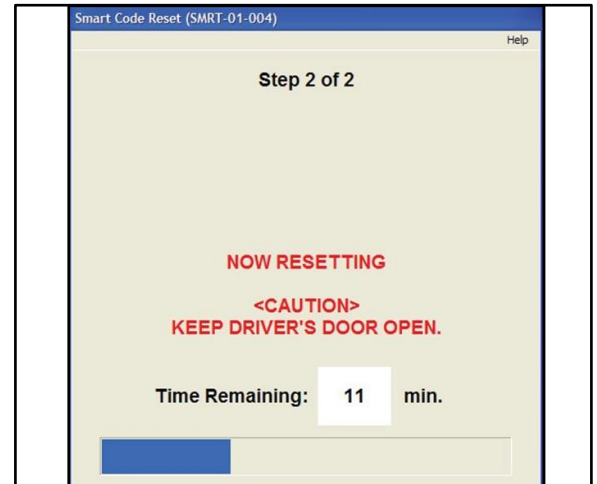


Figure 25.



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

NOTE

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

Figure 26.

