

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
2021	ES 250	
2019 - 2021	ES300H, ES350, UX200, UX250H	
2018 - 2021	LS500, LS500H	

REVISION NOTICE

June 03, 2020 Rev2:

- **Applicability has been updated to include 2021 model year ES 250, ES 300h, ES 350, UX 200, UX 250h, LS 500, and LS 500h vehicles.**
- **The Required Tools & Equipment section has been updated.**

June 17, 2019 Rev1:

- **Applicability has been updated to include 2019 model year ES 300h, ES 350, LS 500, LS 500h, UX 200, and UX 250h 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 reused.

Smart Key Immobilizer Reset and Add/Remove Key

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 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 15.00.028 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
Battery Diagnostic Tool*	DCA-8000P T	1

*Essential SST.

NOTE

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

Smart Key Immobilizer Reset and Add/Remove Key

Symptom Chart

SYMPTOM	ACTION	PROCEDURE	PG.
Lost ALL Keys	Delete ALL Keys	Immobilizer Reset	6
Add NEW Keys to Vehicle	Add More Than One New Key if Performed Post Immobilizer Reset	Smart Code Registration	23
Key(s) is (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 applicable 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.

Procedures

- Security Authorization for the Reset Pass-code4
- Reset Approval Request (TIS Pre-approval)6
- Opening Smart Access in Techstream7
- Pre-approved Immobilizer Reset.....10
- Manager Approval15
- Approved Immobilizer Reset16
- Smart Code Registration.....23
- Undesignated Key Permanent Erasure.....30

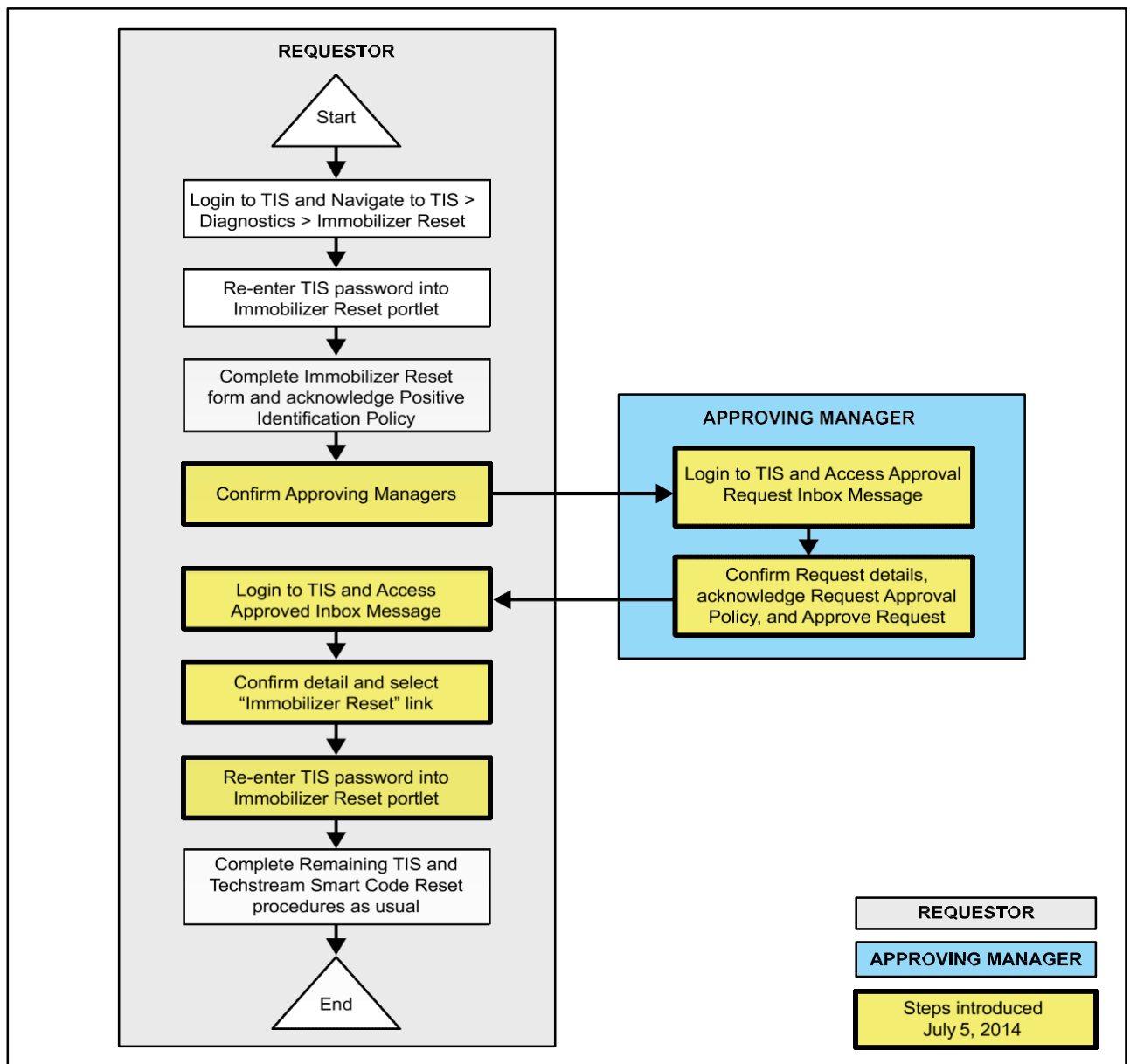
Smart Key Immobilizer Reset and Add/Remove Key

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 complete.
- 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 Approval
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.

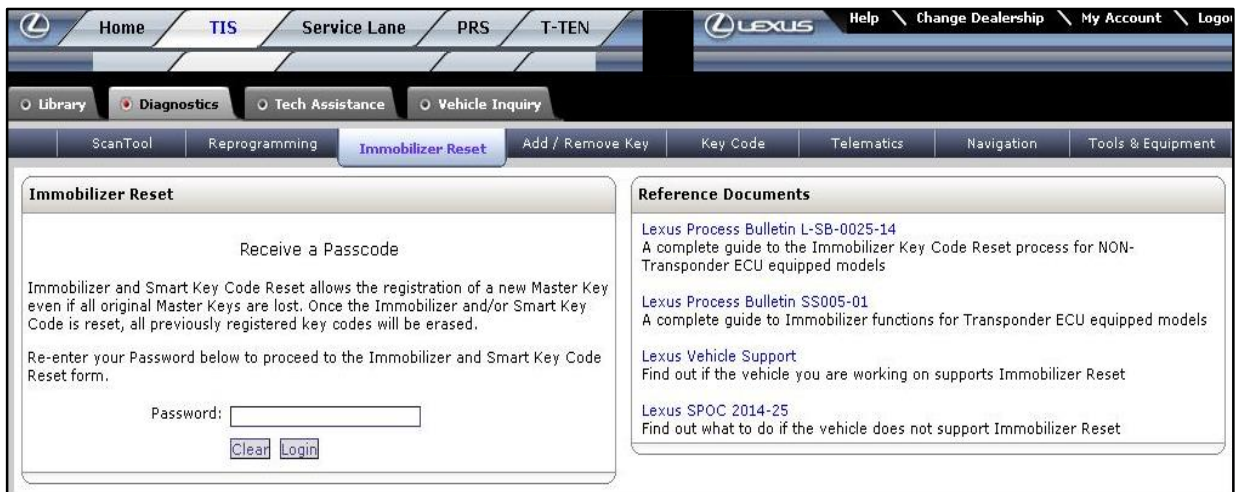
Please review the Techstream and TIS screenshots in this bulletin to become familiar with the management authorization process flow.

Smart Key Immobilizer Reset and Add/Remove Key

Reset Approval Request (TIS Pre-approval)

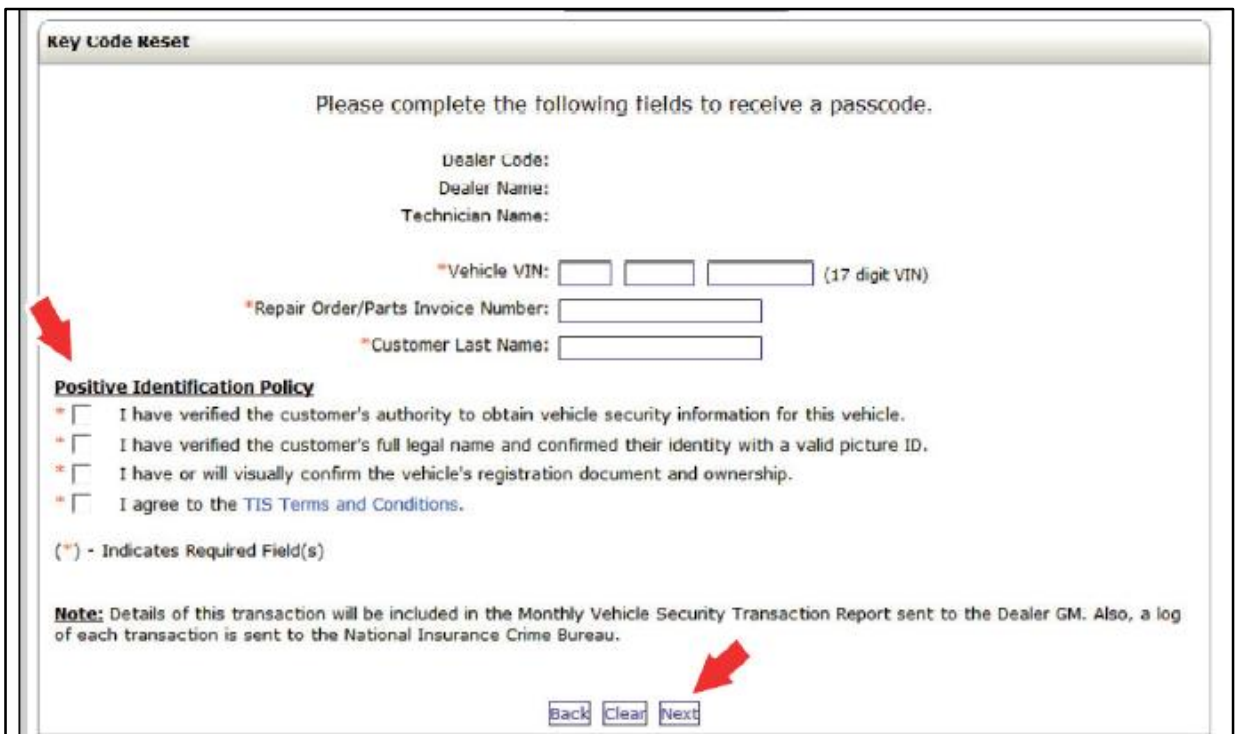
1. Open TIS – Diagnostics – Immobilizer Reset.
2. Log in using your password.

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

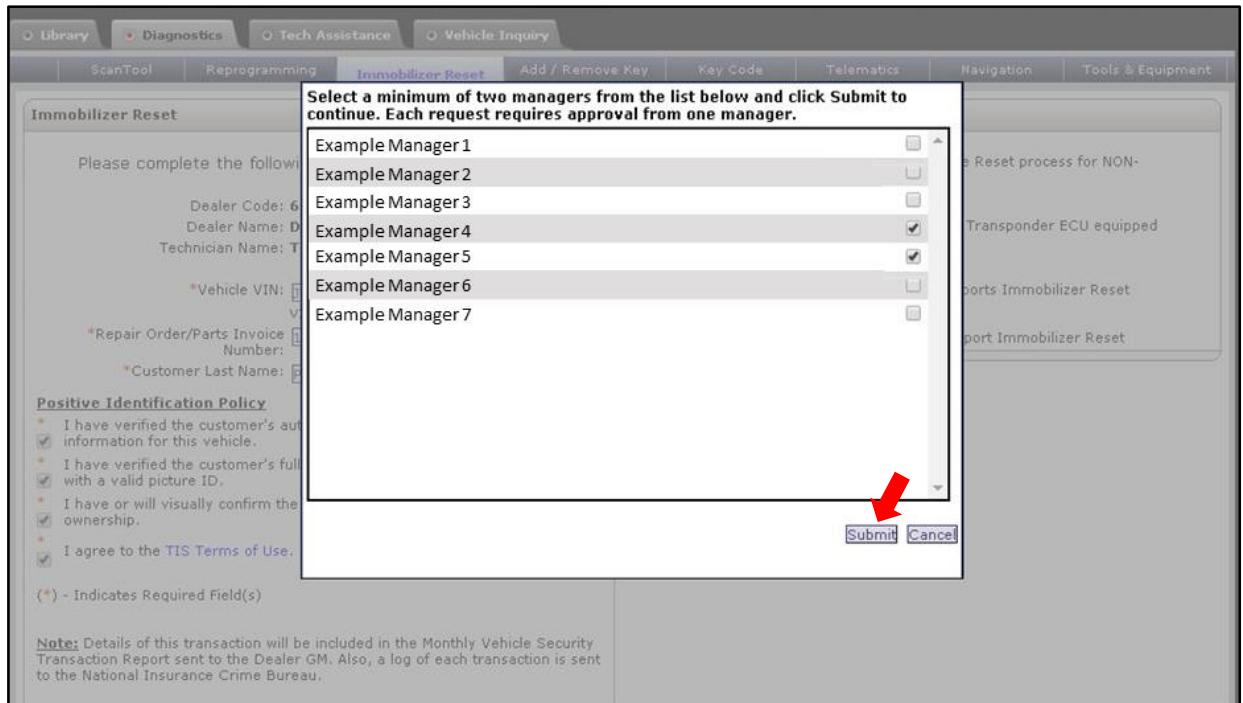
Reset Approval Request (TIS Pre-approval) (continued)

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.



Opening Smart Access in Techstream

Please review the Techstream and TIS screenshots in this bulletin.

NOTE

If ALL keys are lost, refer to the applicable 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

Opening Smart Access in Techstream (continued)

1. Connect Techstream to the vehicle.

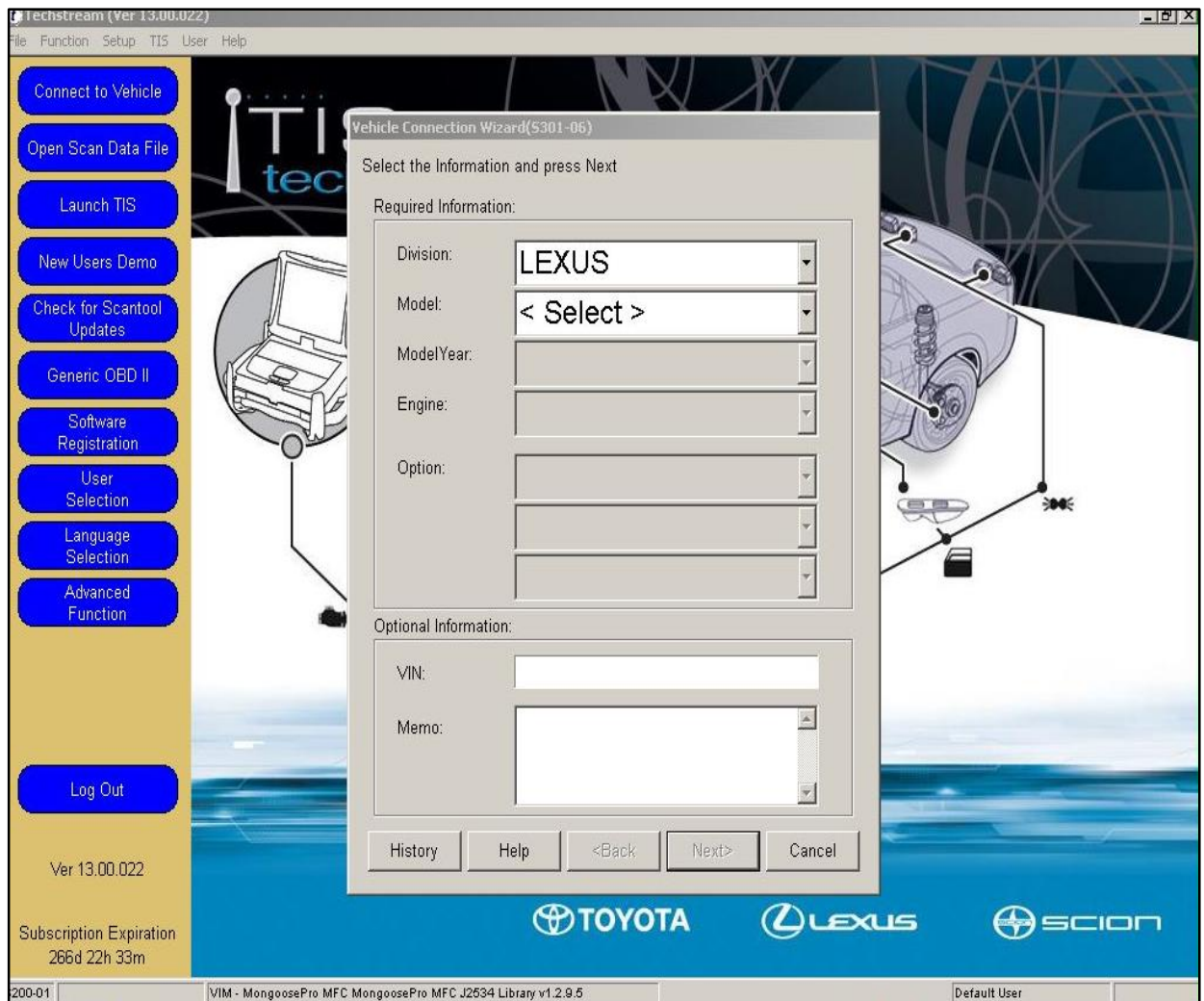
If the ignition CANNOT be turned on or the information does NOT automatically populate, choose the appropriate vehicle model and model year and enter the VIN in ALL capital letters.

NOTE

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

- The battery diagnostic tool MUST be used in Power Supply Mode to maintain battery voltage at 13.5V while flash reprogramming the vehicle.
- For details on how to use the battery diagnostic tool, refer to the [DCA-8000 Instruction Manual](#) located at *TIS – Diagnostics – Tools & Equipment – Battery Diagnostics*.

Figure 5.

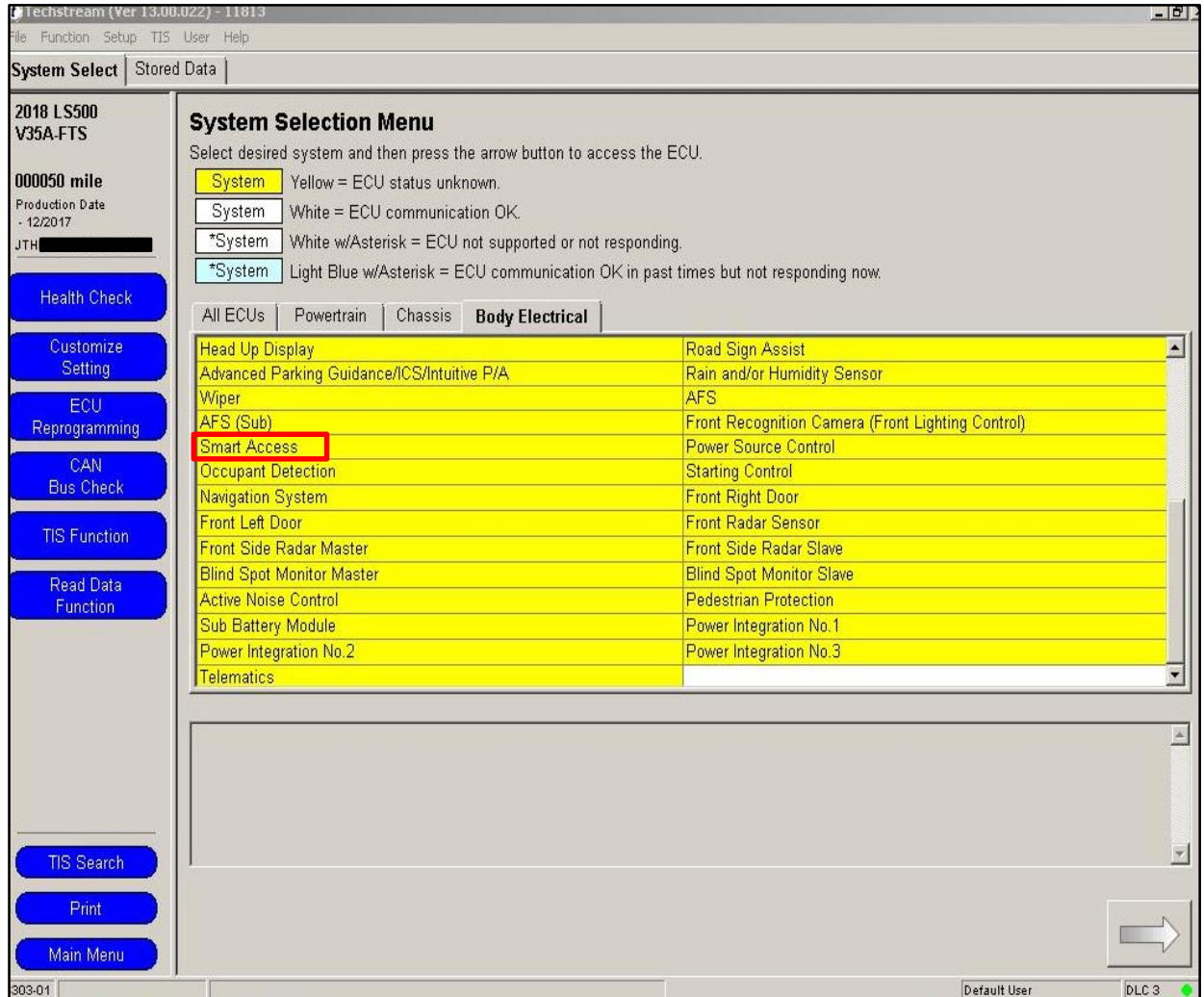


Smart Key Immobilizer Reset and Add/Remove Key

Opening Smart Access in Techstream (continued)

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

Figure 6.

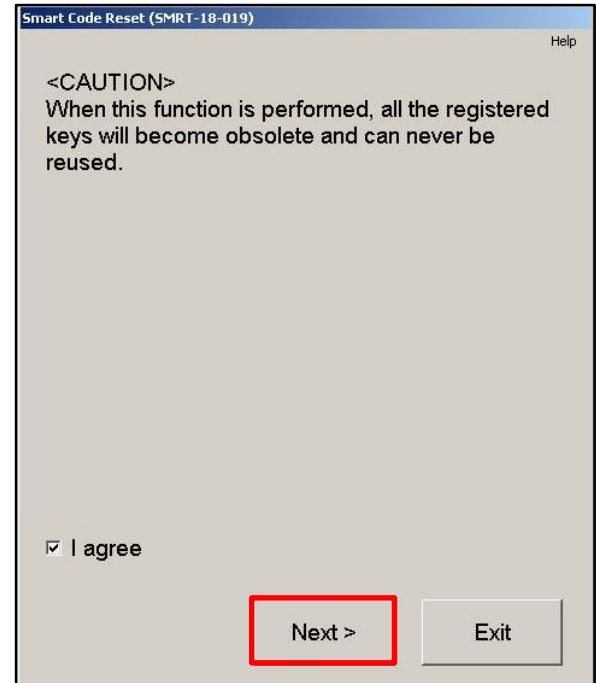


Smart Key Immobilizer Reset and Add/Remove Key

Pre-approved Immobilizer Reset (continued)

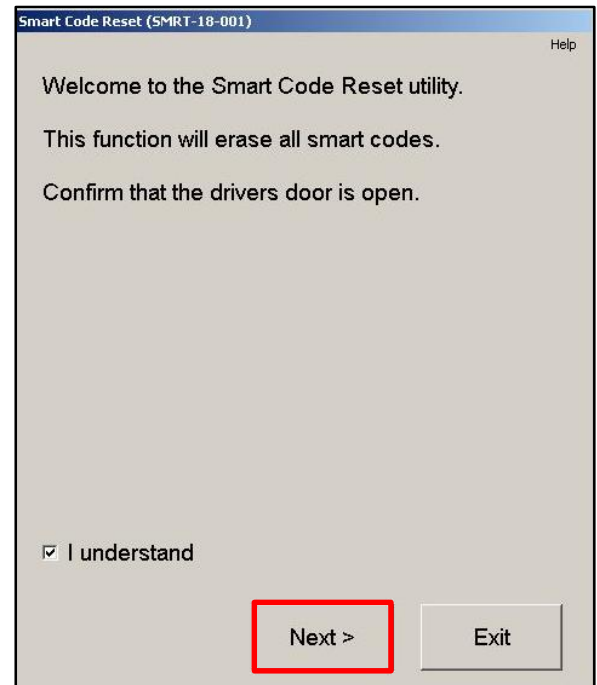
2. Read the warning, check I agree, then select Next.

Figure 8.



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

Figure 9.

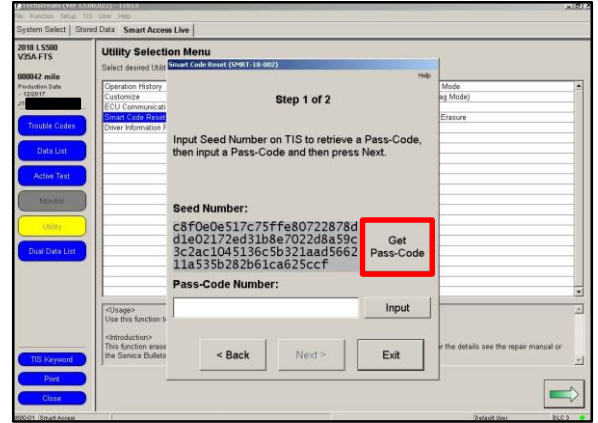


Smart Key Immobilizer Reset and Add/Remove Key

Pre-approved Immobilizer Reset (continued)

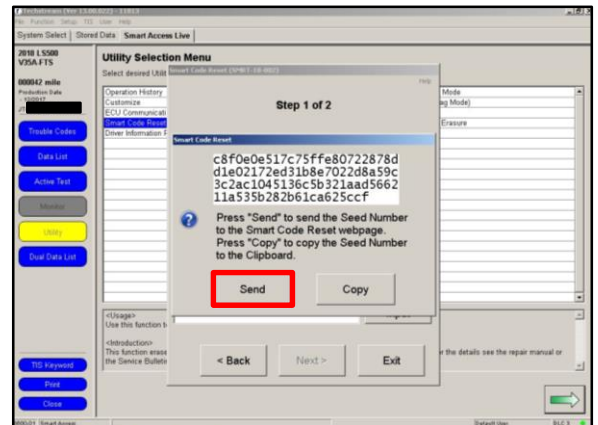
4. Select Get Pass-Code.

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

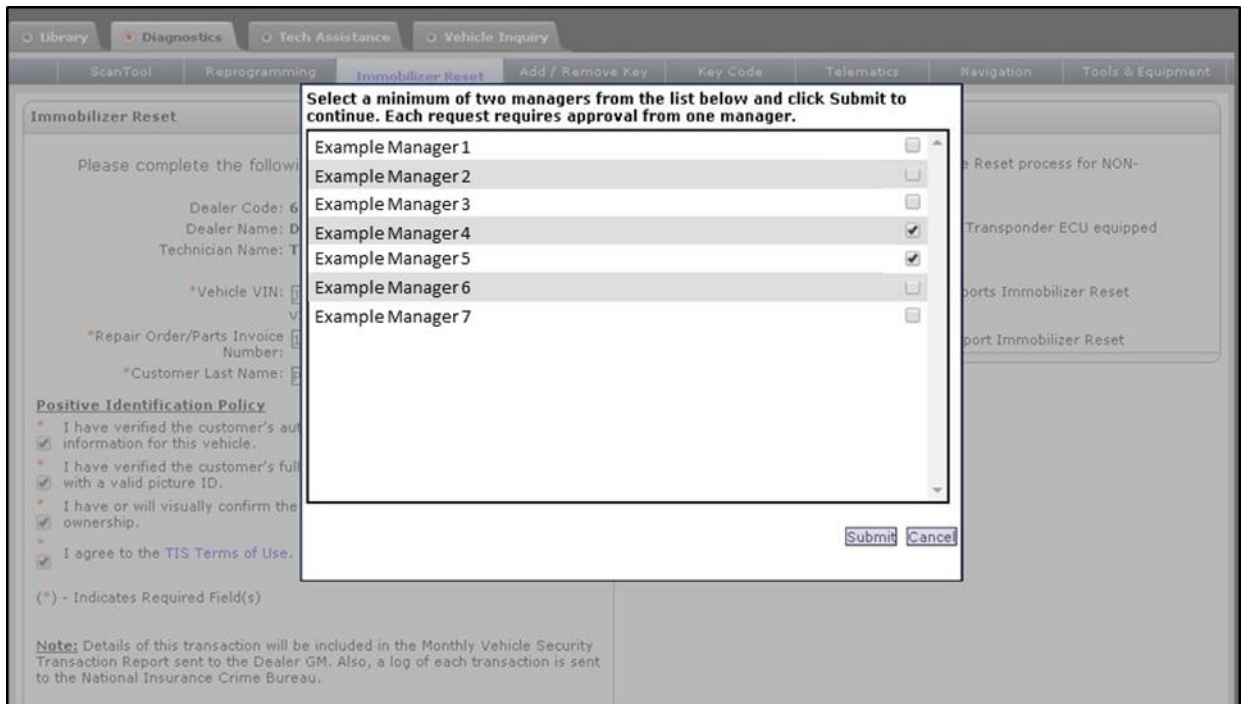
Pre-approved Immobilizer Reset (continued)

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

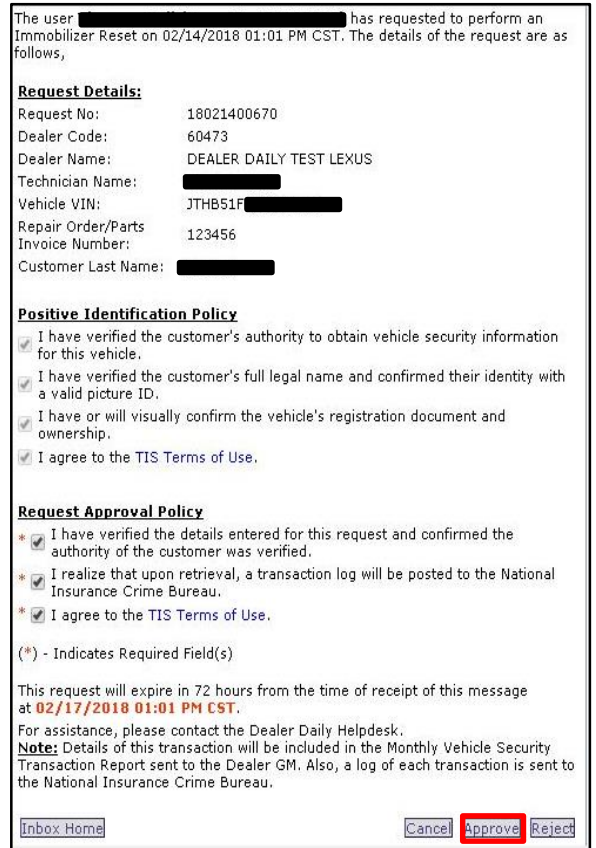
Please reference the TIS screenshots in this bulletin.

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 (continued)

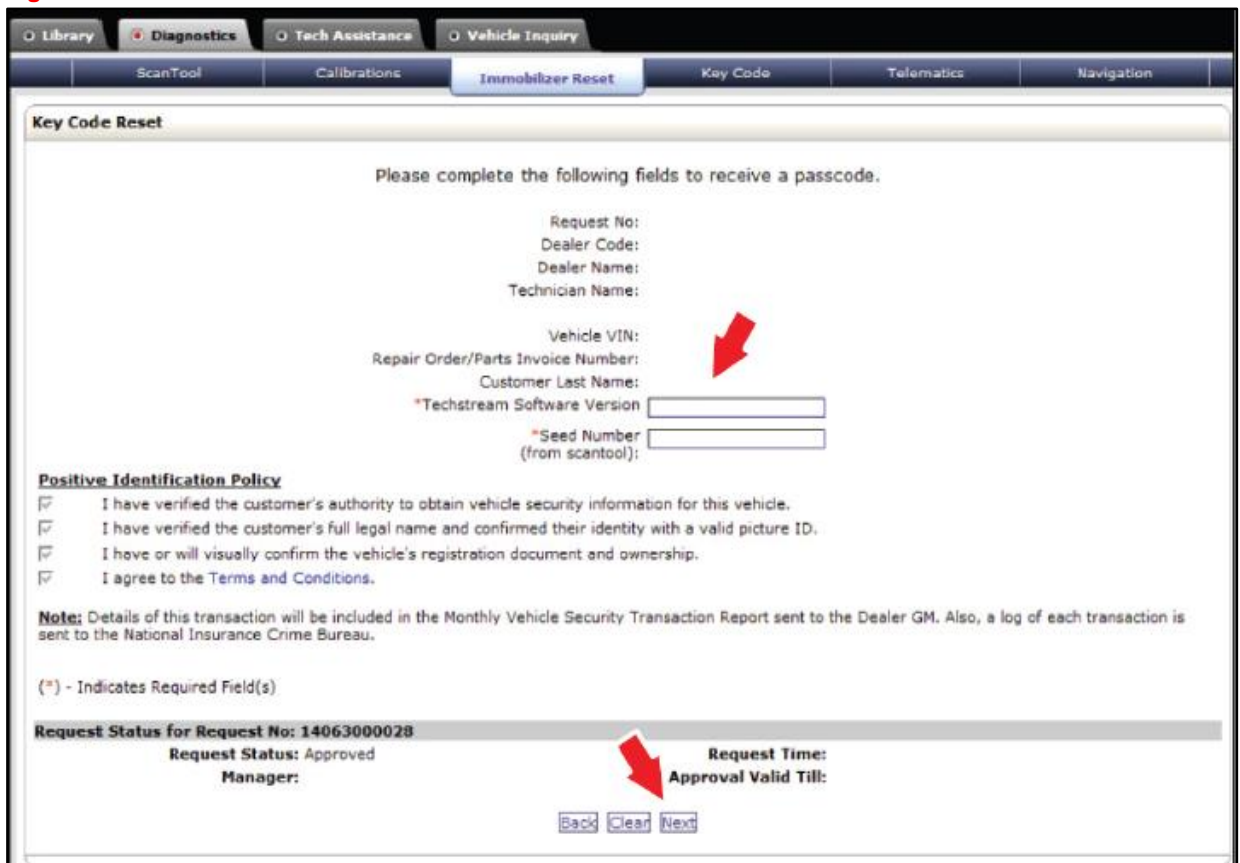
4. Make sure the Immobilizer Reset tab is selected.
5. Enter the password and select Login.

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.

Library | Diagnostics | Tech Assistance | Vehicle Inquiry

ScanTool | Calibrations | **Immobilizer Reset**

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](#)

- 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 Code Reset (SMRT-18-002) Help

Step 1 of 2

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

Seed Number:

4be831ad6b2d6fa6483322ab1
596d8eedc0c77cb518ea9383f
c43763604f58baeb90bc500f9
ff087e48d34984188ad82

[Get Pass-Code](#)

Pass-Code Number:

073082 [Input](#)

[< Back](#) [Next >](#) [Exit](#)

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 in red)

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

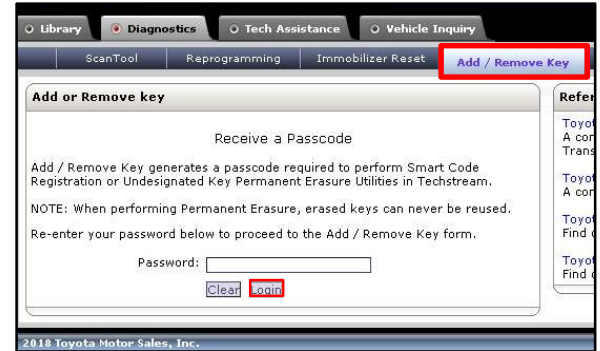
Smart Key Immobilizer Reset and Add/Remove Key

Approved Immobilizer Reset (continued)

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

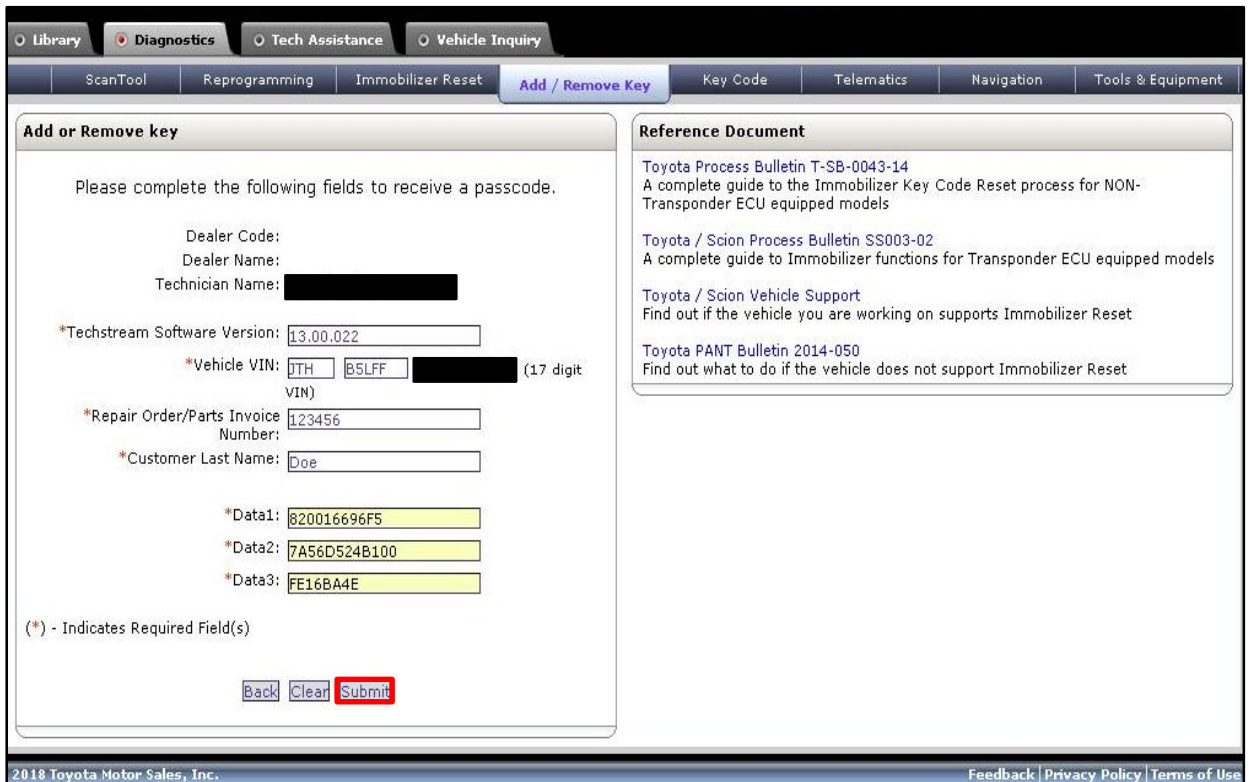
NOTE
Make sure the Add/Remove Key tab is selected.

Figure 25.



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

Figure 26.

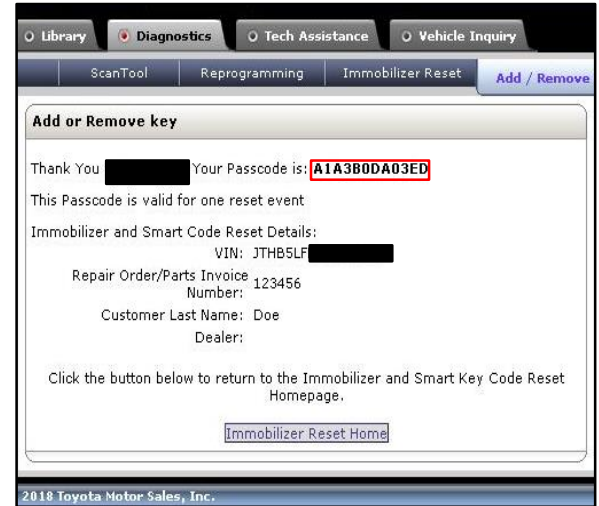


Smart Key Immobilizer Reset and Add/Remove Key

Approved Immobilizer Reset (continued)

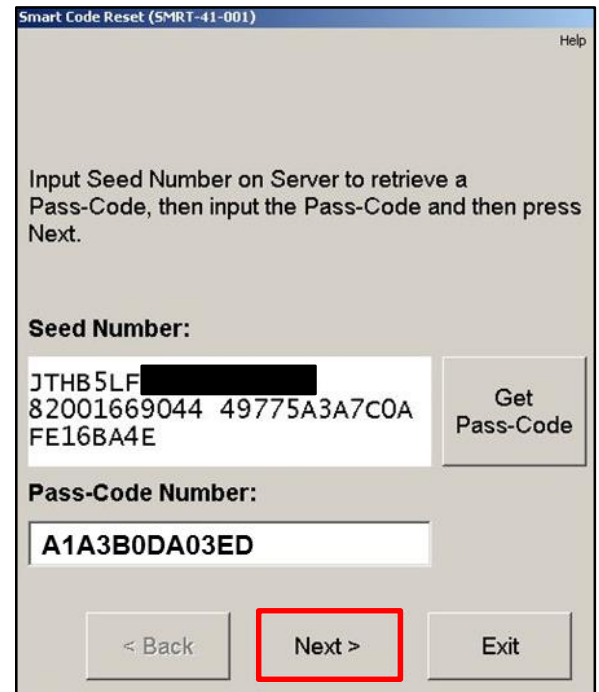
- The bolded passcode can be copied and pasted back into Techstream.

Figure 27.



- Copy and paste the number (with no additional 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.

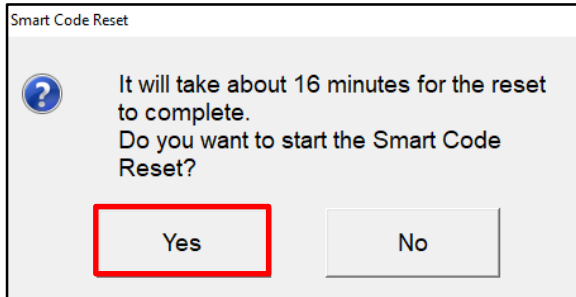
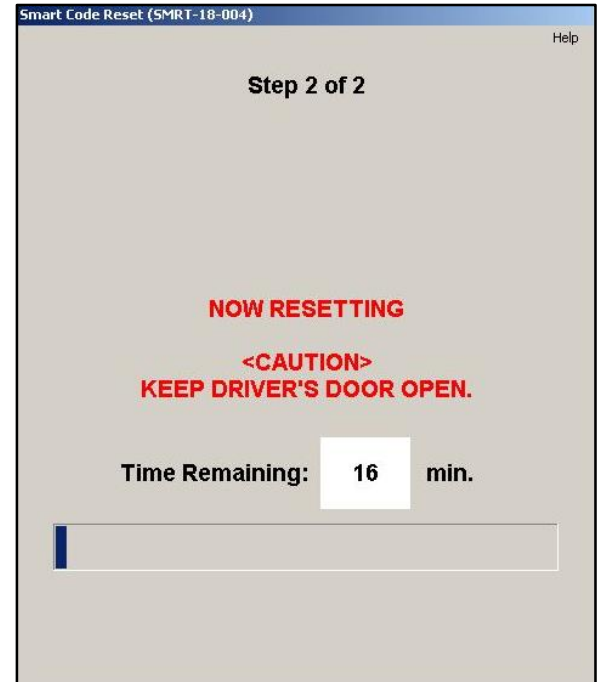


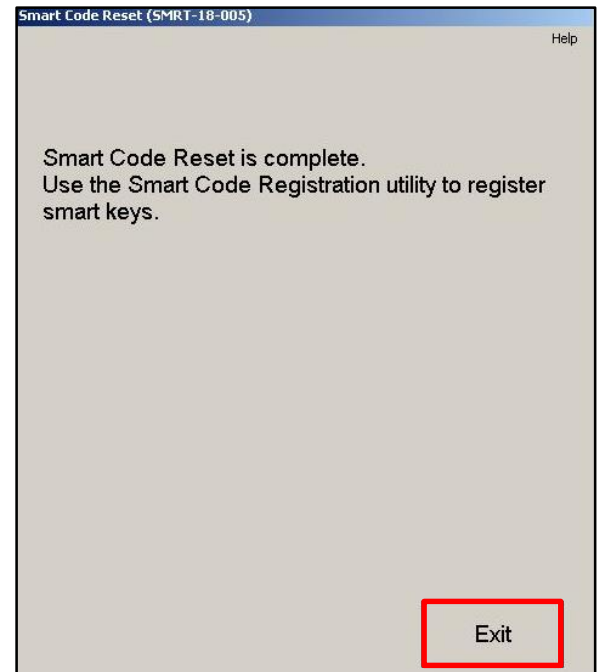
Figure 30.



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 (continued)

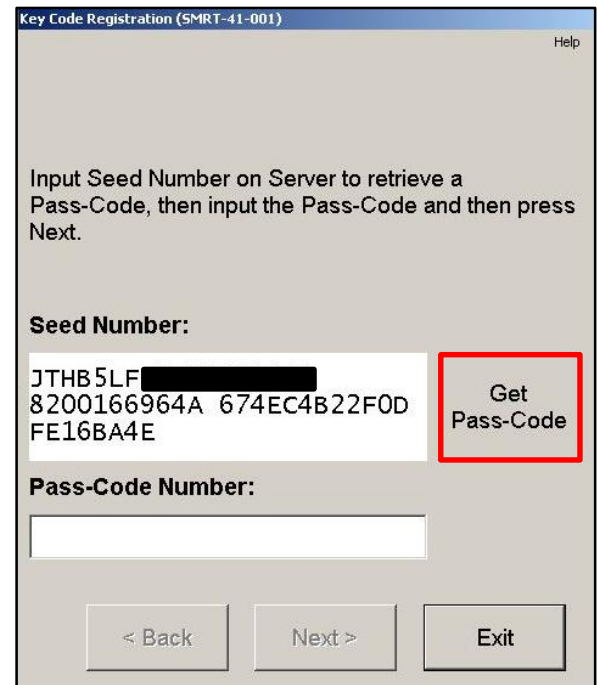
2. Read the instructions, check each item, and select Next.

Figure 33.



3. Select Get Pass-Code.

Figure 34.

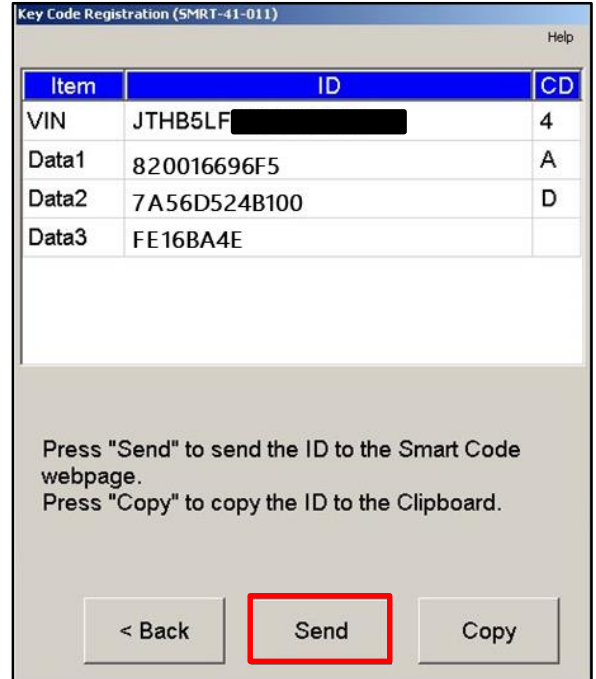


Smart Key Immobilizer Reset and Add/Remove Key

Smart Code Registration (continued)

4. Select Send to open a link to TIS.

Figure 35.



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

6. Enter the password and select Login.

Figure 36.



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)

- Copy and paste the number (with no additional 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

Pass-Code Number:

A1A3B0DA03ED

< Back **Next >** Exit

- 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).
- 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.

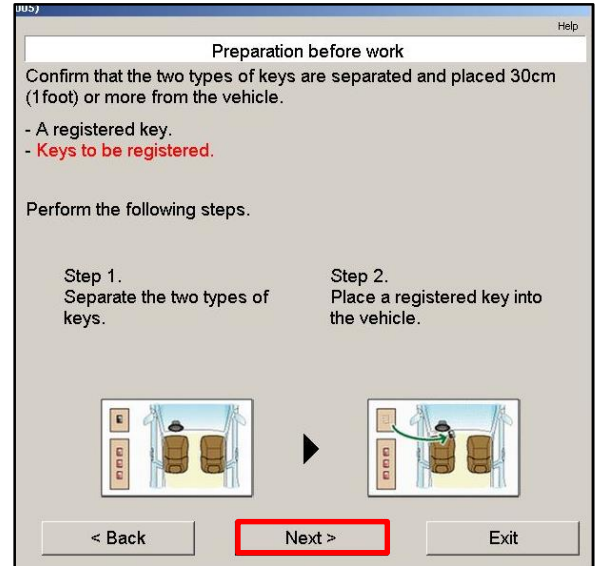
< Back **Next >** Exit

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.

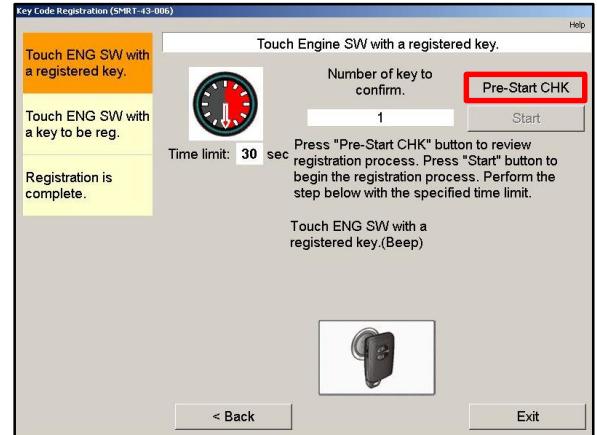


16. Touch the ignition switch with the registered key.
17. Select Pre-Start CHK to review the registration process.

NOTE

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

Figure 42.

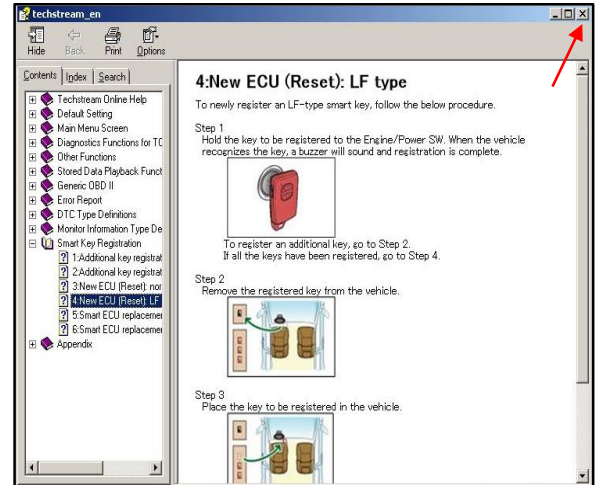


Smart Key Immobilizer Reset and Add/Remove Key

Smart Code Registration (continued)

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

Figure 43.

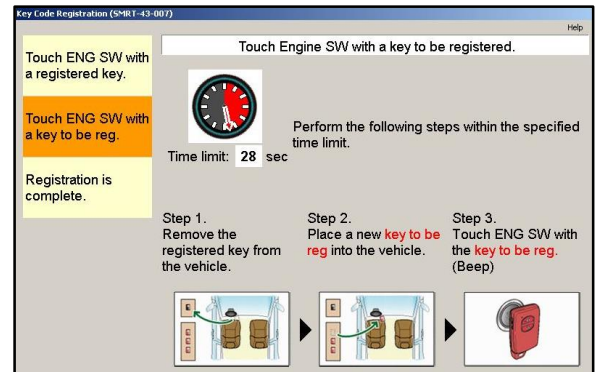


19. Touch the ignition switch with the NEW key. The vehicle will beep twice AFTER each key is registered.

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.

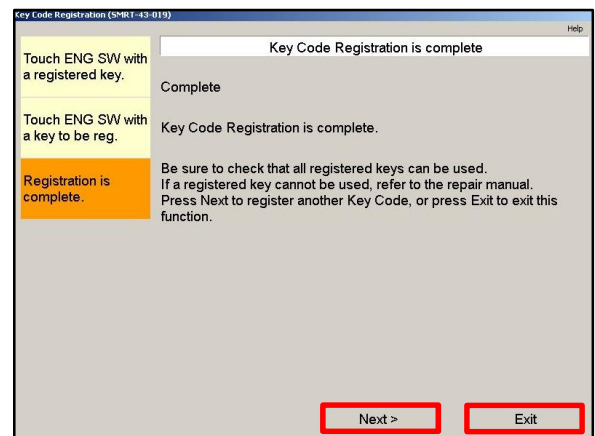


20. Function-check the keys by pressing the buttons (lock/unlock/panic/trunk) and make sure the vehicle will start with the key.

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 (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.

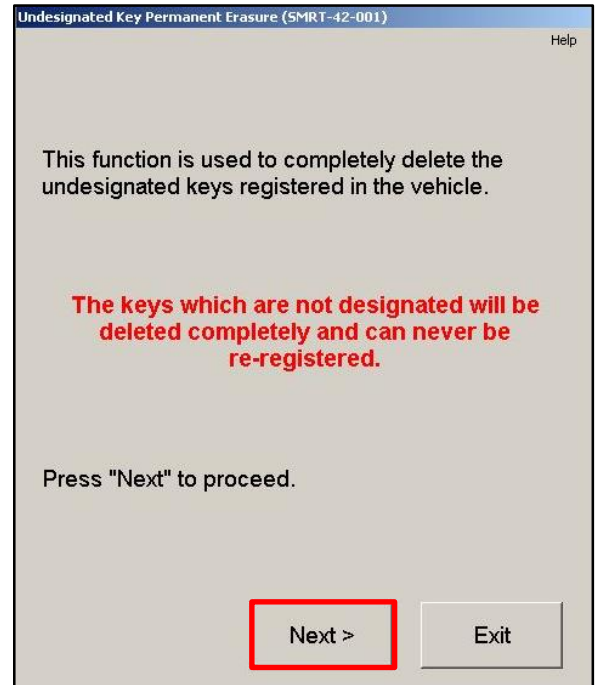
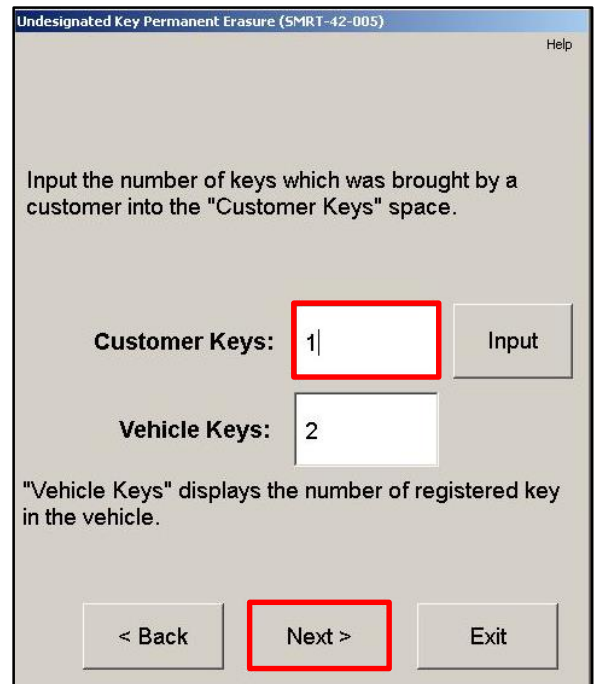


Figure 48.

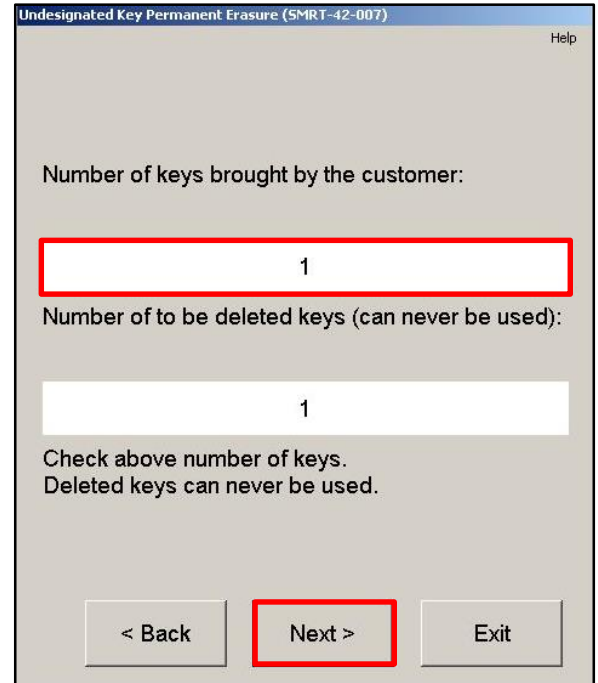


Smart Key Immobilizer Reset and Add/Remove Key

Undesignated Key Permanent Erasure (continued)

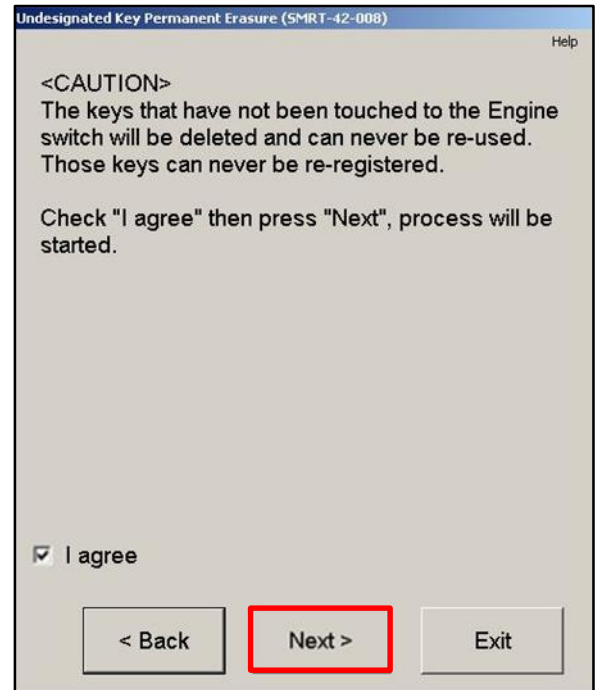
- The customer keys listed will NOT be erased during the procedure. Confirm the numbers of keys to be kept, then select Next.

Figure 49.



- 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 50.



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.

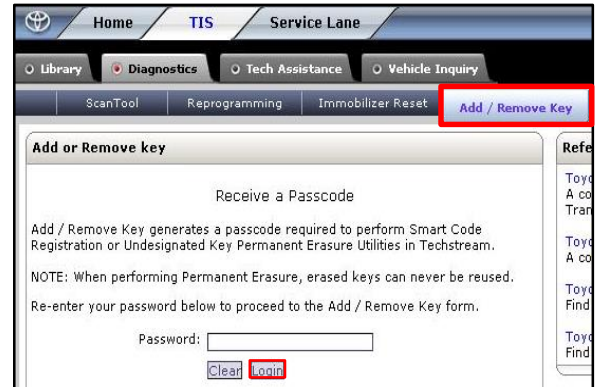
< Back **Send** Copy

Smart Key Immobilizer Reset and Add/Remove Key

Undesignated Key Permanent Erasure (continued)

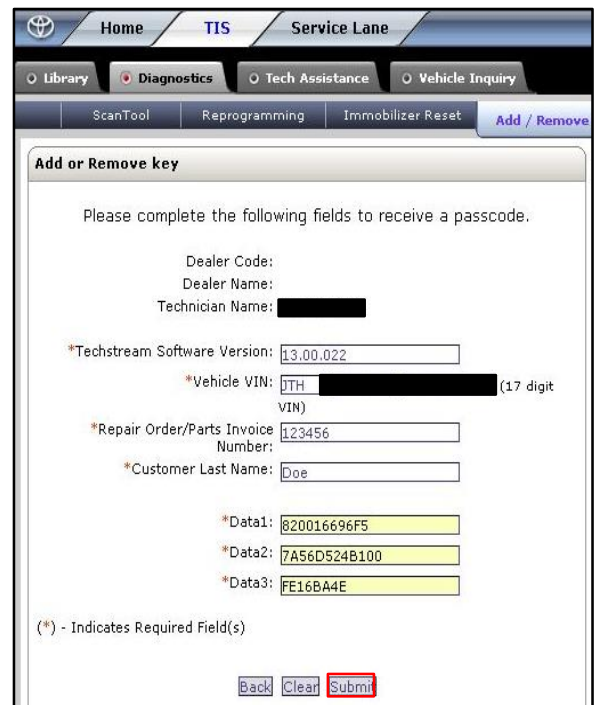
10. Make sure the Add/Remove Key tab is selected.
11. Enter the password and select Login.

Figure 53.



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

Figure 54.

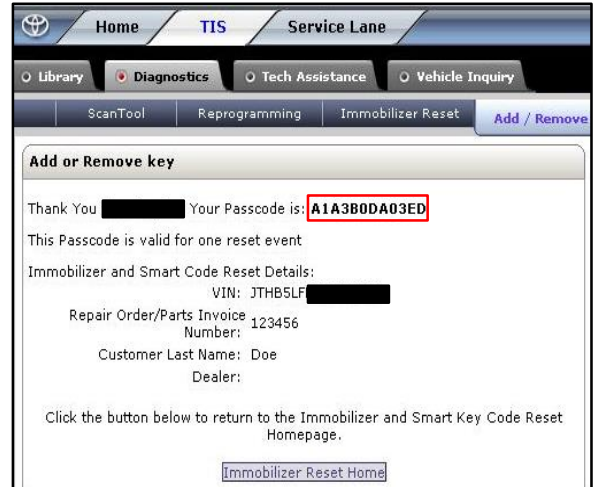


Smart Key Immobilizer Reset and Add/Remove Key

Undesignated Key Permanent Erasure (continued)

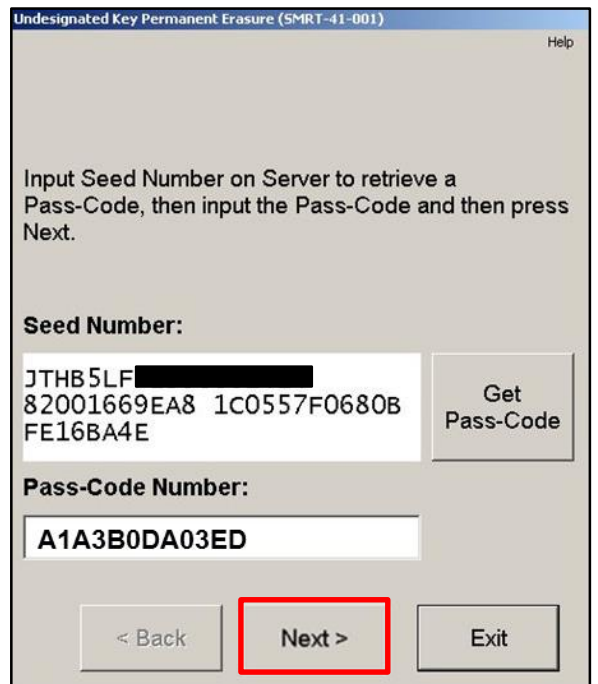
- The bolded passcode may be copied and pasted back into Techstream.

Figure 55.



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

Figure 56.



Smart Key Immobilizer Reset and Add/Remove Key

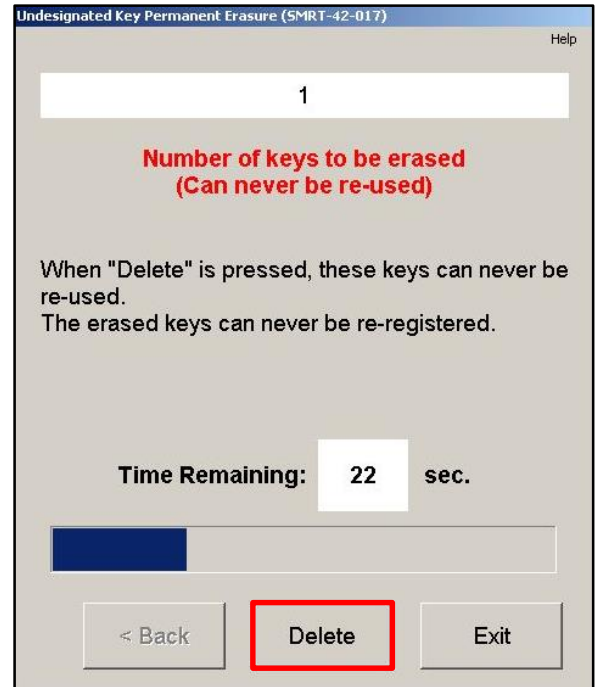
Undesignated Key Permanent Erasure (continued)

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.

