

Smart Key Immobilizer Reset and Add/Remove Key

Service Category Vehicle Interior

Section Theft Deterrent/Keyless Entry

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019 - 2020	ES300H, ES350, UX200, UX250H	
2018 - 2020	LS500, LS500H	

REVISION NOTICE

June 17, 2019 Rev1:

- **Applicability** has been updated to include 2019 model year ES300h, ES350, LS500, LS500h, UX200, and UX250h and 2020 model year Lexus vehicles.

Any previous printed versions of this bulletin 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 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 reuse d.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	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 ADVi*	ADE	TSADVUNIT	1
Techstream 2.0		TS2UNIT	
Techstream Lite		TSLITEPDLR01	
Techstream Lite (Green Cable)		TSLP2DLR01	

*Essential SST.

NOTE

- Only ONE of the Techstream units listed above is required.
- Software version 14.10.028 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
GR8 Battery Diagnostic Station* or Battery Diagnostic Tool*	00002-MCGR8 or DCA-8000P_T	1

*Essential SST.

NOTE

Additional SSTs may be ordered by calling 1-800-933-8335.

Symptom Chart

SYMPTOM	ACTION	PROCEDURE	PG.
Lost ALL Keys	Delete ALL Keys	Immobilizer Reset	6
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

NOTE

If ALL keys are lost, refer to the Repair Manual and follow the process for establishing communication. It may also be necessary to maintain communication during the entire procedure by actions such as pushing the doorjamb courtesy switch or flashing the high beams. Do NOT cycle the engine switch to keep the ECU awake.

Smart Key Immobilizer Reset and Add/Remove Key

Procedures

- Security Authorization for Reset Pass-code..... 4
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- Approved Immobilizer Reset..... 16
- Smart Code Registration..... 23
- Undesignated Key Permanent Erasure 30

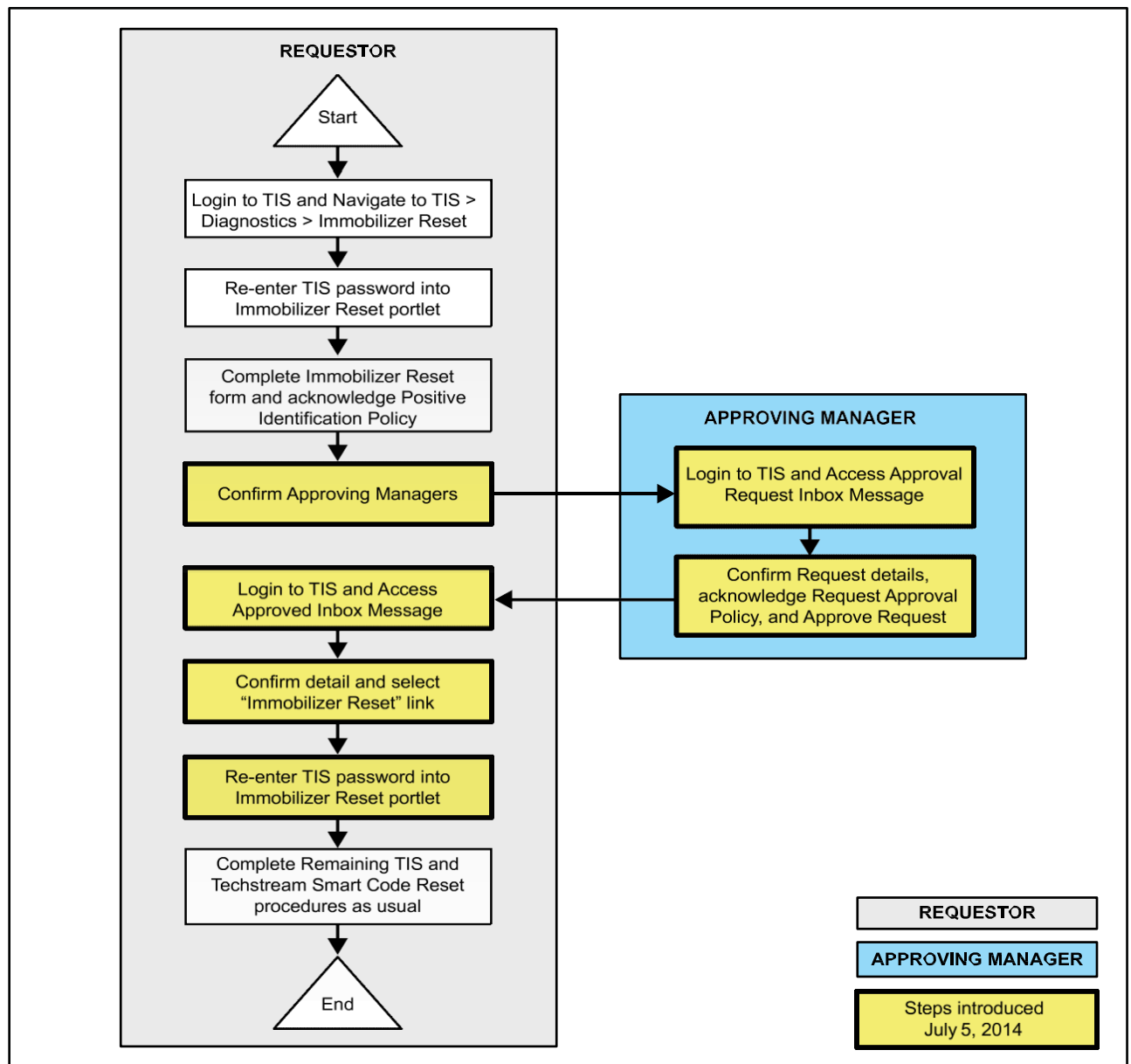
Smart Key Immobilizer Reset and Add/Remove Key

Security Authorization for the Reset Pass-code

Improved security measures have been implemented in TIS and additional parameters are 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 flowchart and become familiar with the options outlined BEFORE 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.

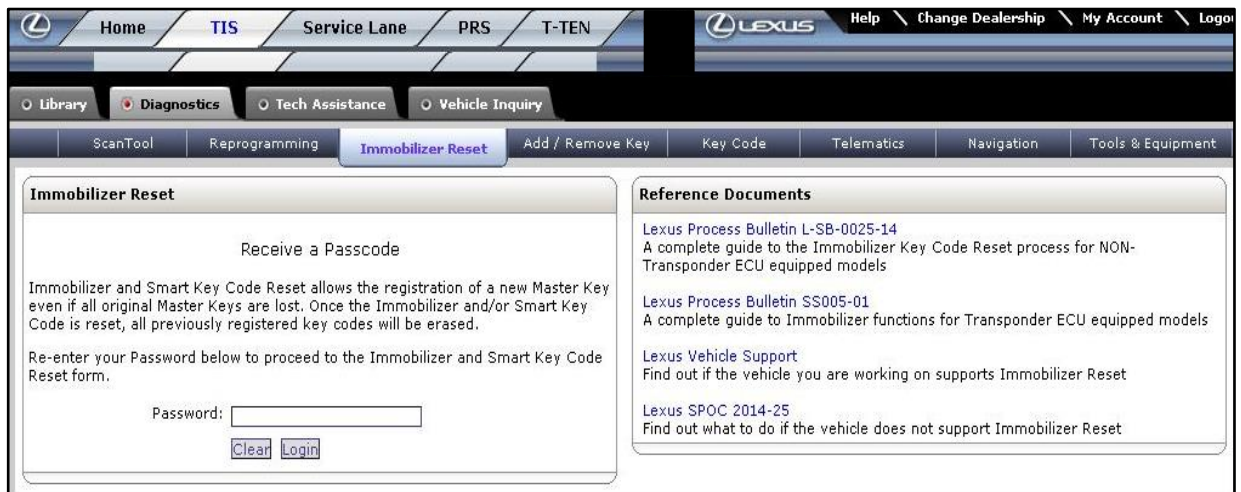
Please review the Techstream and TIS screenshots in this bulletin to become familiar with the management authorization process flow.

Smart Key Immobilizer Reset and Add/Remove Key

Reset Approval Request (TIS Pre-approval)

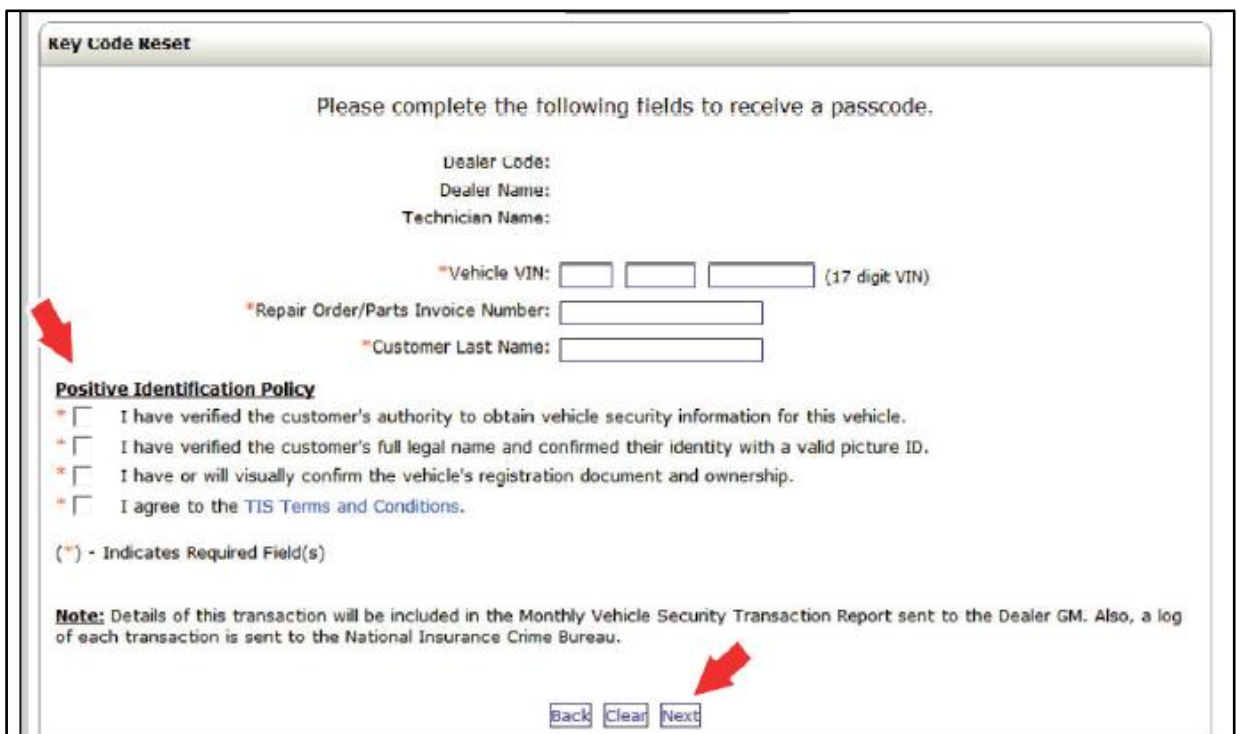
1. Open TIS – Diagnostics – Immobilizer Reset.
2. Log in using your password.

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.

The screenshot shows a software interface for 'Immobilizer Reset'. A modal dialog box is open, titled 'Select a minimum of two managers from the list below and click Submit to continue. Each request requires approval from one manager.' The dialog contains a list of seven 'Example Manager' entries, each with a checkbox. Managers 4 and 5 are checked. At the bottom of the dialog are 'Submit' and 'Cancel' buttons, with a red arrow pointing to the 'Submit' button. The background interface shows various tabs like 'ScanTool', 'Reprogramming', and 'Immobilizer Reset', along with fields for Dealer Code, Dealer Name, Technician Name, Vehicle VIN, and Repair Order/Parts Invoice Number. There is also a 'Positive Identification Policy' section with several checked items and a note at the bottom stating that transaction details will be included in a report sent to the Dealer GM and the National Insurance Crime Bureau.

Smart Key Immobilizer Reset and Add/Remove Key

Opening Smart Access in Techstream

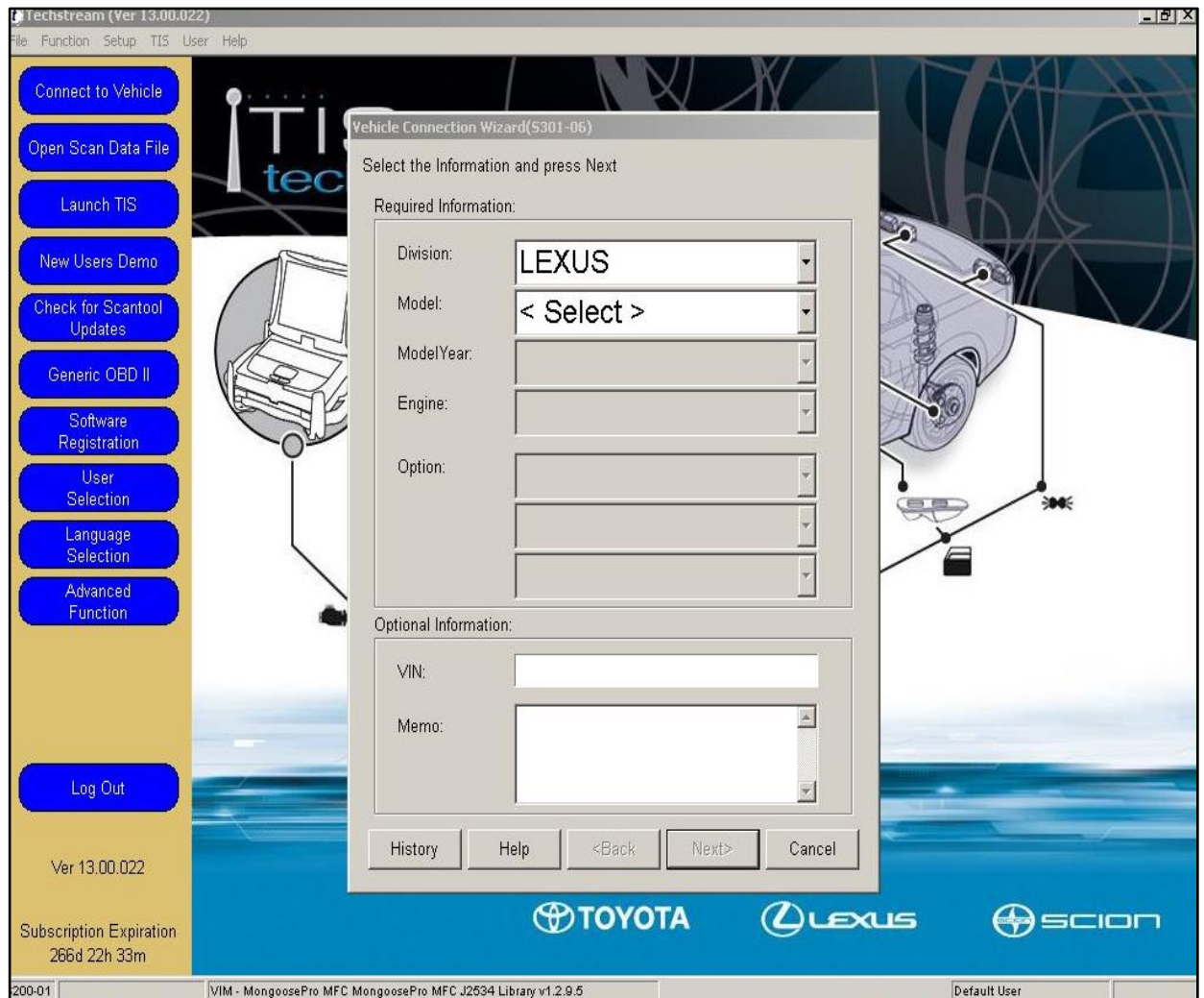
Please review the Techstream and TIS screenshots in this bulletin.

NOTE

If ALL keys are lost, refer to the Repair Manual and follow the process for establishing communication. It may also be necessary to maintain communication during the entire procedure by actions such as pushing the doorjamb courtesy switch or flashing the high beams. Do NOT cycle the engine switch to keep the ECU awake.

1. 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 model year and enter the VIN in ALL capital letters.

Figure 5.

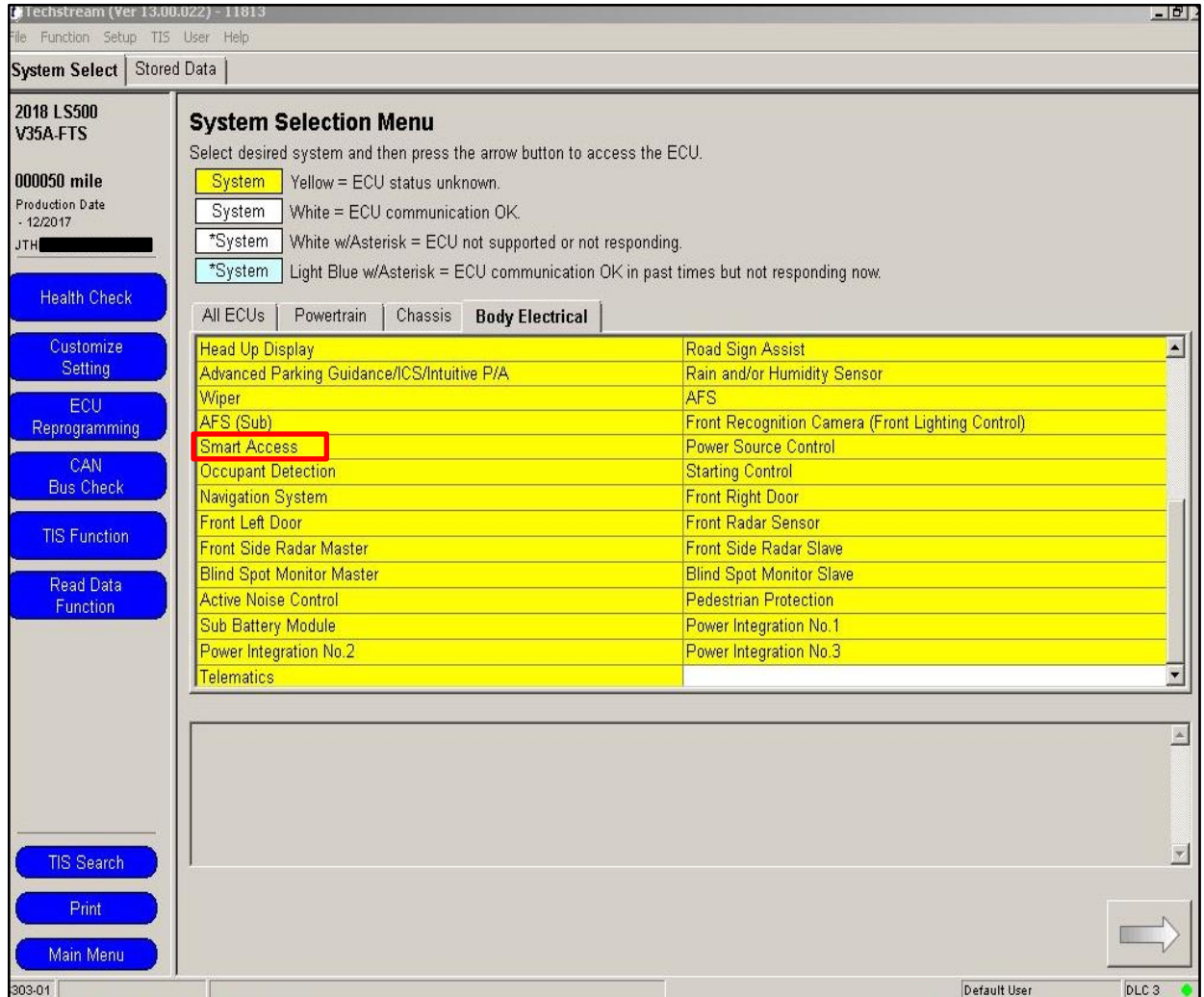


Smart Key Immobilizer Reset and Add/Remove Key

Opening Smart Access in Techstream (continued)

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

Figure 6.

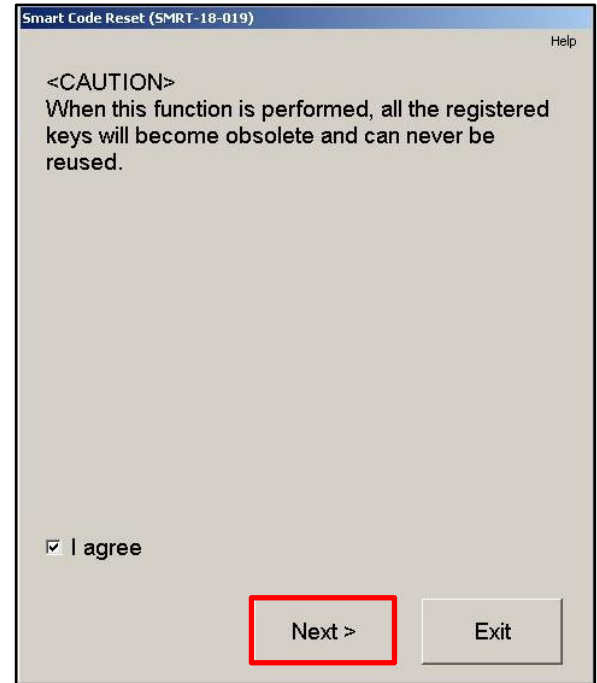


Smart Key Immobilizer Reset and Add/Remove Key

Pre-approved Immobilizer Reset (continued)

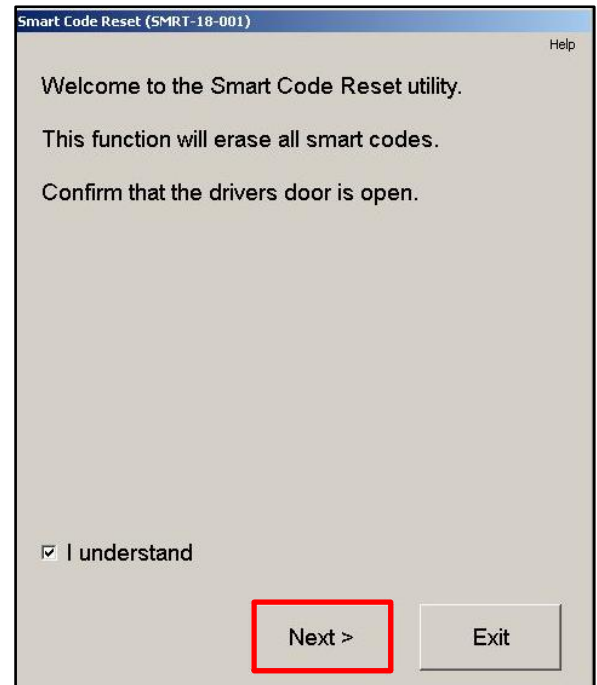
2. Read the warning, check I agree, then select Next.

Figure 8.



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

Figure 9.

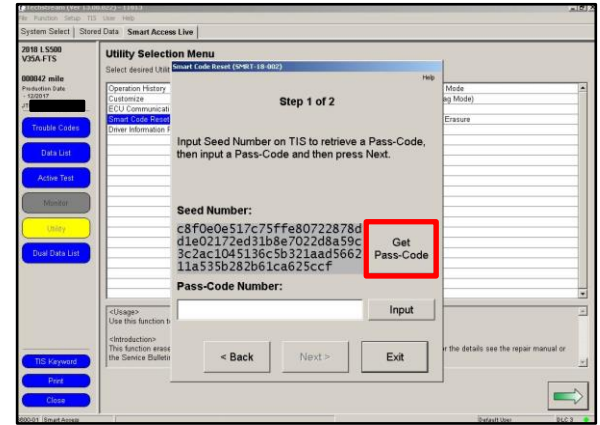


Smart Key Immobilizer Reset and Add/Remove Key

Pre-approved Immobilizer Reset (continued)

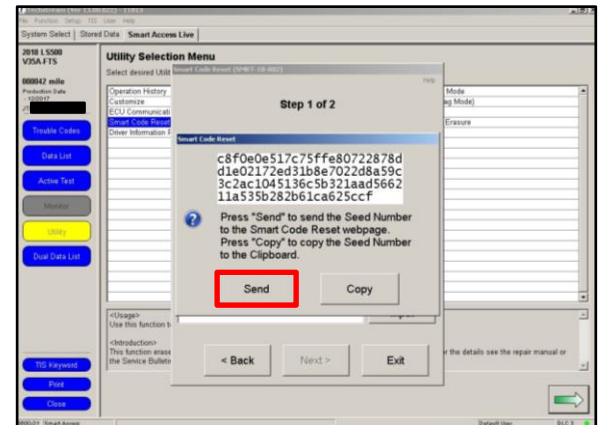
4. Select Get Pass-Code.

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. 16.
- 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.

Smart Key Immobilizer Reset and Add/Remove Key

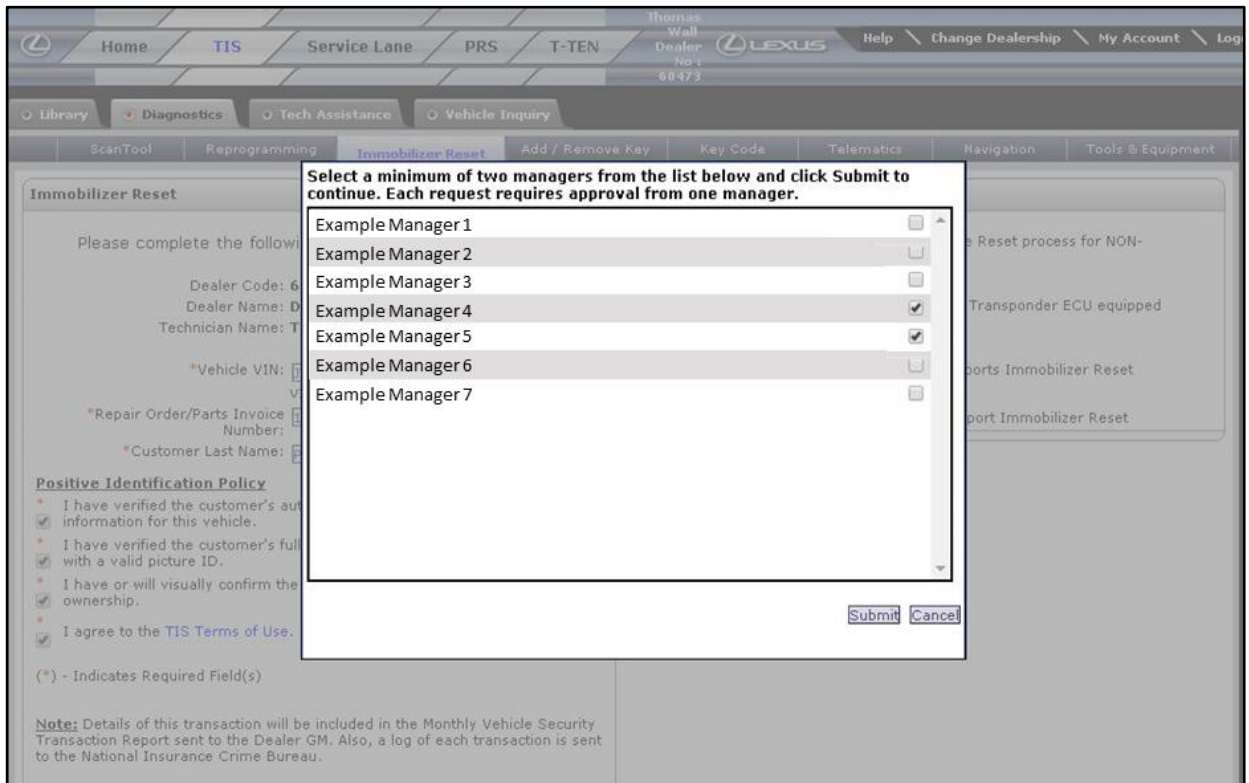
Pre-approved Immobilizer Reset (continued)

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. 16.

Smart Key Immobilizer Reset and Add/Remove Key

Manager Approval

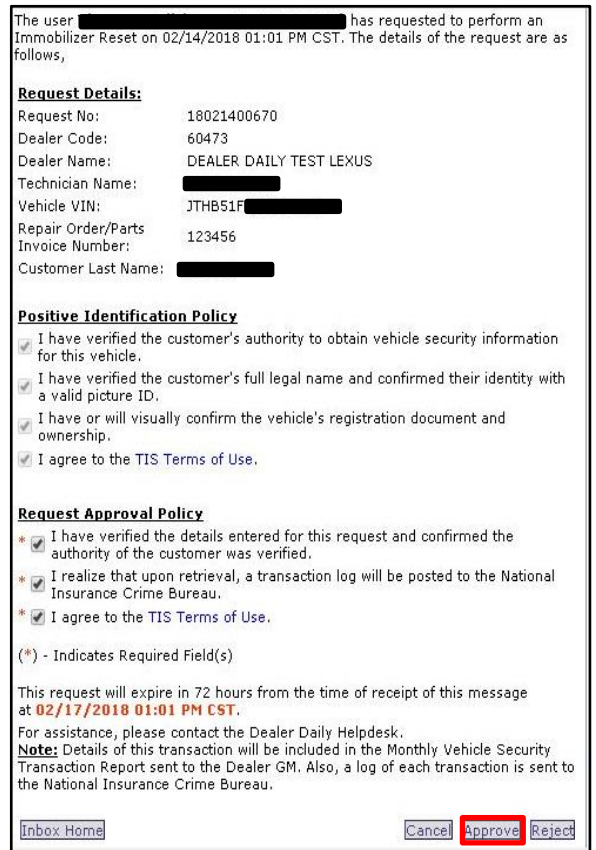
Please reference the TIS screenshots in this bulletin.

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.

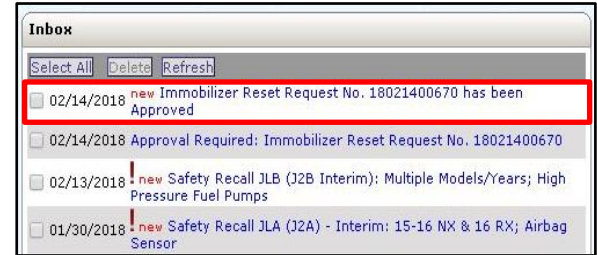
1. AFTER approval is received by management, open the TIS inbox and locate the Immobilizer Reset Request.

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)

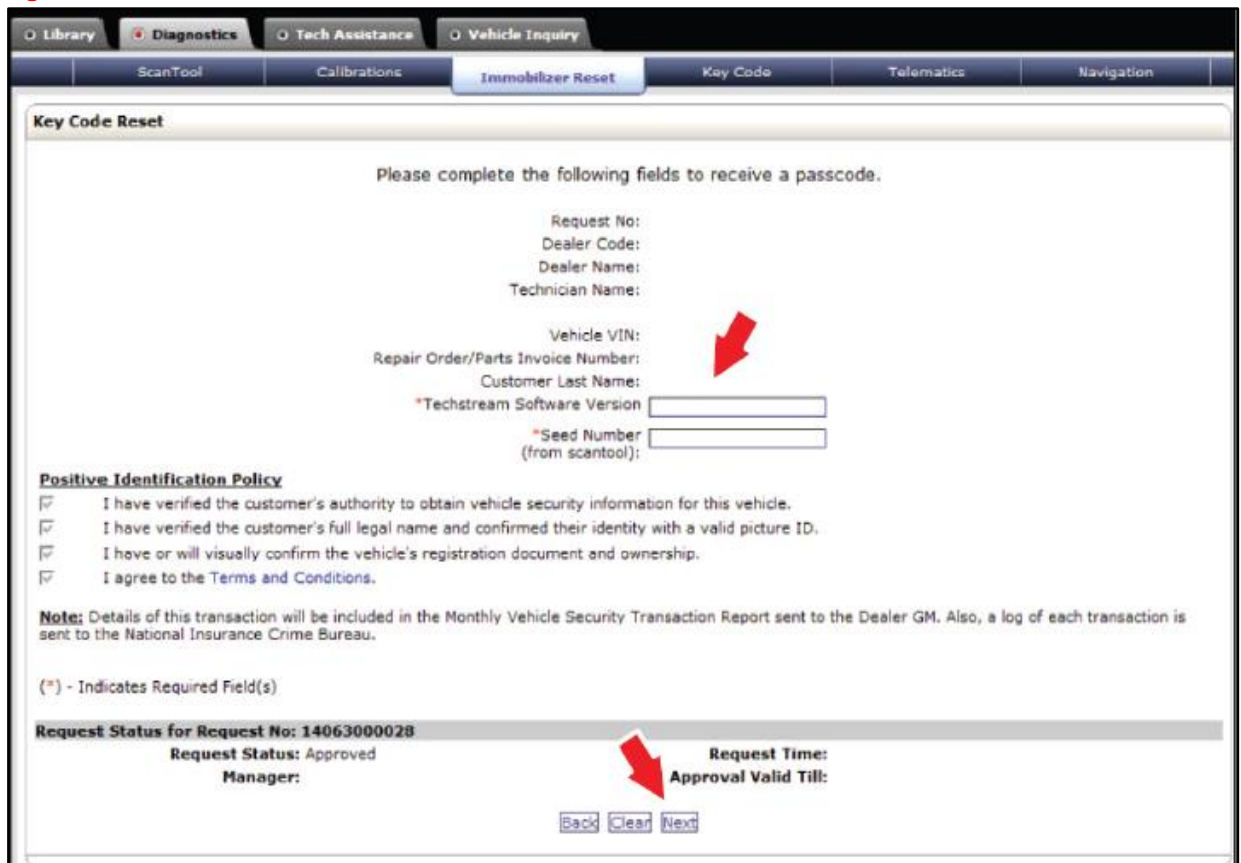
4. Make sure the Immobilizer Reset tab is selected.
5. Enter the password and select Login.

Figure 19.



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

Figure 20.



Smart Key Immobilizer Reset and Add/Remove Key

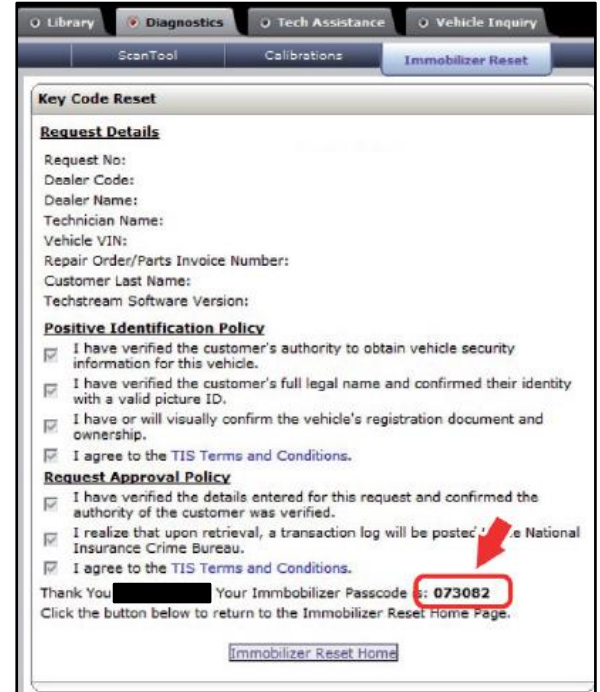
Approved Immobilizer Reset (continued)

- 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.

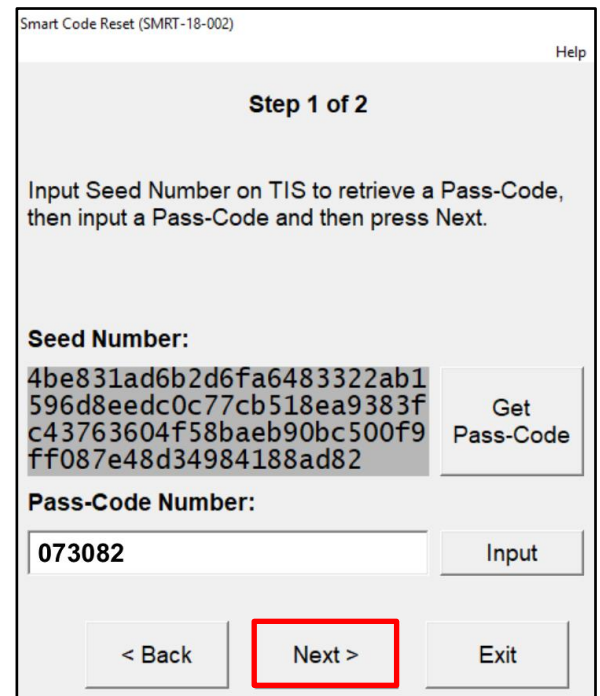


- AFTER retrieving the passcode, copy and paste it (with NO additional blank spaces) into the Pass-Code Number box and select Next.

NOTE

AFTER selecting Next, another passcode will be requested.

Figure 22.



Smart Key Immobilizer Reset and Add/Remove Key

Approved Immobilizer Reset (continued)

10. Select Get Pass-Code.

Figure 23.

Smart Code Reset (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:

JTHB5LF [REDACTED]
82001669123 DD6C2820E208
FE16BA4E

Pass-Code Number:

[Empty Input Field]

< Back Next > Exit

Get Pass-Code (highlighted)

11. Select Send to open a link to TIS.

Figure 24.

Smart Code Reset (SMRT-41-011) Help

Item	ID	CD
VIN	JTHB5LF [REDACTED]	4
Data1	820016696F5	3
Data2	7A56D524B100	8
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

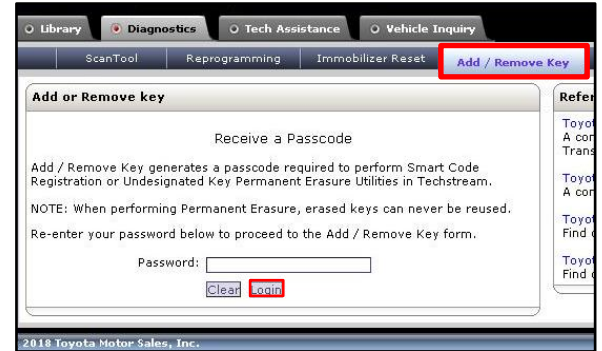
Smart Key Immobilizer Reset and Add/Remove Key

Approved Immobilizer Reset (continued)

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

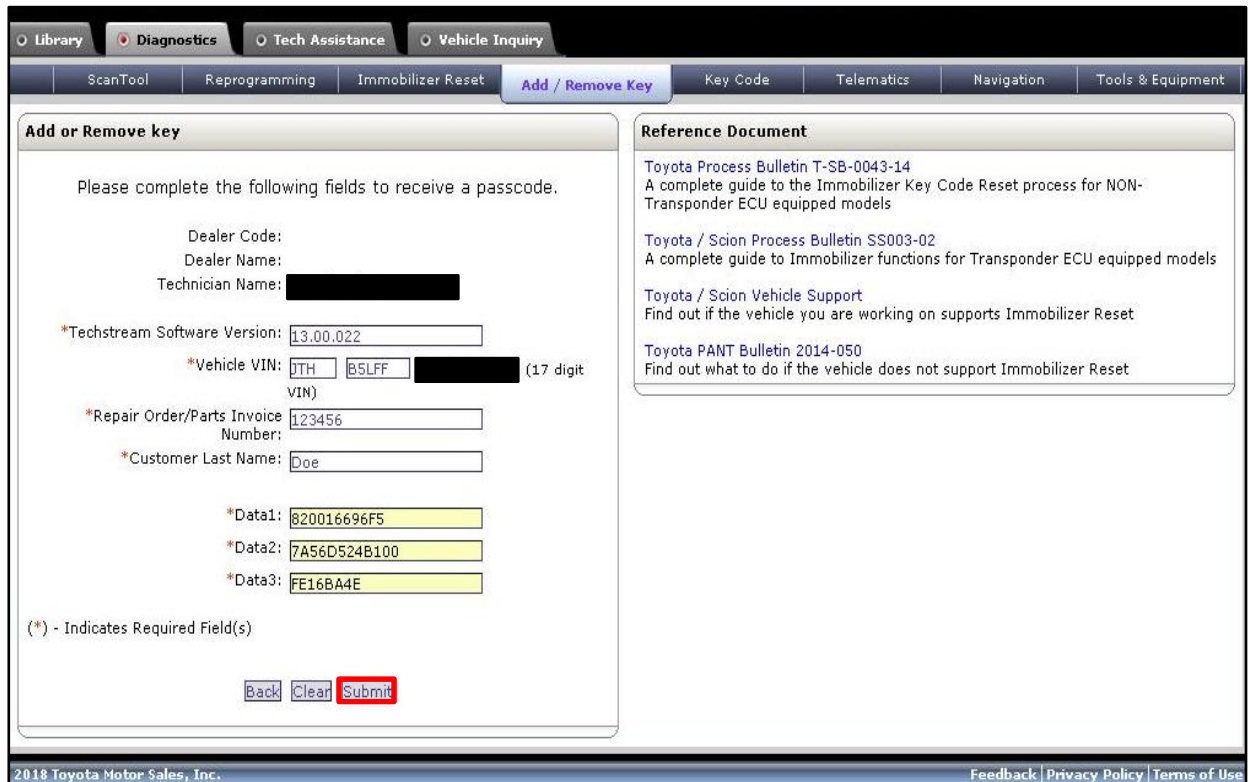
NOTE
Make sure the Add/Remove Key tab is selected.

Figure 25.



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

Figure 26.

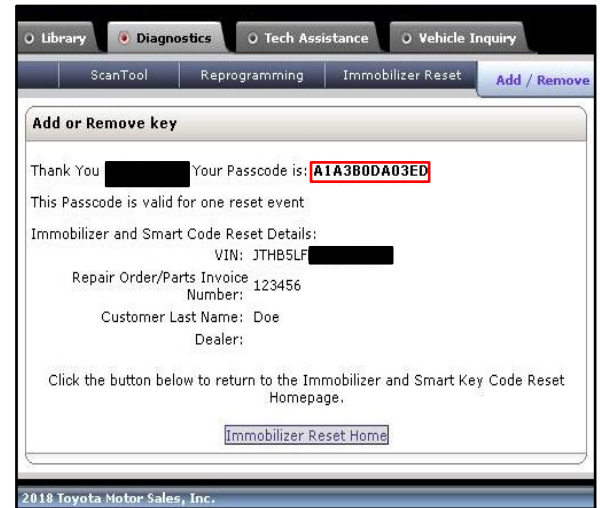


Smart Key Immobilizer Reset and Add/Remove Key

Approved Immobilizer Reset (continued)

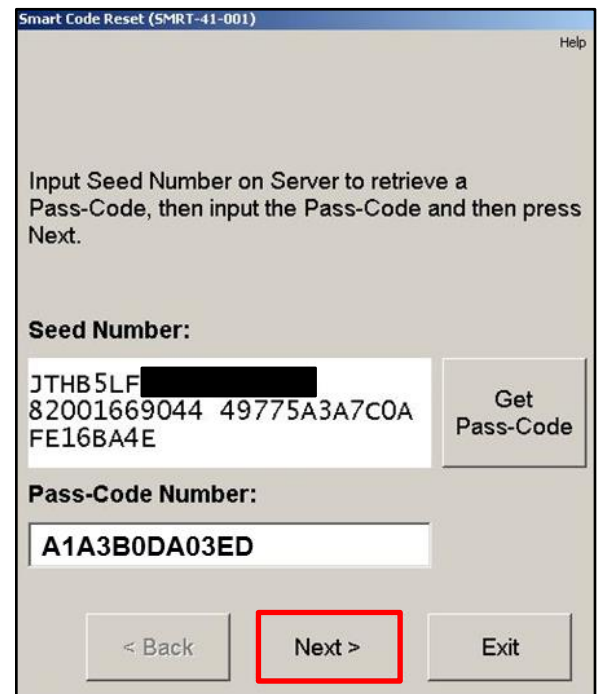
- The bolded passcode can be copied and pasted back into Techstream.

Figure 27.



- AFTER retrieving the passcode, copy and paste it (with NO additional blank spaces) into the Pass-Code Number box and select Next.

Figure 28.



Smart Key Immobilizer Reset and Add/Remove Key

Approved Immobilizer Reset (continued)

16. AFTER a confirmation message pops up, select Yes.

Figure 29.

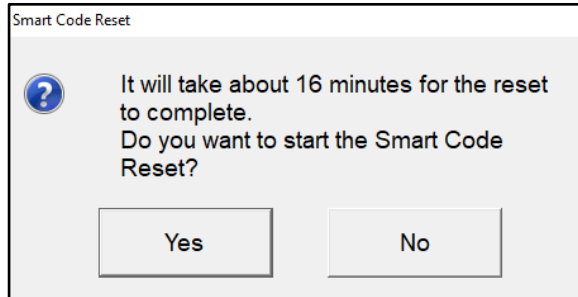
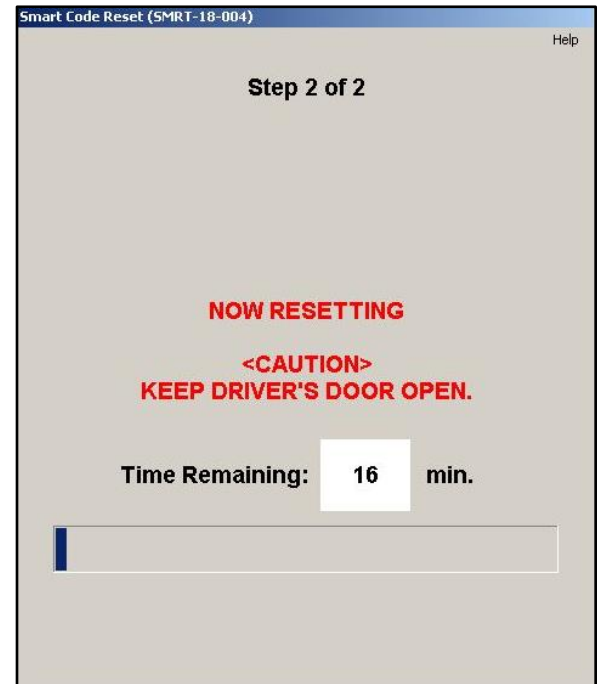


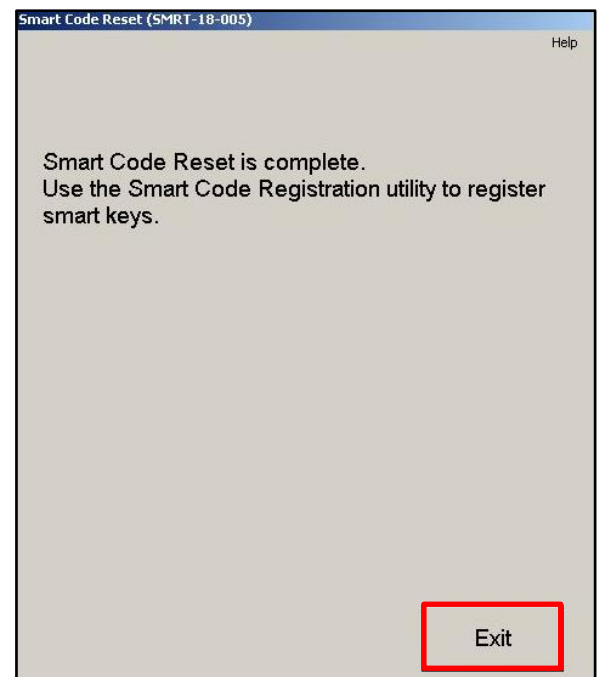
Figure 30.



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

18. Select Exit.

Figure 31.



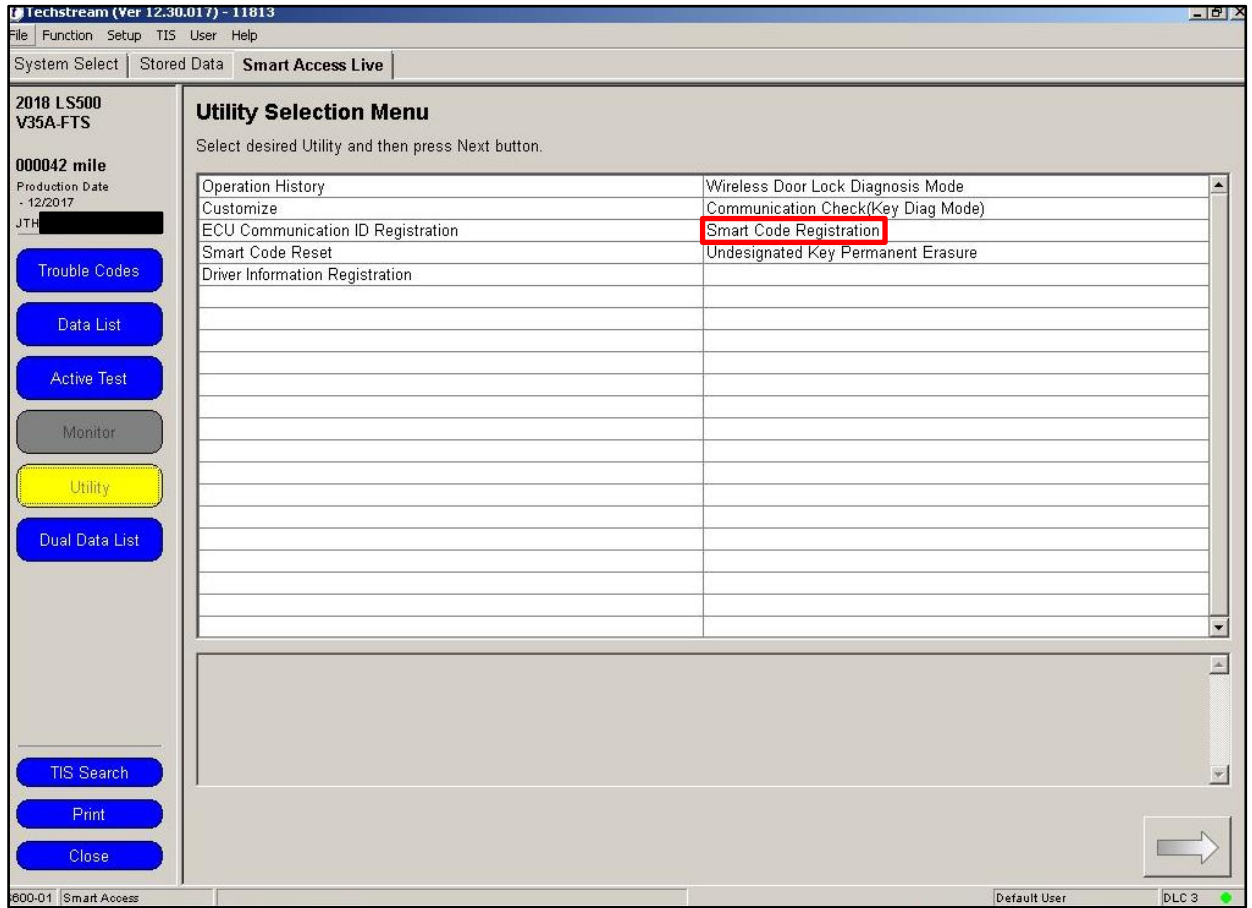
Smart Key Immobilizer Reset and Add/Remove Key

Smart Code Registration

Please reference the Techstream and TIS screenshots in this bulletin.

1. Select Smart Code Registration.

Figure 32.



Smart Key Immobilizer Reset and Add/Remove Key

Smart Code Registration (continued)

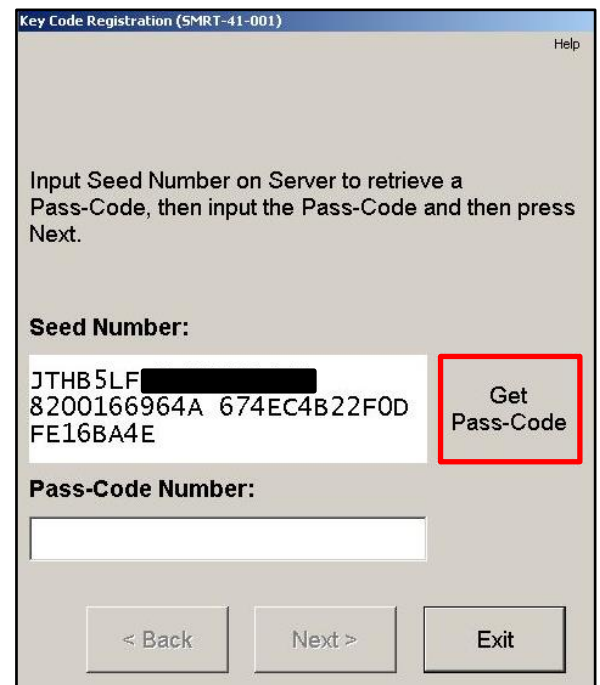
2. Read the instructions, check each item, and select Next.

Figure 33.



3. Select Get Pass-Code.

Figure 34.



Smart Key Immobilizer Reset and Add/Remove Key

Smart Code Registration (continued)

4. Select Send to open a link to TIS.

Figure 35.

Item	ID	CD
VIN	JTHB5LF [REDACTED]	4
Data1	820016696F5	A
Data2	7A56D524B100	D
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

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

Figure 36.

Home TIS Service Lane

Library Diagnostics Tech Assistance Vehicle Inquiry

ScanTool Reprogramming Immobilizer Reset **Add / Remove Key**

Add or Remove key

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.

Password:

Clear **Login**

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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 37.

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 38.

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. AFTER retrieving the passcode, copy and paste it (with NO additional blank spaces) into the Pass-Code Number box and select Next.

Figure 39.

Key Code Registration (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:

JTHB5LF [redacted]
8200166964A 674EC4B22F0D
FE16BA4E

Get Pass-Code

Pass-Code Number:

A1A3B0DA03ED

< Back Next > Exit

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 40.

004) Help

Check the current number of key codes

Current number of key codes

Number of available spaces for new codes

6

Number of registered key codes

1

Check the current number of key codes, then press "Next" to continue.

New keys can only be registered if spaces are available.

If available spaces for new codes is 0, no new keys can be registered.

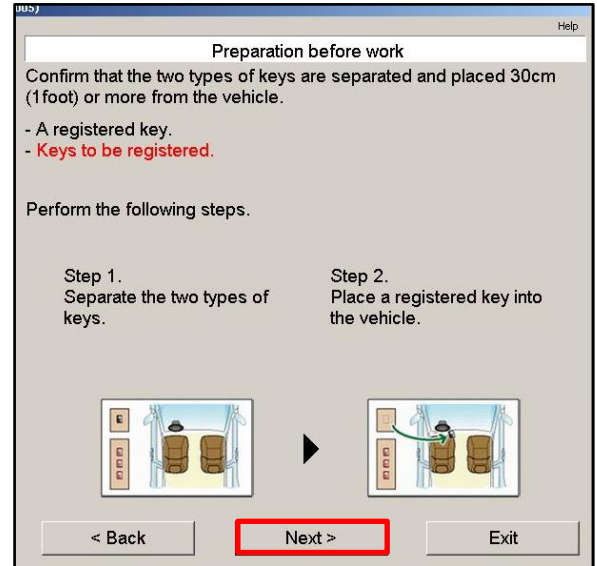
< Back Next > Exit

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 41.

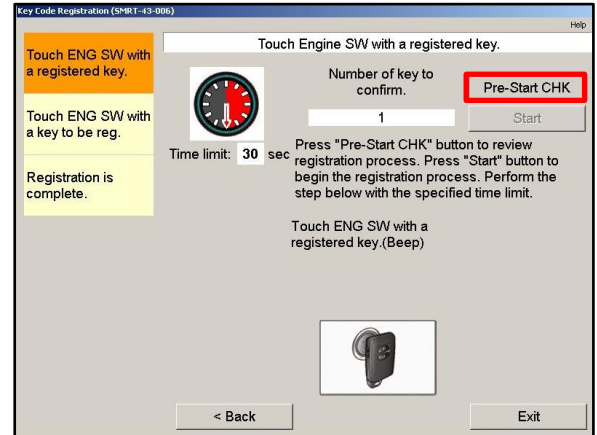


16. Touch the ignition switch with the registered key.
17. Select Pre-Start CHK to review the registration process.

NOTE

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

Figure 42.

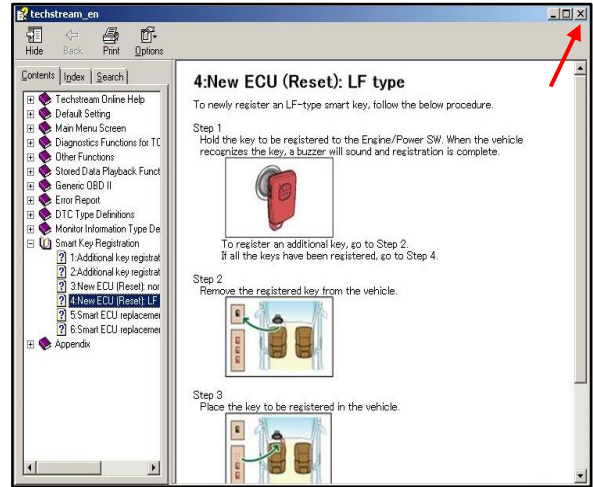


Smart Key Immobilizer Reset and Add/Remove Key

Smart Code Registration (continued)

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

Figure 43.

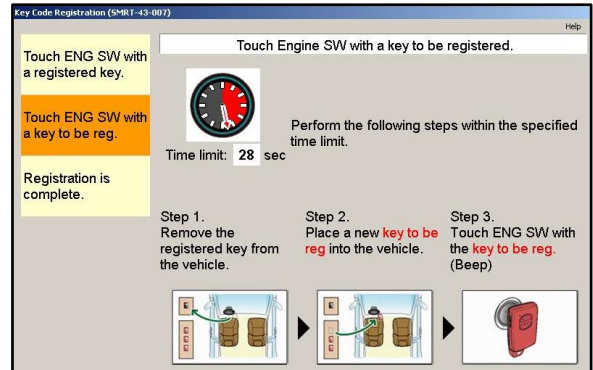


19. Touch the ignition switch with the NEW key. The vehicle will beep twice AFTER each key is registered.

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 44.

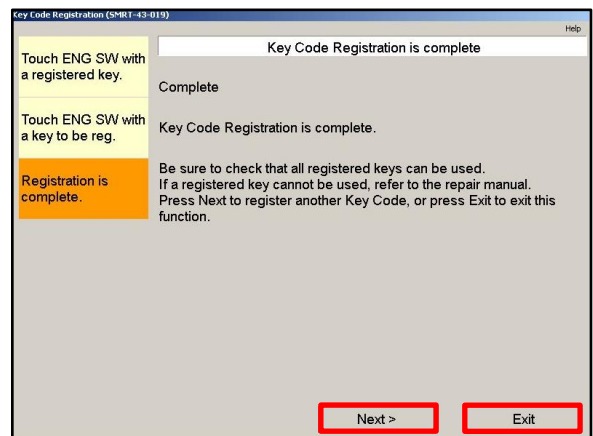


20. Function-check the keys by pressing the buttons (lock/unlock/panic/trunk) and make sure the vehicle will start with the key.

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

22. Select Exit to close the utility.

Figure 45.



Smart Key Immobilizer Reset and Add/Remove Key

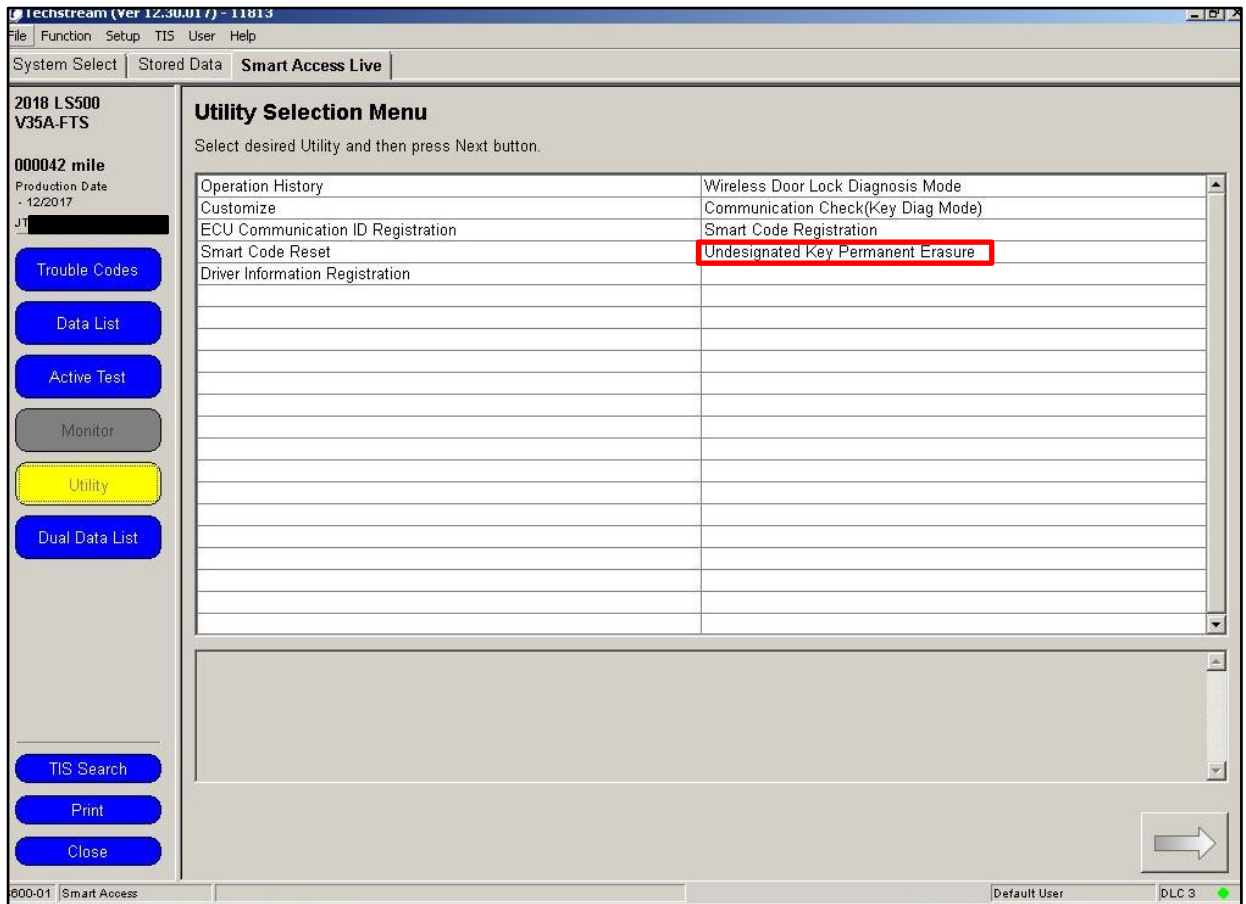
Undesignated Key Permanent Erasure

Please reference the Techstream and TIS screenshots in this bulletin.

1. Select Undesignated Key Permanent Erasure.

NOTE
 Make sure ALL keys to be reused are present.

Figure 46.



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 47.

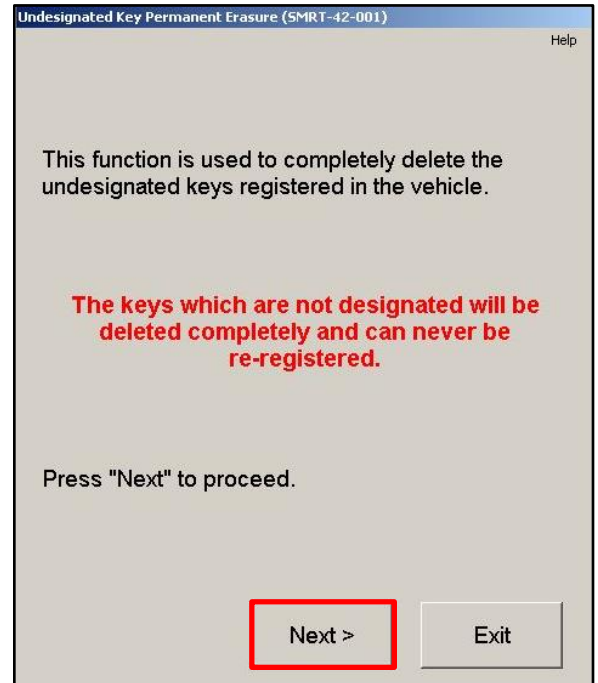
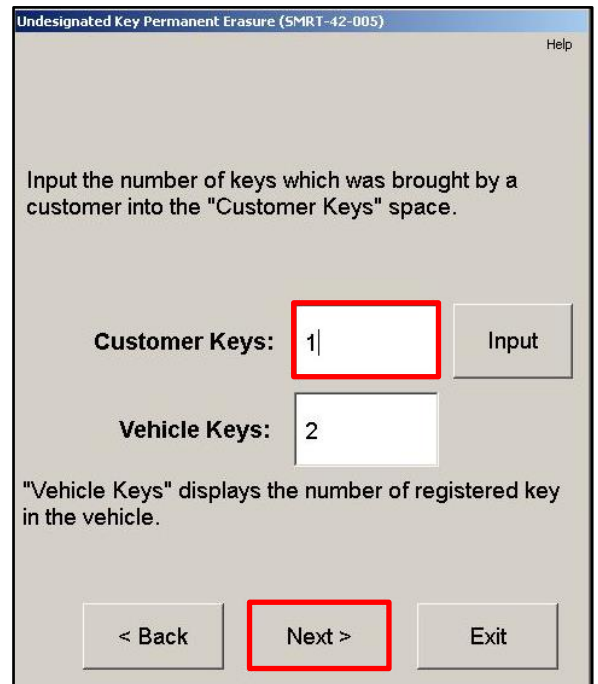


Figure 48.

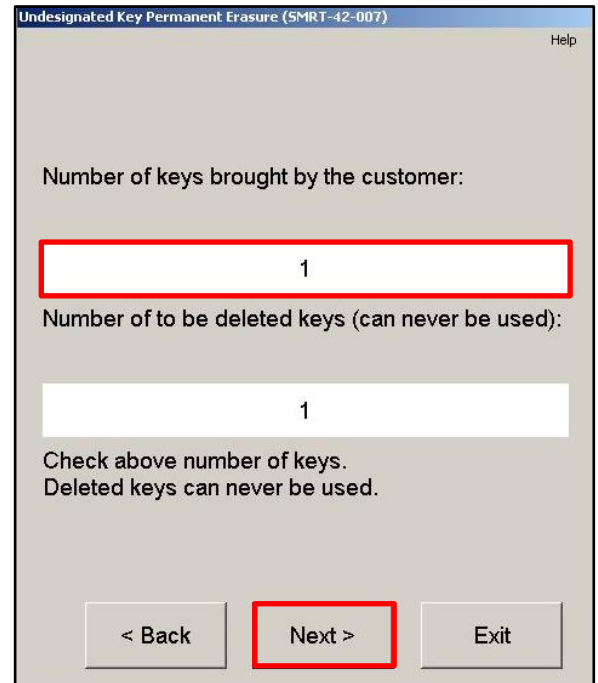


Smart Key Immobilizer Reset and Add/Remove Key

Undesignated Key Permanent Erasure (continued)

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

Figure 49.



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):

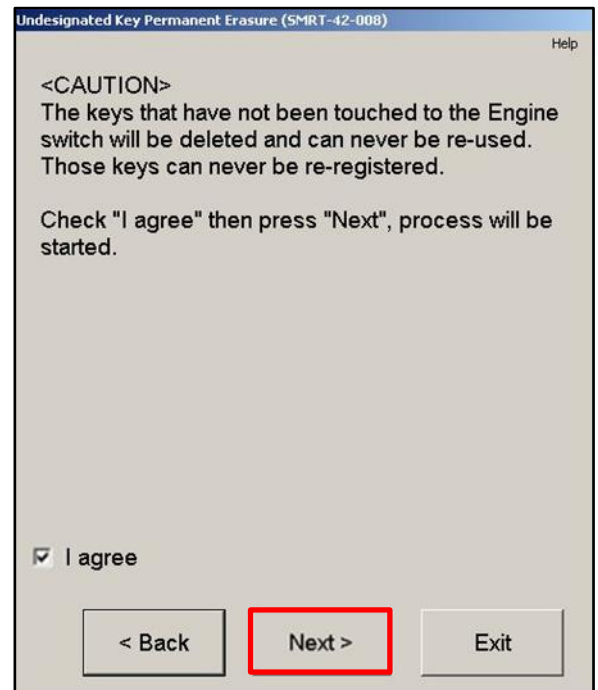
1

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

< Back Next > Exit

6. 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.
7. Check I agree, then select Next.

Figure 50.



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 51.

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

Get Pass-Code

9. Select Send to open a link to TIS.

Figure 52.

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 53.

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 row of tabs includes ScanTool, Reprogramming, Immobilizer Reset, and Add / Remove Key, with the last one highlighted in red. The main content area is titled 'Add or Remove key' and contains the following text: '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.', and 'Re-enter your password below to proceed to the Add / Remove Key form.' Below the text is a 'Password:' label followed by a text input field. At the bottom of the form are 'Clear' and 'Login' buttons, with the 'Login' button highlighted in red.

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

Figure 54.

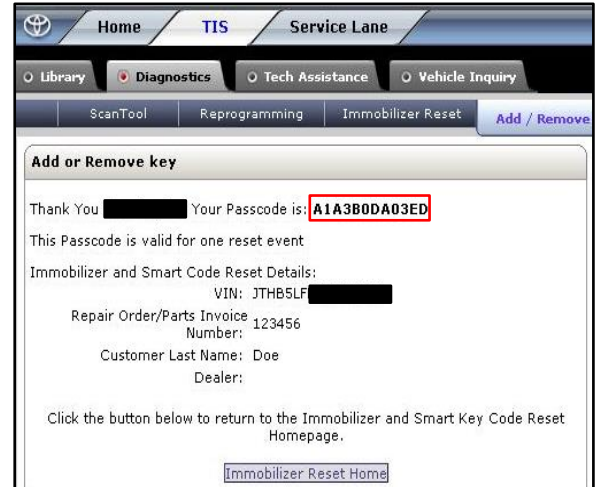
The screenshot shows the Techstream software interface, similar to Figure 53. The 'Add / Remove Key' tab is highlighted in blue. The main content area is titled 'Add or Remove key' and contains the text: 'Please complete the following fields to receive a passcode.' Below this are several form fields: 'Dealer Code:', 'Dealer Name:', 'Technician Name:' (with a blacked-out field), '*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). At the bottom, there are 'Back', 'Clear', and 'Submit' buttons, with the 'Submit' button highlighted in red. A note at the bottom states: '(*) - Indicates Required Field(s)'. The 'Add / Remove' tab in the top right is also highlighted in blue.

Smart Key Immobilizer Reset and Add/Remove Key

Undesignated Key Permanent Erasure (continued)

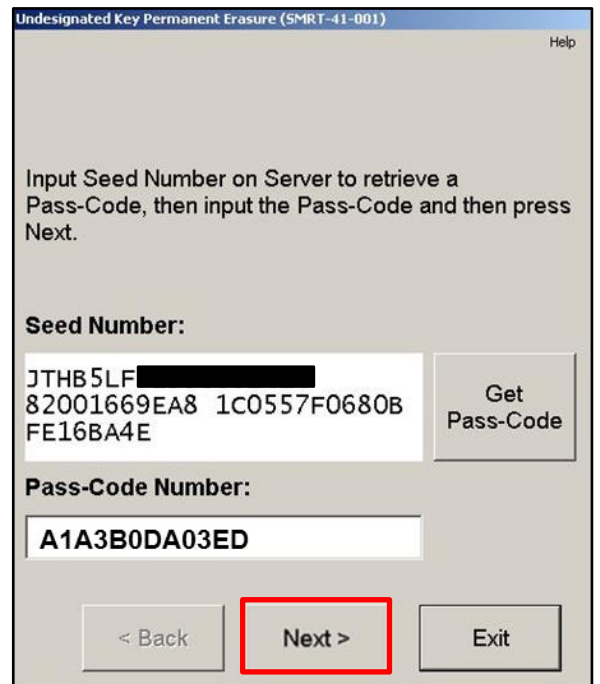
14. The bolded passcode may be copied and pasted back into Techstream.

Figure 55.



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

Figure 56.



Smart Key Immobilizer Reset and Add/Remove Key

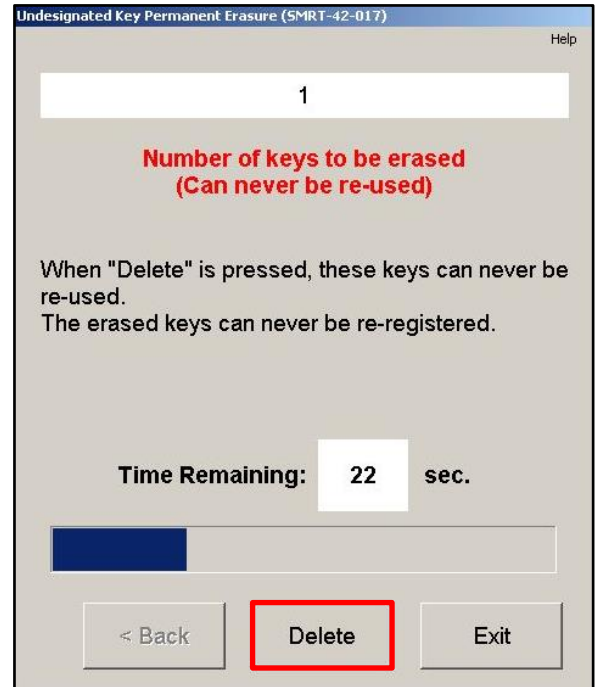
Undesignated Key Permanent Erasure (continued)

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 57.



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 58.

