

Smart Key Immobilizer Reset and Add/Remove Key

Service Category Vehicle Interior

Section Theft Deterrent/Keyless Entry

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019	Avalon, Avalon HV	

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 and can never be reused.** Another feature, Add/Remove Key, is also available. **Once a key is removed, it can never be reused.**

Follow the procedures in this bulletin to reset a vehicle Immobilizer or Smart Key system and to add and/or remove a key.

NOTICE

When performing a Smart Code Reset, ALL registered keys are erased and CANNOT be used again on ANY vehicle. For Undesignated Key Permanent Erasure utility, ONLY the keys that are NOT present will be removed. ANY keys that are NOT present can never be reused.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFFP	T1	T2
N/A	Not Applicable to Warranty	–	–	–	–

Smart Key Immobilizer Reset and Add/Remove Key

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.

Symptom Chart

SYMPTOM	ACTION	PROCEDURE	PAGE
Lost ALL Keys	Delete ALL Keys	1. Immobilizer Reset 2. Smart Code Registration	5 23
Add NEW Keys to Vehicle	Add NEW Keys. Add More Than One Key if Performed Post Immobilizer Reset	Smart Code Registration	23
Key(s) Are Lost or Stolen and/or Request to Remove ANY Key NOT Present From the Vehicle.	Delete One or More Keys, NOT All Keys	Undesignated Key Permanent Erasure	30

Procedures

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- Reset Approval Request (TIS Pre-Approval)..... 5
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- Approved Immobilizer Reset..... 15
- Smart Code Registration..... 22
- Undesignated Key Permanent Erasure 29

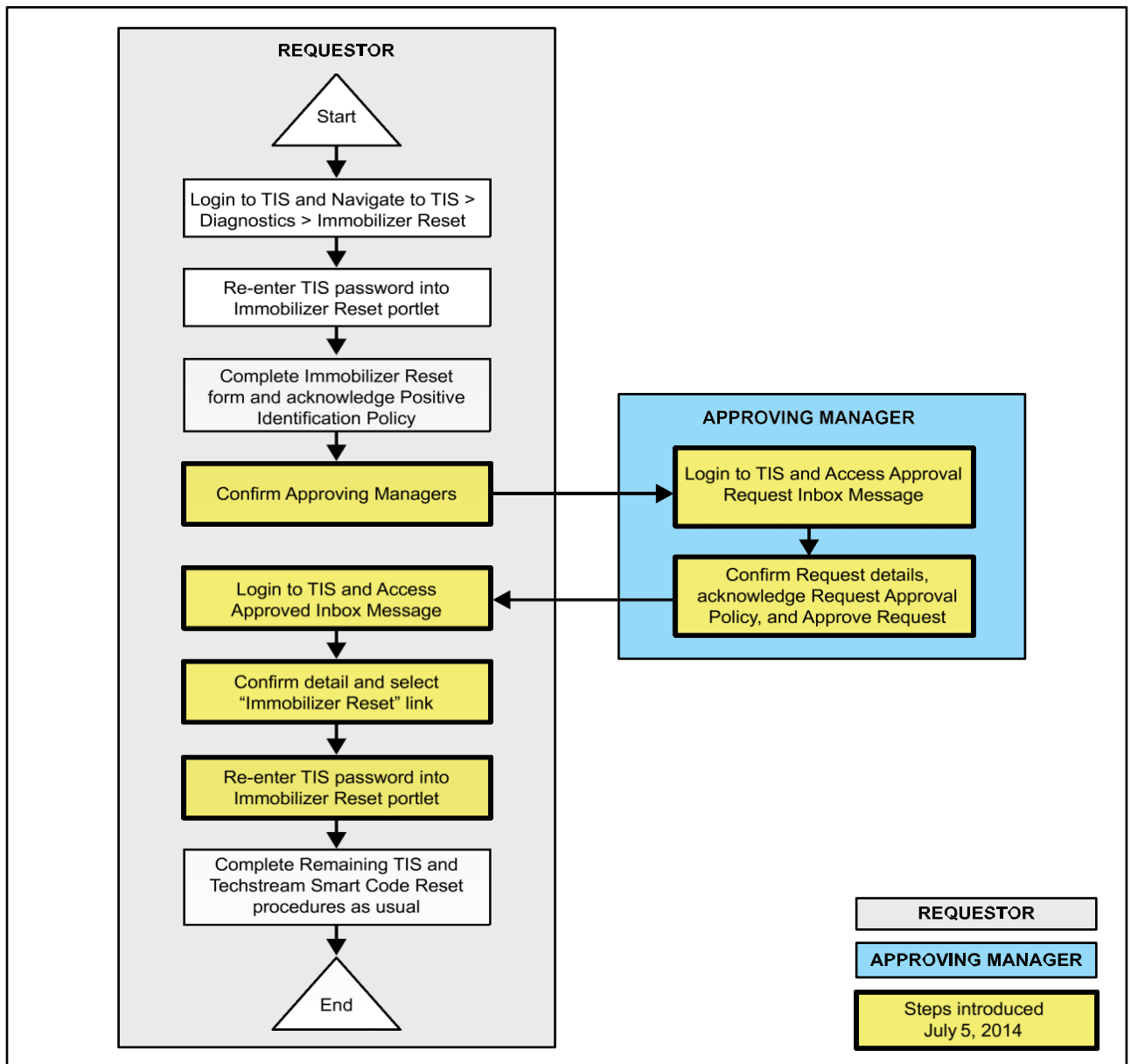
Smart Key Immobilizer Reset and Add/Remove Key

Security Authorization for the Reset Pass-Code

Improved security measures have been implemented in TIS and there are additional parameters obtained from the vehicle during Immobilizer Reset. A secondary approval by dealer management is required each time an Immobilizer or Smart Key Reset is performed.

Please review the following flow chart and become familiar with the options outlined prior to attempting a reset.

Figure 1. Immobilizer Reset Process



Smart Key Immobilizer Reset and Add/Remove Key

Security Authorization for the Reset Pass-Code (continued)

Key Points:

- The reset request can be submitted from 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 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 completed 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 Via Techstream
 - A. Access Approval TIS Inbox Message
 - B. Perform Reset at Vehicle

Variations:

1. Pre-approval BEFORE Vehicle is Accessed (per 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 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, Team Leader.

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

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

Smart Key Immobilizer Reset and Add/Remove Key

Reset Approval Request (TIS Pre-Approval)

1. Open *TIS – Diagnostics – Immobilizer Reset*.
2. Log in using your password.

Figure 2.

3. Populate the boxes with the correct information. Then, read the Positive Identification Policy and check the boxes once the indicated tasks are completed.
4. Select Next to continue.

Figure 3.

Smart Key Immobilizer Reset and Add/Remove Key

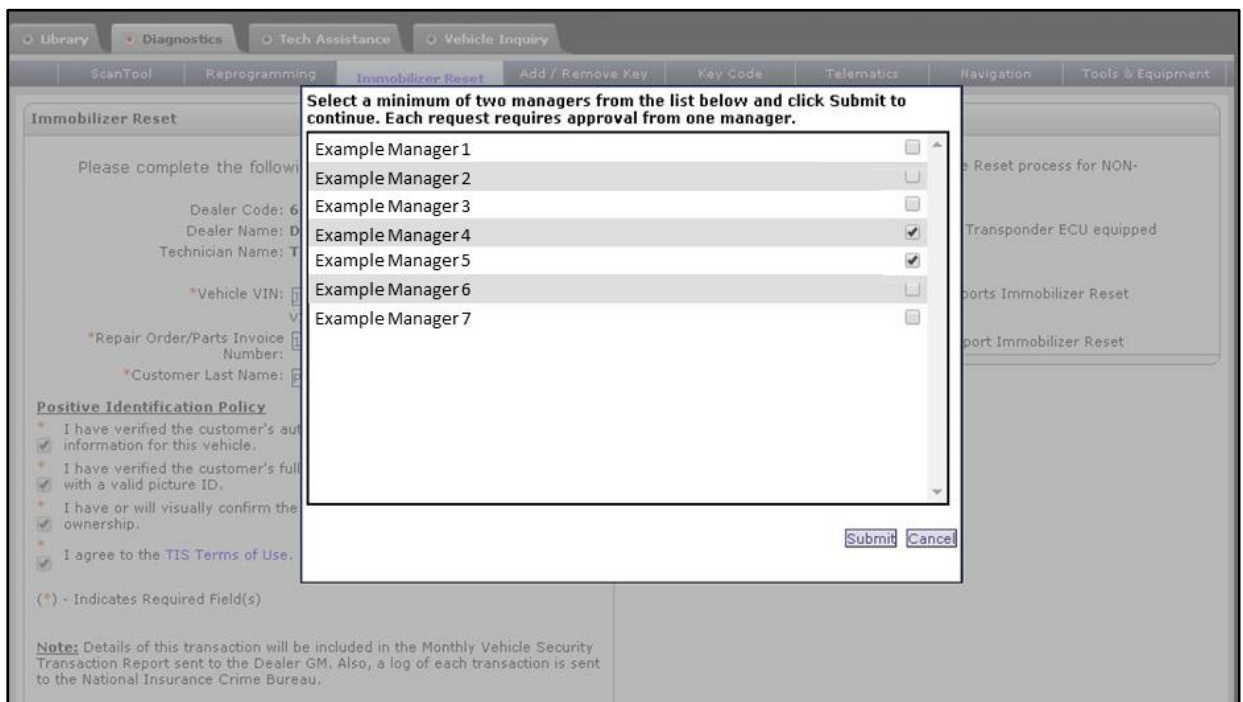
Reset Approval Request (TIS Pre-Approval) (continued)

5. AFTER two or more managers are selected, select Submit.

NOTE

- It is required to select AT LEAST two managers.
- Each request MUST receive approval by one manager.

Figure 4.



Smart Key Immobilizer Reset and Add/Remove Key

Opening Smart Access in Techstream

Please review the Techstream and TIS screenshots in this bulletin.

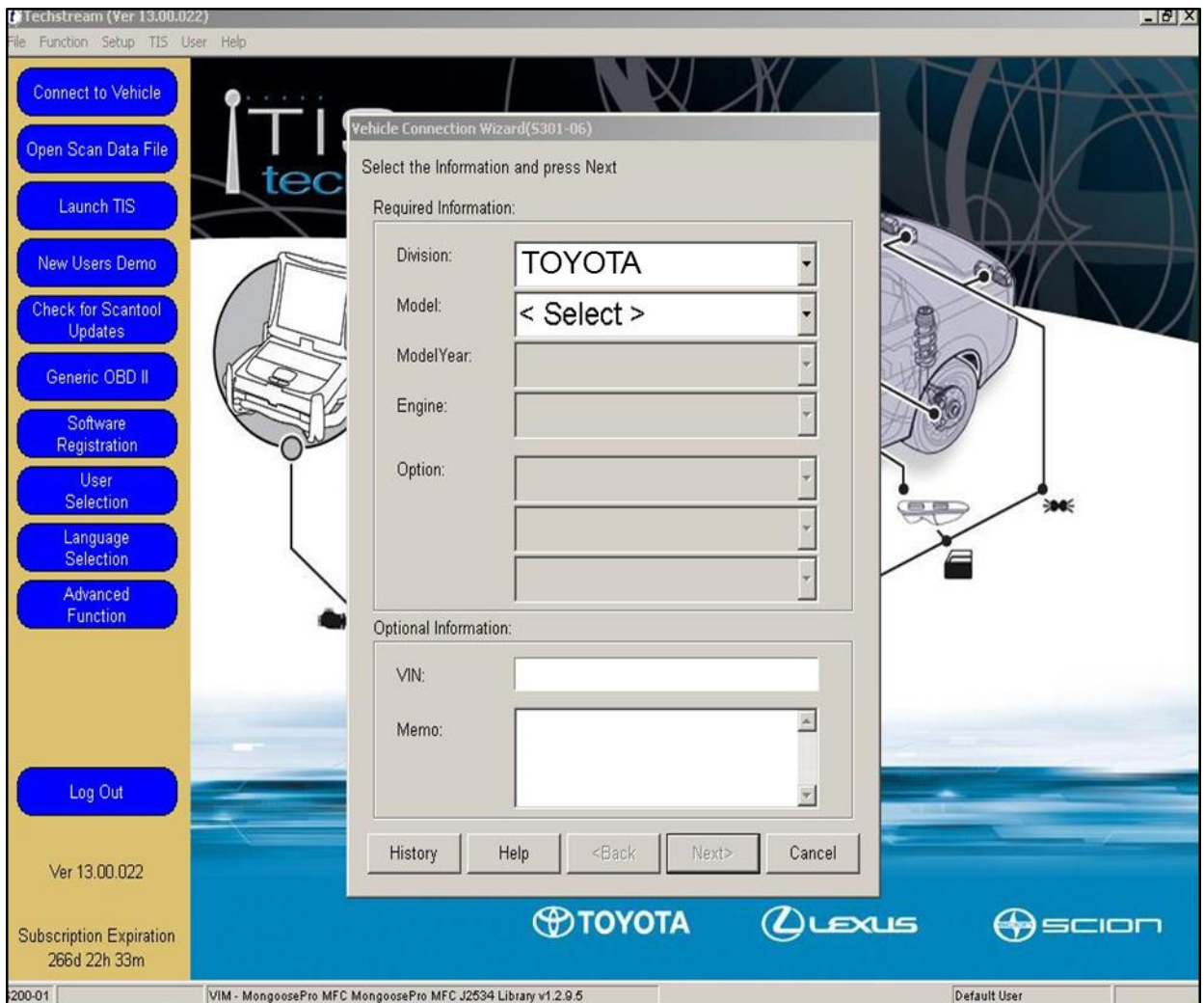
- Connect Techstream to the vehicle.

If the ignition CANNOT be turned ON or the information does NOT automatically populate, choose the appropriate vehicle model and year.

NOTE

If the battery is low of charge, attaching a battery charger may be necessary to maintain battery voltage during Immobilizer Reset.

Figure 5.

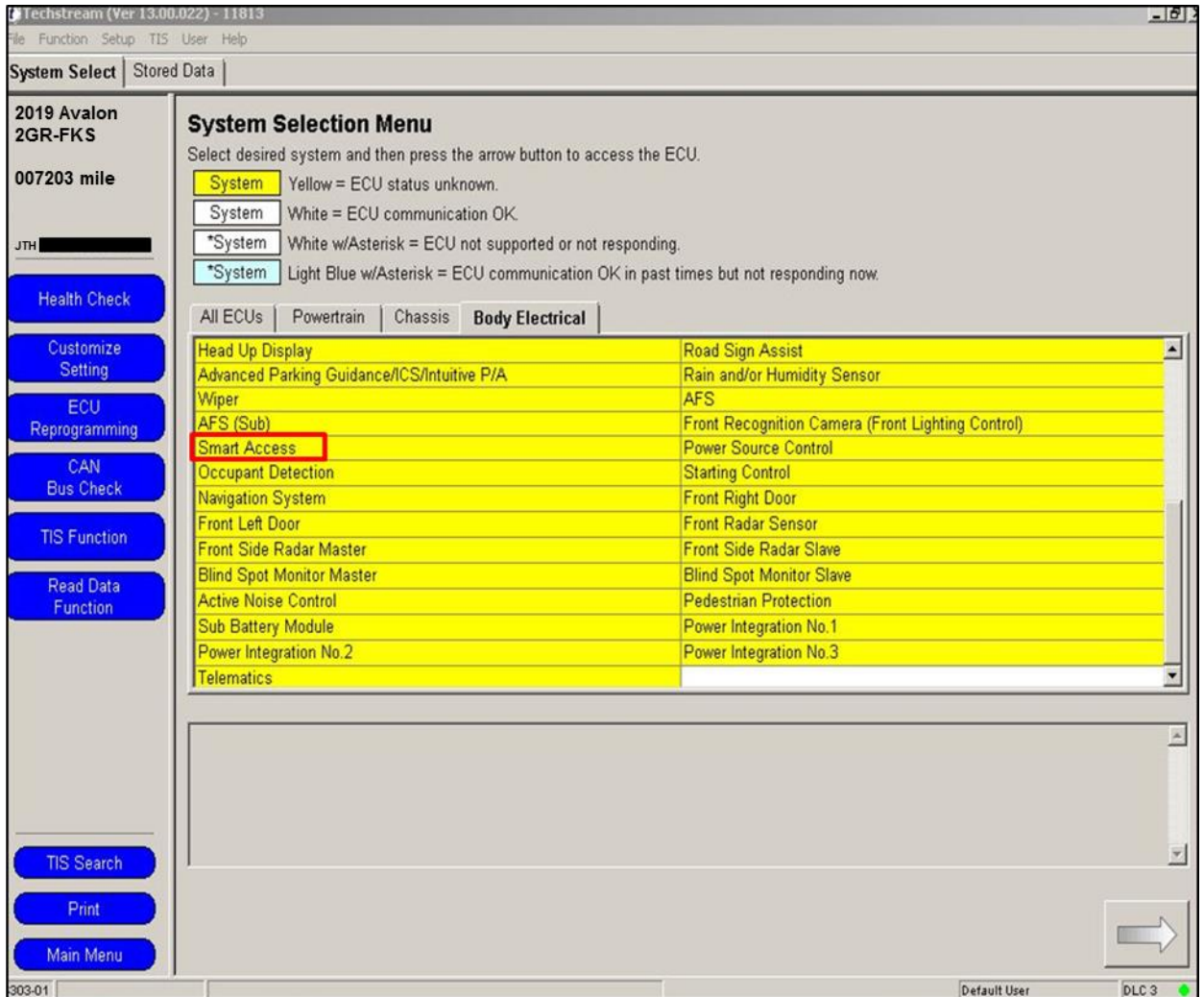


Smart Key Immobilizer Reset and Add/Remove Key

Opening Smart Access in Techstream (continued)

7. Select the Body Electrical tab, then select Smart Access.

Figure 6.

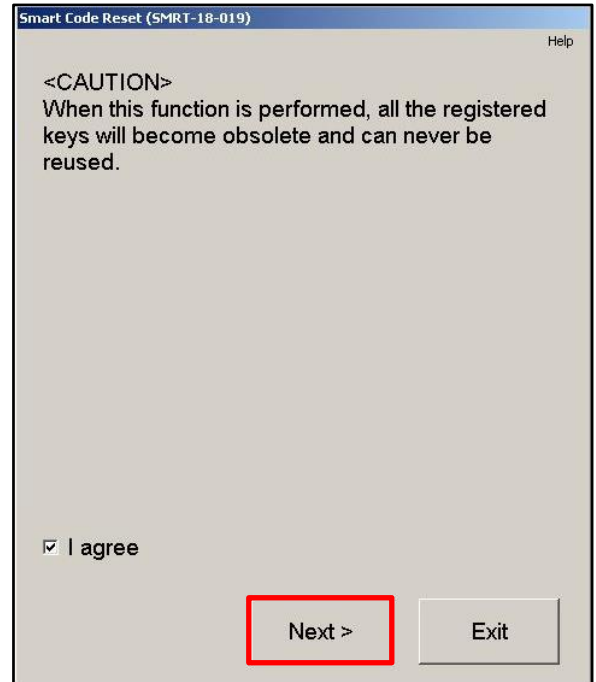


Smart Key Immobilizer Reset and Add/Remove Key

Pre-Approved Immobilizer Reset (continued)

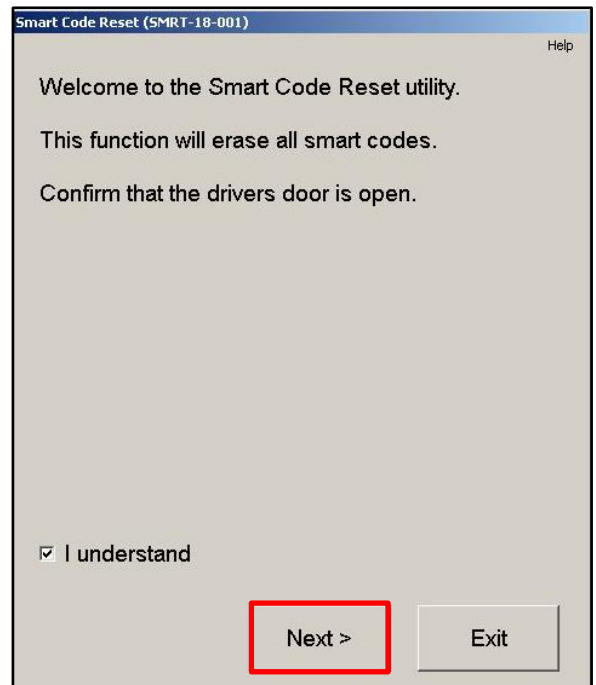
2. Read the warning, check I agree, then select Next.

Figure 8.



3. Open the driver's door, check I understand, then select Next.

Figure 9.

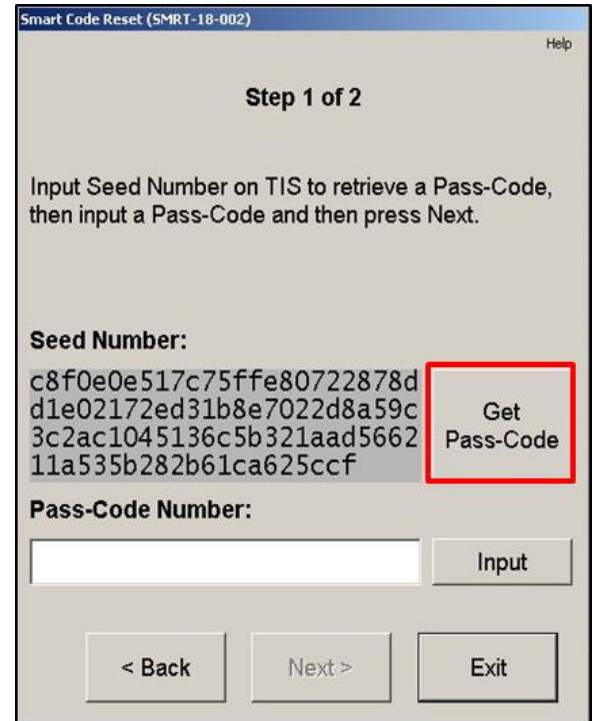


Smart Key Immobilizer Reset and Add/Remove Key

Pre-Approved Immobilizer Reset (continued)

4. Select Get Pass-Code.

Figure 10.



5. Copy may be selected to copy the seed number to the computer's clipboard. Select Send to open a link to TIS.

Figure 11.



NOTE

- If the management approval file for this VIN exists in your TIS inbox, do NOT follow the next three steps to resubmit a request. Go to the Approved Immobilizer Reset section on pg. 15.
- If management approval is already received, open the approval file in your TIS inbox and enter the most recent seed number to get the passcode

Smart Key Immobilizer Reset and Add/Remove Key

Pre-Approved Immobilizer Reset (continued)

6. Make sure the Immobilizer Reset tab is selected.
7. Enter the password and click Login.

Figure 12.



8. Fill in the required information, then select Next.

Figure 13.

The screenshot shows the 'Key Code Reset' form in the Toyota TIS web interface. The navigation menu at the top includes 'Library', 'Diagnostics', 'Tech Assistance', and 'Vehicle Inquiry'. Below this, there are tabs for 'ScanTool', 'Calibrations', 'Immobilizer Reset', 'Key Code', and 'Telematics'. The 'Immobilizer Reset' tab is highlighted. The main content area is titled 'Key Code Reset' and contains the following text: 'Please complete the following fields to receive a passcode.' Below this text are several input fields: 'Dealer Code:', 'Dealer Name:', 'Technician Name:', '*Vehicle VIN: [] [] [] (17 digit VIN)', '*Repair Order/Parts Invoice Number: []', and '*Customer Last Name: []'. Below the input fields is a section titled 'Positive Identification Policy' with four 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.', '* [] I have or will visually confirm the vehicle's registration document and ownership.', and '* [] I agree to the TIS Terms and Conditions.' Below the checkboxes is a note: '(*) - Indicates Required Field(s)'. At the bottom of the form is a '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 of the form are three buttons: 'Back', 'Clear', and 'Next'. The 'Next' button is highlighted with a red arrow.

Smart Key Immobilizer Reset and Add/Remove Key

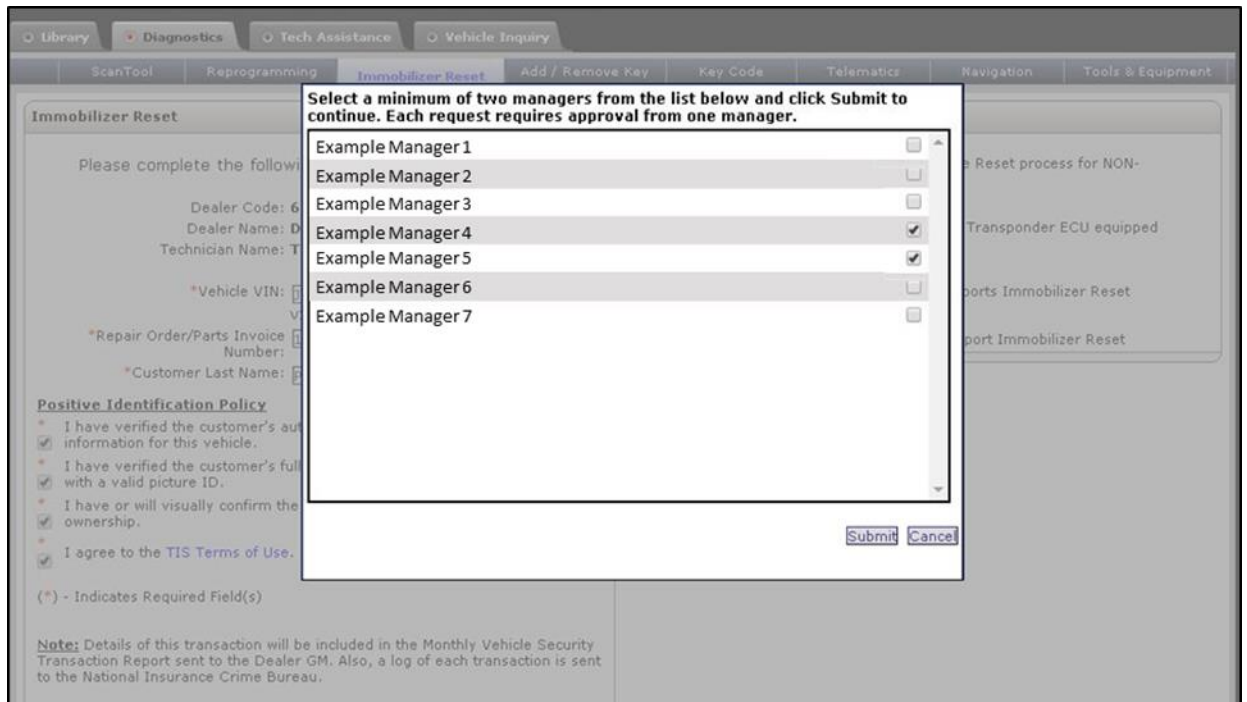
Pre-Approved Immobilizer Reset (continued)

9. AFTER two or more managers are selected, select Submit.

NOTE

- It is required to select AT LEAST two managers.
- Each request MUST receive approval from one manager.

Figure 14.



10. After manager approval is received, go to the Approved Immobilizer Reset section on pg. 15.

Smart Key Immobilizer Reset and Add/Remove Key

Manager Approval

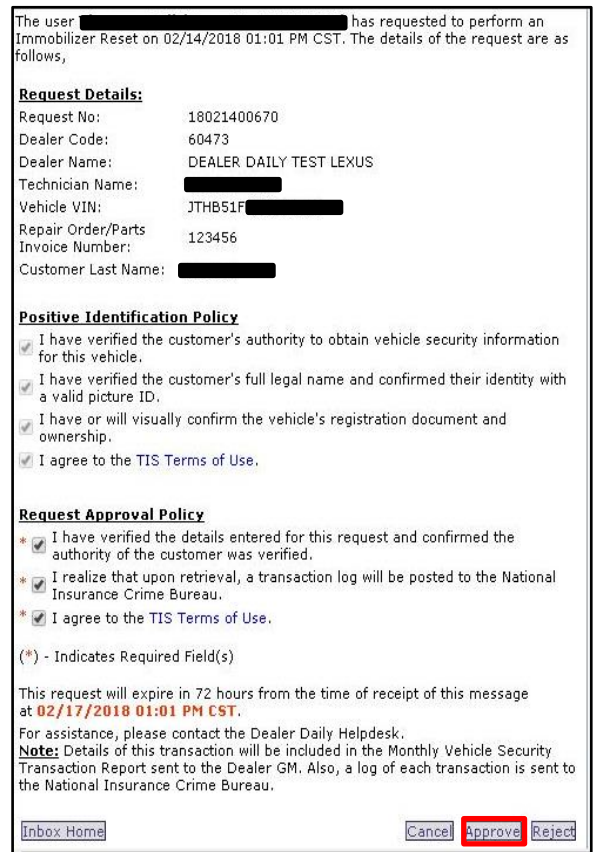
Please reference the TIS screenshots in this bulletin.

1. AFTER the request is submitted, one of the authorized dealer managers will locate the technician's request in their TIS home page inbox.
2. Select the title to open the Request.
3. Read the Request Approval Policy, then check the boxes AFTER the indicated tasks are completed.
4. Select Approve to send the approval to the technician.

Figure 15.



Figure 16.



Smart Key Immobilizer Reset and Add/Remove Key

Approved Immobilizer Reset

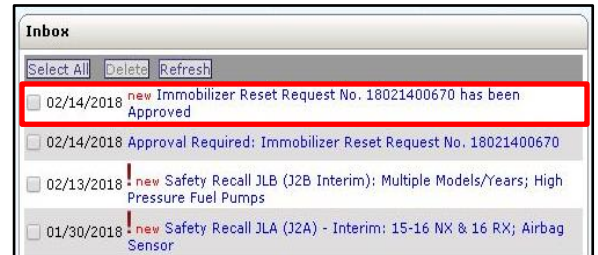
Please reference the Techstream and TIS screenshots in this bulletin.

1. AFTER approval is received by management, open the TIS inbox and locate the Immobilizer Reset Request.
2. Select the title to open the approval.

NOTE

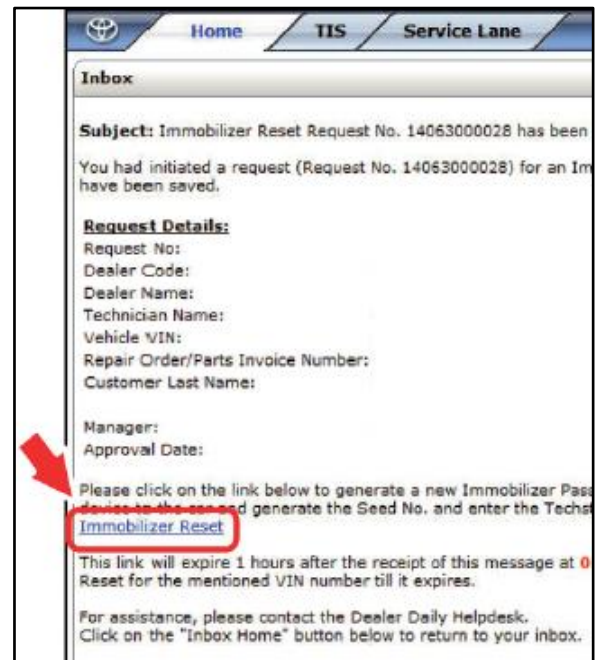
- It is recommended to retrieve the passcode from the Techstream connected to the vehicle as the seed number and passcode work together.
- AFTER approval is received by management, multiple resets can be performed for a single VIN. Each attempt will create a NEW seed number and resultant passcode.

Figure 17.



3. Select the Immobilizer Reset link.

Figure 18.



Smart Key Immobilizer Reset and Add/Remove Key

Approved Immobilizer Reset (continued)

4. Make sure the Immobilizer Reset tab is selected.
5. Enter the password and select Login.

Figure 19.



6. Enter the Techstream software version and paste the seed number from Techstream.
7. Select Next.

Figure 20.

The screenshot shows the 'Key Code Reset' form in the Toyota TIS web interface. The navigation bar at the top includes 'Library', 'Diagnostics', 'Tech Assistance', and 'Vehicle Inquiry'. Below this, there are tabs for 'ScanTool', 'Calibrations', 'Immobilizer Reset' (which is highlighted), 'Key Code', 'Telematics', and 'Navigation'. The main content area is titled 'Key Code Reset' and contains the following text: 'Please complete the following fields to receive a passcode.' Below this text are several input fields: 'Request No:', 'Dealer Code:', 'Dealer Name:', 'Technician Name:', 'Vehicle VIN:', 'Repair Order/Parts Invoice Number:', 'Customer Last Name:', '*Techstream Software Version' (with a red arrow pointing to the field), and '*Seed Number (from scantool):' (with a red arrow pointing to the field). Below the input fields is a section titled 'Positive Identification Policy' with three checkboxes, all of which are checked. Below this section is a 'Note' stating: '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.' Below the note is a line of text: '(*) - Indicates Required Field(s)'. At the bottom of the form, there is a 'Request Status' section showing 'Request Status for Request No: 14063000028' and 'Request Status: Approved'. Below this, there are two more fields: 'Request Manager:' and 'Request Time: Approval Valid Till:'. At the very bottom of the form are three buttons: 'Back', 'Clear', and 'Next' (with a red arrow pointing to the 'Next' button).

Smart Key Immobilizer Reset and Add/Remove Key

Approved Immobilizer Reset (continued)

- Retrieve the passcode in the location shown.

NOTE

- Do NOT resubmit another approval for this vehicle if the file from management has been received in TIS and it shows the approval status for the given VIN.
- Open the approval file and enter a NEW seed number to get the unique passcode for each attempt.

Figure 21.

The screenshot shows a web browser window with the 'Immobilizer Reset' tab selected. The page title is 'Key Code Reset'. Under 'Request Details', fields include Request No., Dealer Code, Dealer Name, Technician Name, Vehicle VIN, Repair Order/Parts Invoice Number, Customer Last Name, and Techstream Software Version. Below this is a 'Positive Identification Policy' section with several checked checkboxes. The 'Request Approval Policy' section also has checked checkboxes. At the bottom, a message reads 'Thank You [redacted] Your Immobilizer Passcode is: 073082'. A red arrow points to the passcode '073082'.

- AFTER retrieving the passcode, copy and paste it into the Pass-Code Number box.

NOTE

- AFTER selecting Yes, another passcode will be requested.
- The 16-minute reprogram process will NOT begin until AFTER generating the passcode in the next step.

Figure 22.

The screenshot shows a 'Smart Code Reset (SMRT-18-002)' dialog box. It is titled 'Step 1 of 2'. The text reads: 'Input Seed Number on TIS to retrieve a Pass-Code, then input a Pass-Code and then press Next'. Below this is a question: 'It will take about 16 minutes for the reset to complete. Do you want to start the Smart Code Reset?' with 'Yes' and 'No' buttons. A red box highlights the 'Yes' button, and a red arrow points to it. Below the question is a 'Pass-Code Number' input field containing '073082' and an 'Input' button. At the bottom are '< Back', 'Next >', and 'Exit' buttons.

Smart Key Immobilizer Reset and Add/Remove Key

Approved Immobilizer Reset (continued)

10. Select Get Pass-Code.

Figure 23.

11. Select Send to open a link to TIS.

Figure 24.

Smart Key Immobilizer Reset and Add/Remove Key

Approved Immobilizer Reset (continued)

- Enter the password in the Add/Remove Key tab and select Login.

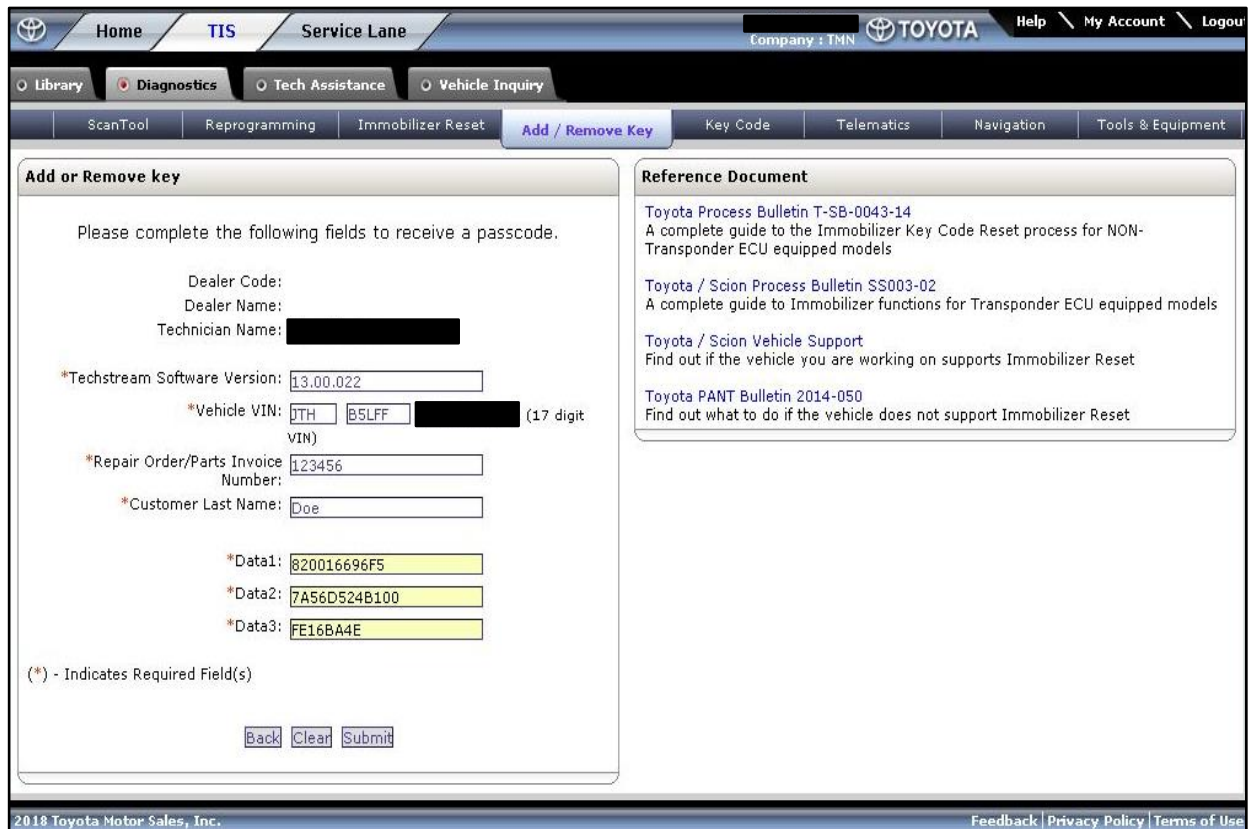
NOTE
Make sure the Add/Remove Key tab is selected.

Figure 25.



- AFTER the boxes are filled in with the information from the previous Techstream screen, select Submit.

Figure 26.

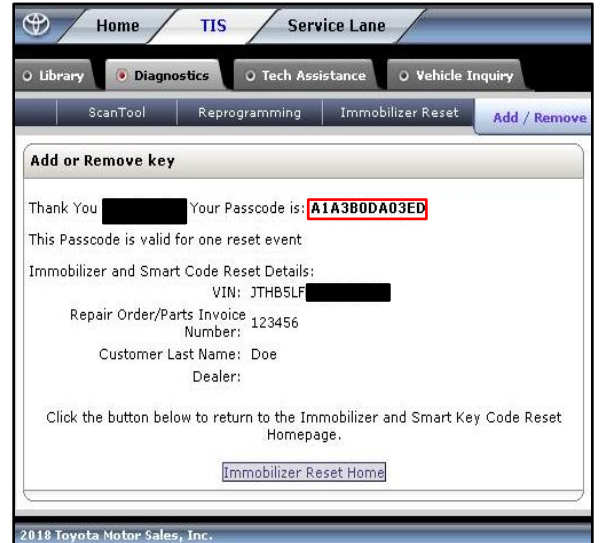


Smart Key Immobilizer Reset and Add/Remove Key

Approved Immobilizer Reset (continued)

- 14. The bolded passcode can be copied and pasted back into Techstream.

Figure 27.



- 15. Copy and paste the number into the Pass-Code Number box.

Figure 28.

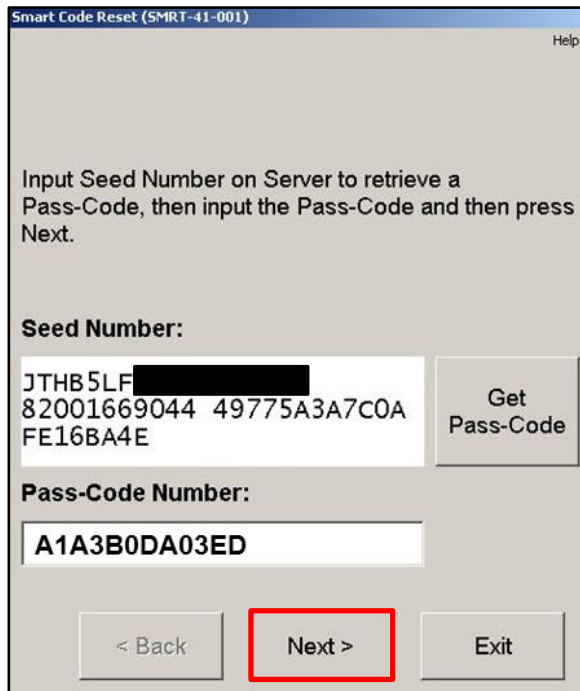
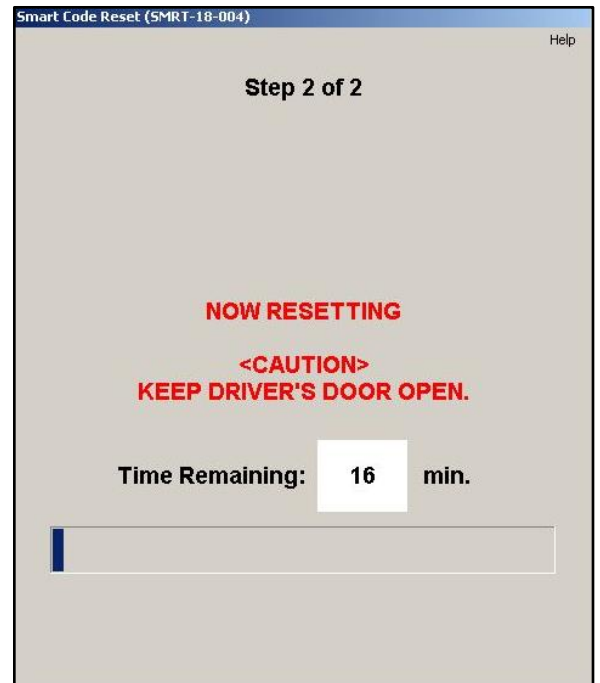


Figure 29.



Smart Key Immobilizer Reset and Add/Remove Key

Approved Immobilizer Reset (continued)

16. Smart Code Registration may now be used to register Smart Keys.
17. Select Exit.

Figure 30.



Smart Key Immobilizer Reset and Add/Remove Key

Smart Code Registration (continued)

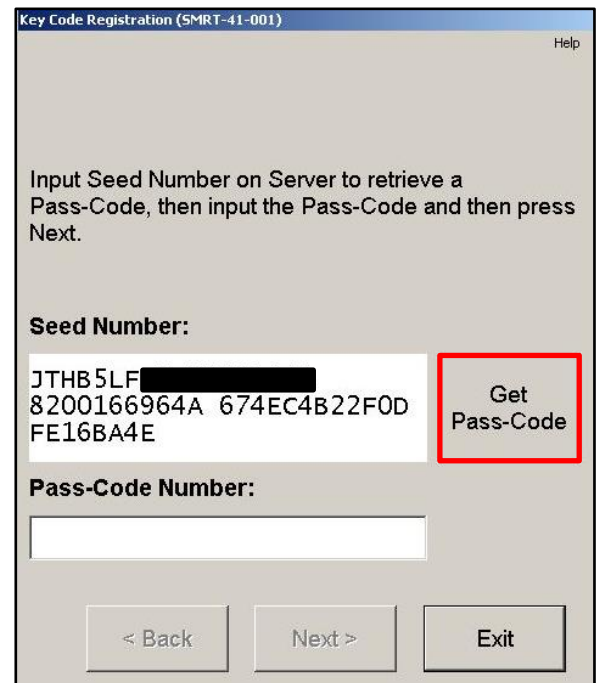
2. Read the instructions, check each item, and select Next.

Figure 32.



3. Select Get Pass-Code.

Figure 33.

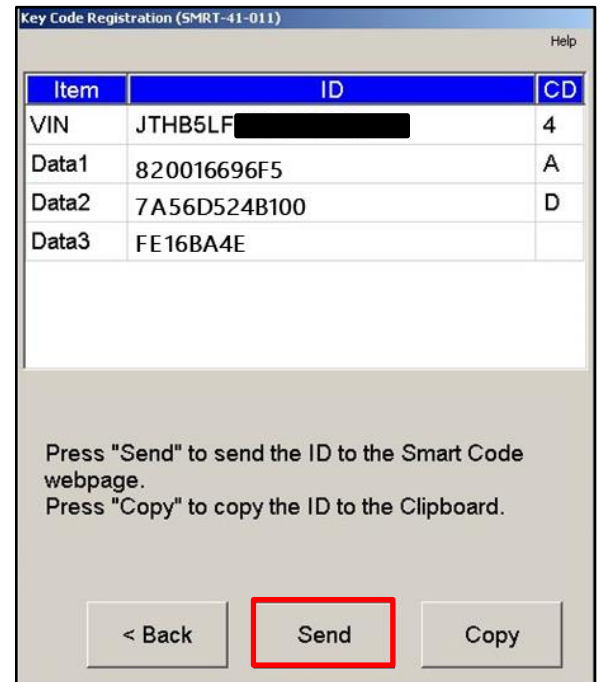


Smart Key Immobilizer Reset and Add/Remove Key

Smart Code Registration (continued)

4. Select Send to open a link to TIS.

Figure 34.



5. Make sure the Add/Remove Key tab is selected.
6. Enter the password and select Login.

Figure 35.



Smart Key Immobilizer Reset and Add/Remove Key

Smart Code Registration (continued)

7. Make sure each text box is populated with the correct information from the previous Techstream screen.
8. Select Submit.

Figure 36.

Home TIS Service Lane

Library Diagnostics Tech Assistance Vehicle Inquiry

ScanTool Reprogramming Immobilizer Reset Add / Remove

Add or Remove key

Please complete the following fields to receive a passcode.

Dealer Code:
 Dealer Name:
 Technician Name: [REDACTED]

*Techstream Software Version: 13.00.022

*Vehicle VIN: JTH B5LFF [REDACTED] (17 digit VIN)

*Repair Order/Parts Invoice Number: 123456

*Customer Last Name: Doe

*Data1: 820016696F5

*Data2: 7A56D524B100

*Data3: FE16BA4E

(*) - Indicates Required Field(s)

Back Clear **Submit**

9. The bolded passcode may be copied and pasted back into Techstream.

Figure 37.

Home TIS Service Lane

Library Diagnostics Tech Assistance Vehicle Inquiry

ScanTool Reprogramming Immobilizer Reset Add / Remove

Add or Remove key

Thank You [REDACTED] Your Passcode is: **A1A3B0DA03ED**

This Passcode is valid for one reset event

Immobilizer and Smart Code Reset Details:
 VIN: JTHB5LFF [REDACTED]
 Repair Order/Parts Invoice Number: 123456
 Customer Last Name: Doe
 Dealer:

Click the button below to return to the Immobilizer and Smart Key Code Reset Homepage.

[Immobilizer Reset Home](#)

Smart Key Immobilizer Reset and Add/Remove Key

Smart Code Registration (continued)

10. Select Next.

Figure 38.

11. Make sure there is enough room for additional key codes. The white box outlined in red shows the number of available spaces to add this session's NEW key(s).

12. AFTER confirmation of step 11, select Next.

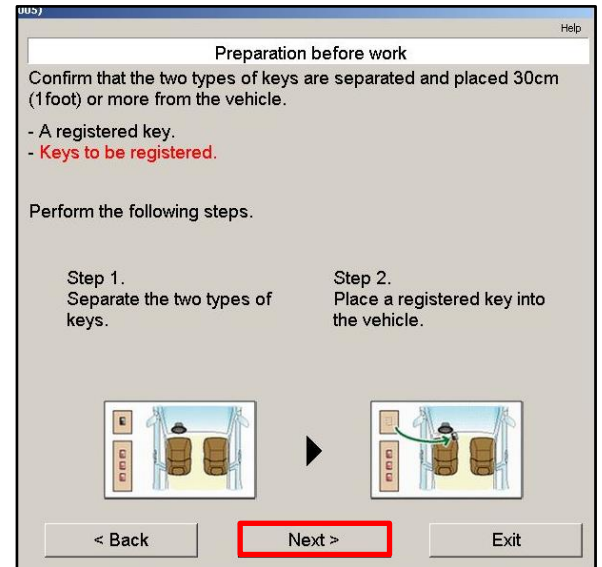
Figure 39.

Smart Key Immobilizer Reset and Add/Remove Key

Smart Code Registration (continued)

13. Place the currently registered key and the NEW unregistered key(s) outside the vehicle.
14. BEFORE the procedure begins, bring the registered key into the vehicle.
15. Select Next.

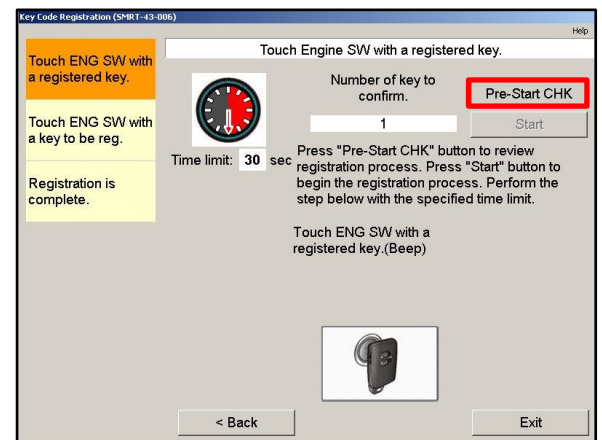
Figure 40.



16. Touch the ignition switch with the registered key.
17. Select Pre-Start CHK to review the registration process.

NOTE
Pre-Start CHK MUST be selected BEFORE continuing to the next step.

Figure 41.

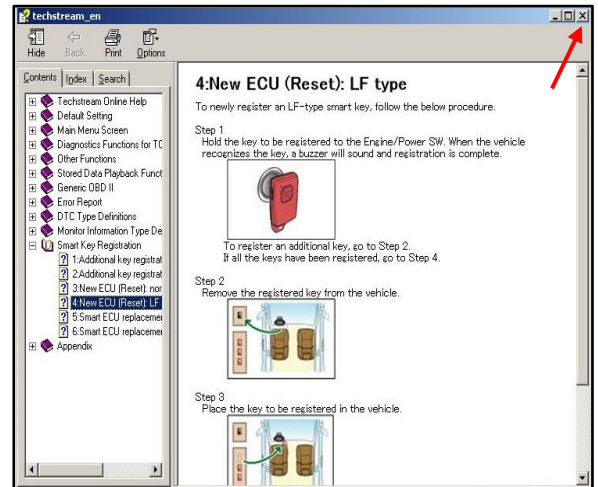


Smart Key Immobilizer Reset and Add/Remove Key

Smart Code Registration (continued)

18. AFTER the Pre-Start CHK is reviewed, close it and select Start.

Figure 42.

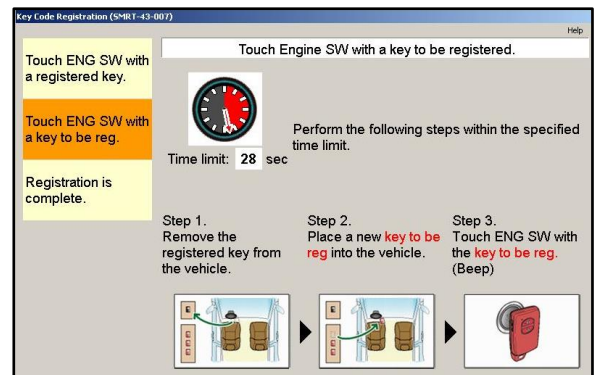


19. Touch the ignition switch with the NEW key. The vehicle will beep twice AFTER each key is registered.

NOTE

If adding keys AFTER performing an immobilizer reset, multiple keys can be added at a time. The vehicle will beep once each time a NEW key is registered. Repeat this step until ALL NEW keys are registered.

Figure 43.

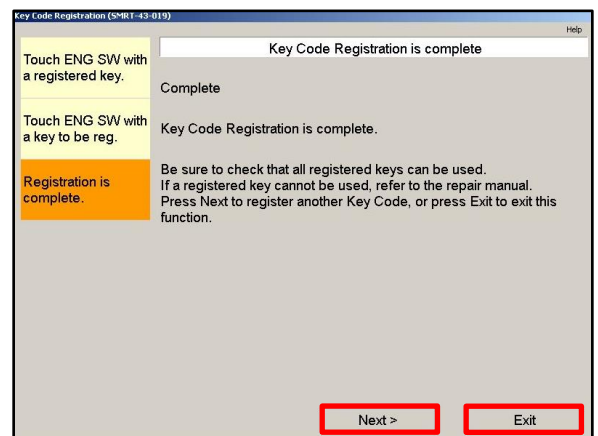


20. Function check the keys by pressing the buttons (lock/unlock/panic/trunk) and make sure the vehicle will start with the key.

21. Select Next to restart the process to add another key.

22. Select Exit to close the utility.

Figure 44.



Smart Key Immobilizer Reset and Add/Remove Key

Undesignated Key Permanent Erasure (continued)

2. Read the warning message BEFORE continuing. The keys that are NOT present in this procedure will be permanently erased from the vehicle. Erased keys will NOT be functional on this, or ANY vehicle.
3. Select Next.
4. Input the number of customer keys that are present and select Next.

Figure 46.

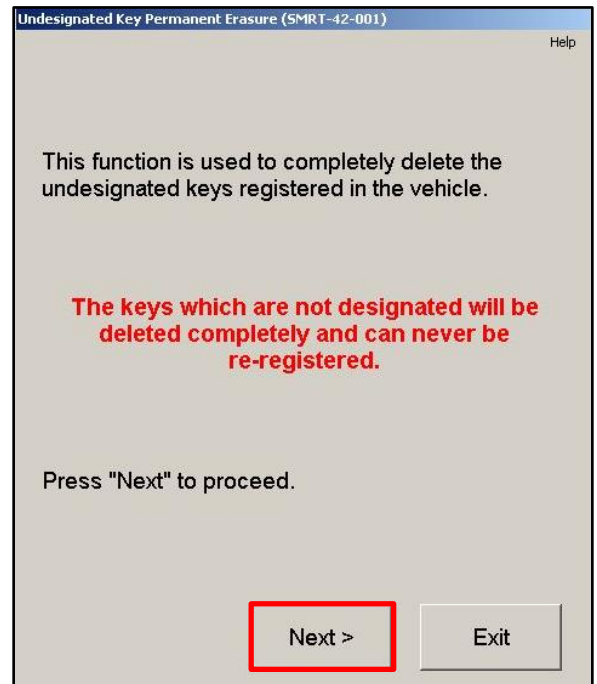
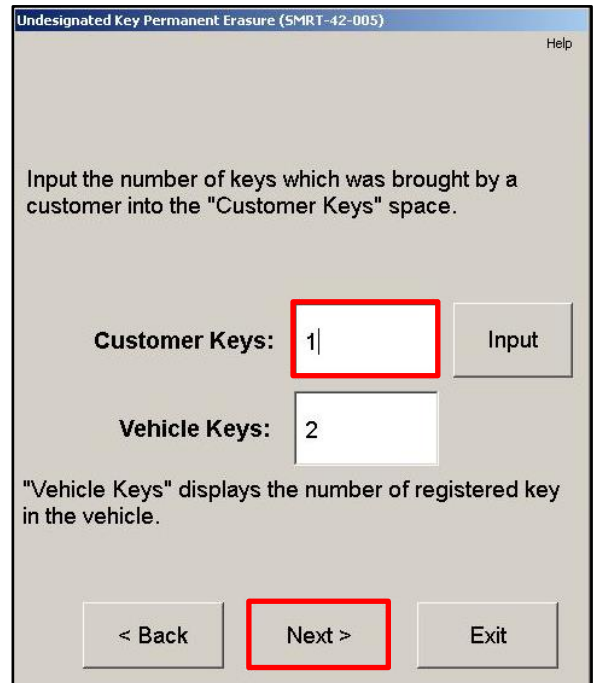


Figure 47.



Smart Key Immobilizer Reset and Add/Remove Key

Undesignated Key Permanent Erasure (continued)

- The customer keys listed will NOT be erased during the procedure. Confirm the numbers of keys to be kept, then select Next.

Figure 48.

Undesignated Key Permanent Erasure (SMRT-42-007) Help

Number of keys brought by the customer:

1

Number of to be deleted keys (can never be used):

1

Check above number of keys.
Deleted keys can never be used.

< Back Next > Exit

- Confirm that ONLY the keys touched to the ignition are to be kept. ALL other keys NOT touched to the ignition will be deleted and CANNOT be reused on ANY vehicle.
- Check I agree, then select Next.

Figure 49.

Undesignated Key Permanent Erasure (SMRT-42-008) Help

<CAUTION>
The keys that have not been touched to the Engine switch will be deleted and can never be re-used.
Those keys can never be re-registered.

Check "I agree" then press "Next", process will be started.

I agree

< Back Next > Exit

Smart Key Immobilizer Reset and Add/Remove Key

Undesignated Key Permanent Erasure (continued)

8. Select Get Pass-Code.

Figure 50.

Undesignated Key Permanent Erasure (SMRT-41-001) Help

Input Seed Number on Server to retrieve a Pass-Code, then input the Pass-Code and then press Next.

Seed Number:

JTHB5LFF2J50001414
82001669EA8 1C0557F0680B
FE16BA4E

Pass-Code Number:

< Back Next > Exit

9. Select Send to open a link to TIS.

Figure 51.

Undesignated Key Permanent Erasure (SMRT-41-011) Help

Item	ID	CD
VIN	JTHB5LF [REDACTED]	4
Data1	820016696F5	8
Data2	7A56D524B100	B
Data3	FE16BA4E	

Press "Send" to send the ID to the Smart Code webpage.
Press "Copy" to copy the ID to the Clipboard.

< Back Send Copy

Smart Key Immobilizer Reset and Add/Remove Key

Undesignated Key Permanent Erasure (continued)

10. Make sure the Add/Remove Key tab is selected.
11. Enter the password and select Login.

Figure 52.

The screenshot shows the Techstream software interface. At the top, there are navigation tabs: Home, TIS, and Service Lane. Below these are sub-tabs: Library, Diagnostics, Tech Assistance, and Vehicle Inquiry. A secondary navigation bar contains buttons for ScanTool, Reprogramming, Immobilizer Reset, and Add / Remove Key (which is highlighted with a red box). The main window title is 'Add or Remove key'. The text reads: 'Receive a Passcode. Add / Remove Key generates a passcode required to perform Smart Code Registration or Undesignated Key Permanent Erasure Utilities in Techstream. NOTE: When performing Permanent Erasure, erased keys can never be reused. Re-enter your password below to proceed to the Add / Remove Key form.' Below this is a 'Password:' text box and two buttons: 'Clear' and 'Login' (highlighted with a red box).

12. Make sure each text box is populated with the correct information from the previous screen.
13. Select Submit.

Figure 53.

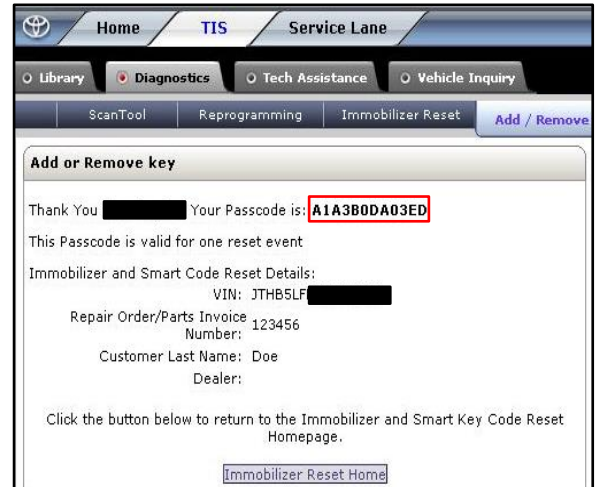
The screenshot shows the 'Add or Remove key' form in Techstream. The navigation bar is the same as in Figure 52, with 'Add / Remove' highlighted. The main content area says: 'Please complete the following fields to receive a passcode.' The form contains the following fields: 'Dealer Code:', 'Dealer Name:', 'Technician Name:' (with a blacked-out value), '*Techstream Software Version:' (13.00.022), '*Vehicle VIN:' (JTH [blacked out] (17 digit VIN)), '*Repair Order/Parts Invoice Number:' (123456), '*Customer Last Name:' (Doe), '*Data1:' (820016696F5), '*Data2:' (7A56D524B100), and '*Data3:' (FE16BA4E). A note at the bottom states: '(*) - Indicates Required Field(s)'. At the bottom of the form are three buttons: 'Back', 'Clear', and 'Submit' (highlighted with a red box).

Smart Key Immobilizer Reset and Add/Remove Key

Undesignated Key Permanent Erasure (continued)

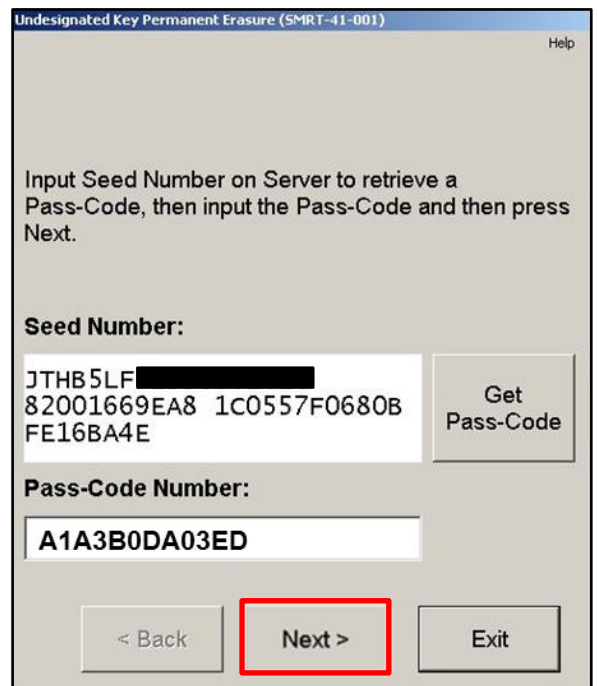
- The bolded passcode may be copied and pasted back into Techstream.

Figure 54.



- Copy and paste the number into the Pass-Code Number text box.
- Select Next.

Figure 55.



Smart Key Immobilizer Reset and Add/Remove Key

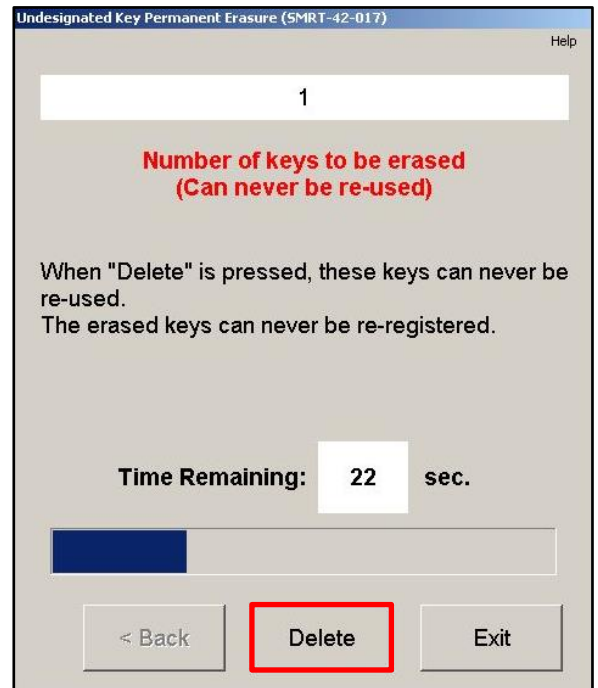
Undesignated Key Permanent Erasure (continued)

17. One at a time, touch the keys to the ignition switch. The vehicle will beep once per key.
18. Once ALL keys have touched the ignition switch, select Delete to permanently remove ALL keys that did NOT touch the ignition switch.

NOTE

There is a 30-second timer for this procedure.

Figure 56.



19. Undesignated Key Permanent Erasure is now complete. The keys that were NOT touched to the ignition will no longer work on ANY vehicle.
20. Select Exit.

Figure 57.

