TOYOTA
Technical Service Bulletin

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
1999 - 2021	4Runner	
2017 - 2021	86, Prius Prime, Yaris THAI-Prod	
2013 - 2018	Avalon HV	
1998 - 2018	Avalon	
2017 - 2022	C-HR	
2007 - 2023	Camry HV	
1998 - 2023	Camry	
2005 - 2019	Corolla	
2008 - 2014	FJ Cruiser	
2006 - 2020	Highlander HV	
2001 - 2020	Highlander	
2000 - 2005	MR2 Spyder	
2005 - 2014	Matrix	
2016 - 2020	Mirai	
2012 - 2020	Prius C	
2010, 2012 - 2015	Prius PHV	
2012 - 2018	Prius V	
2001 - 2021	Prius, Sequoia	
2001 - 2003, 2012 - 2014	RAV4 EV	
2016 - 2018	RAV4 HV	

Immobilizer and Smart Key Reset

2004 - 2018	RAV4
1999 - 2020	Sienna
1999 - 2008	Solara
2005 - 2023	Tacoma
2007 - 2021	Tundra, Yaris
2009 - 2016	Venza
2016 - 2020	Yaris R, Yaris SD MEX-Prod
2017 - 2018	iA, iM

*Not all 1998 – 2004 model year Land Cruiser, Avalon, Camry, 4Runner, Solara, Sienna, and Highlander vehicles apply. Reference PANT Bulletin 2014-050.

REVISION NOTICE

May 30, 2023 Rev2:

- **Applicability has been updated to include 2022 model year C-HR and 2022 – 2023 Camry, Camry Hybrid, and Tacoma vehicles.**
- **Instructions have been updated to include GTS+ software.**

April 01, 2021 Rev1:

- **Applicability has been updated to include 2019 – 2021 model year Toyota vehicles.**

Any previous printed versions of this bulletin should be discarded.

SUPERSESSION 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Service Bulletin No. T-SB-0043-14 is obsolete and any printed versions should be discarded.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	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.
> - GTS+ software version 2023.02.001.02 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.

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Jumper Wire*	09843-18020	1

*Essential SST.

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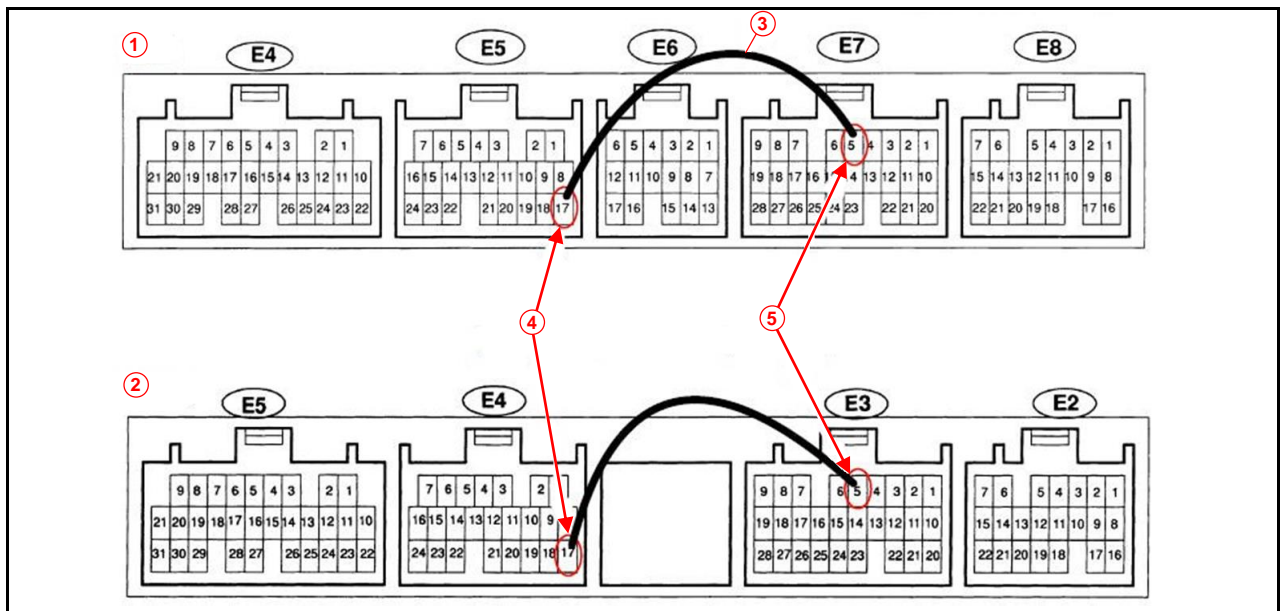
1	MR2
2	RAV4
3	SST No. 09843-18020 (Jumper Wire)
4	E1 (Terminal 17)
5	TC (Terminal 5)

> **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
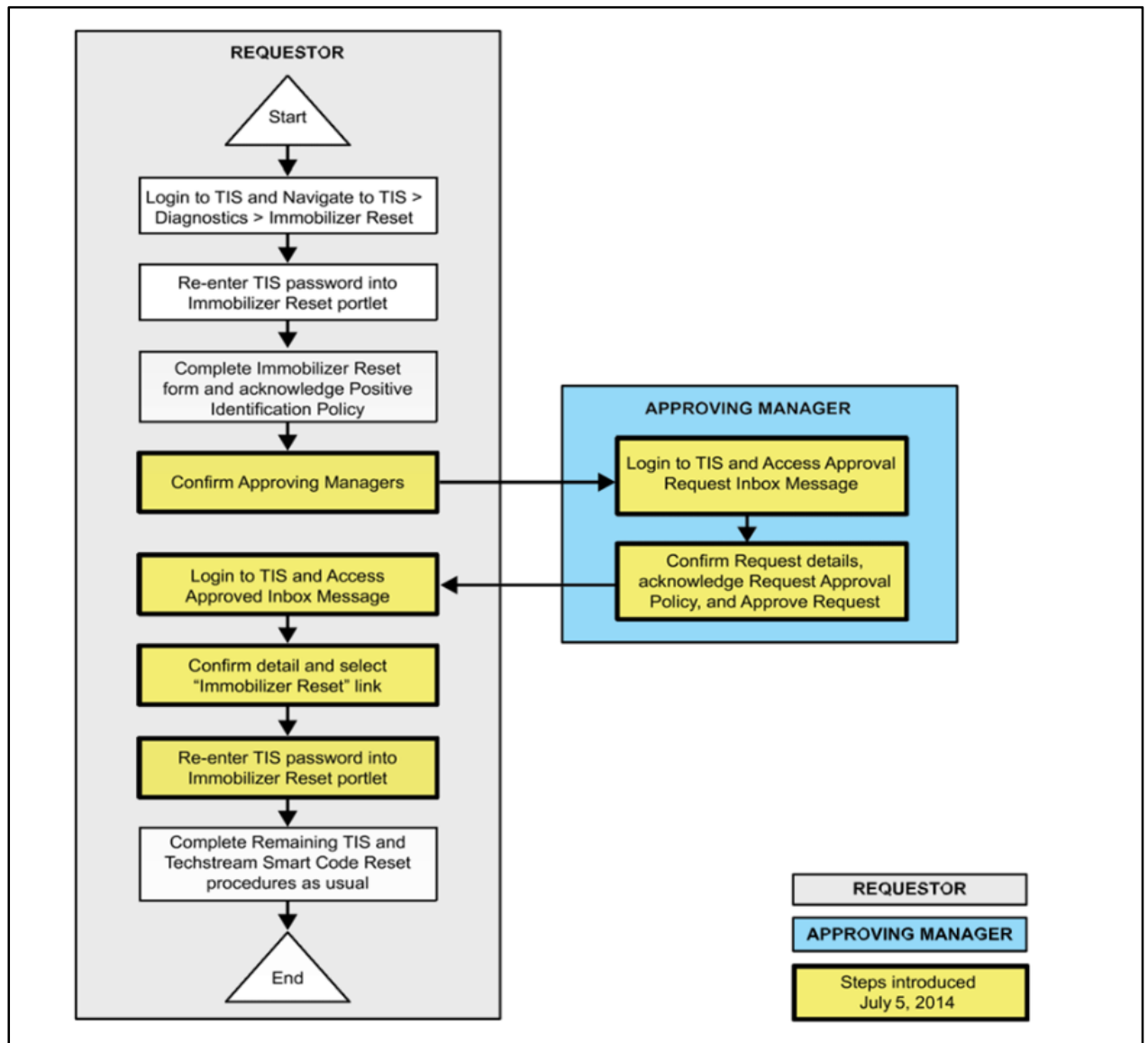
Immobilizer and Smart Key Reset

Section 1: Security Authorization for the Reset Passcode (continued)

Key Points:

- The reset request can be submitted from the GTS+ 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 GTS+ 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.

Figure 3.

3. Enter the information requested, check all four boxes below Positive Identification Policy, then click Next.
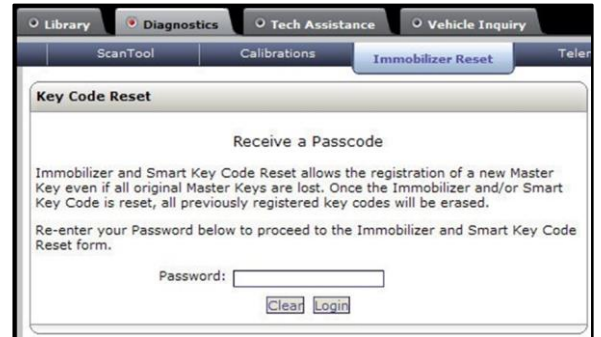
Figure 4.

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.

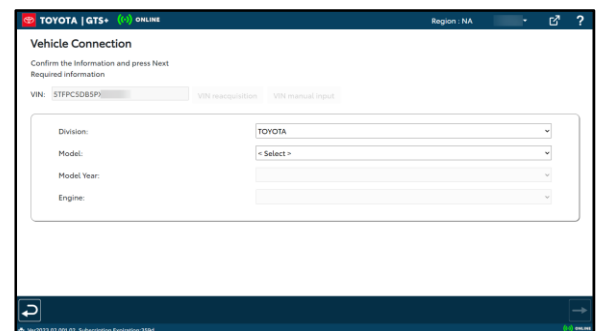**Figure 5.**
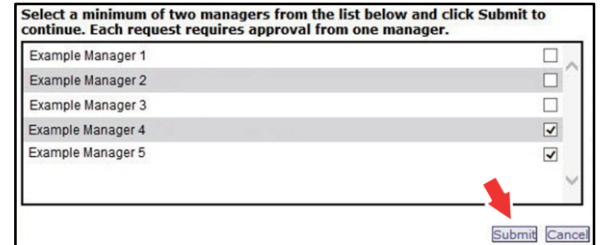
Section 3: GTS+ Reset Utility (With Request)

1. Connect GTS+ to the vehicle.

Figure 6.
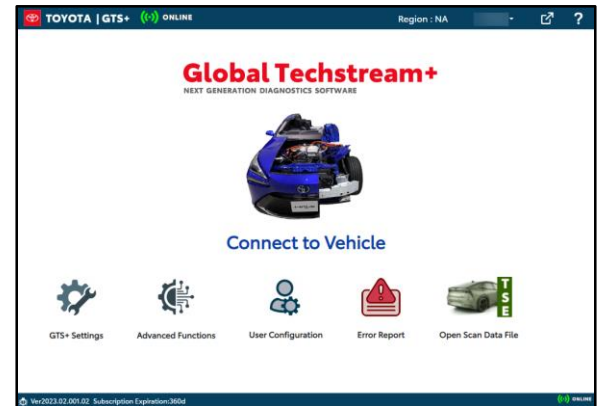
2. Choose the appropriate vehicle model and year if the ignition cannot be turned on and the information does not automatically populate.

Figure 7.

Immobilizer and Smart Key Reset

Section 3: GTS+ Reset Utility (With Request) (continued)

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

Figure 8.
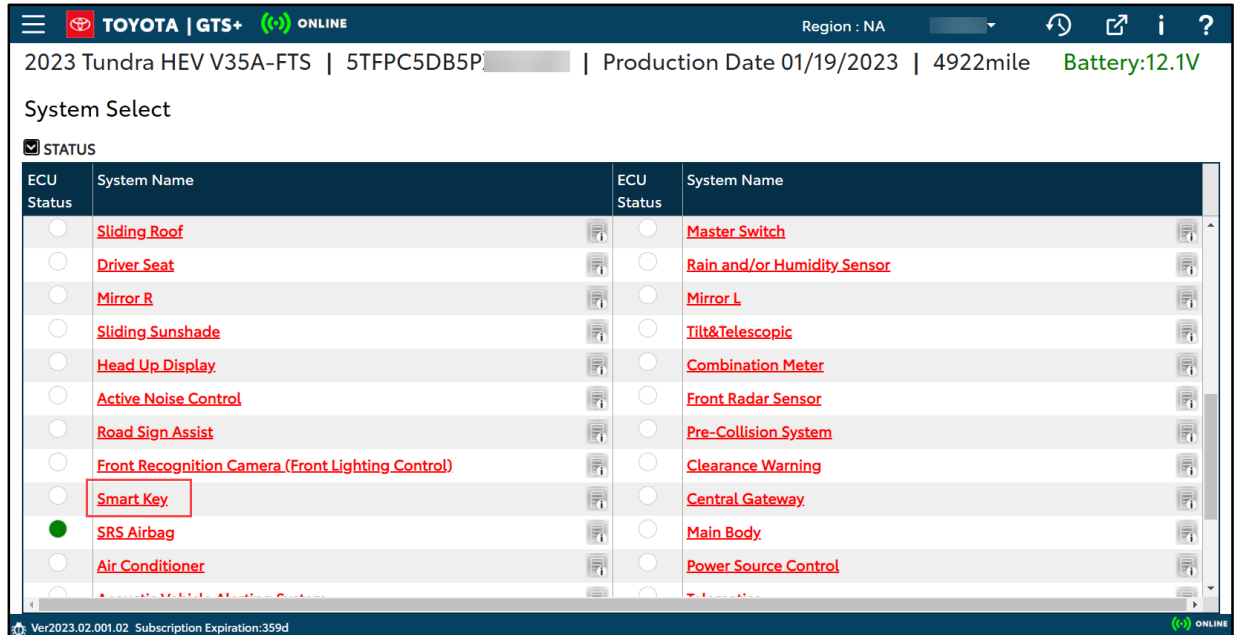
4. Choose the Immobilizer or Smart Code Reset utility.

Figure 9.
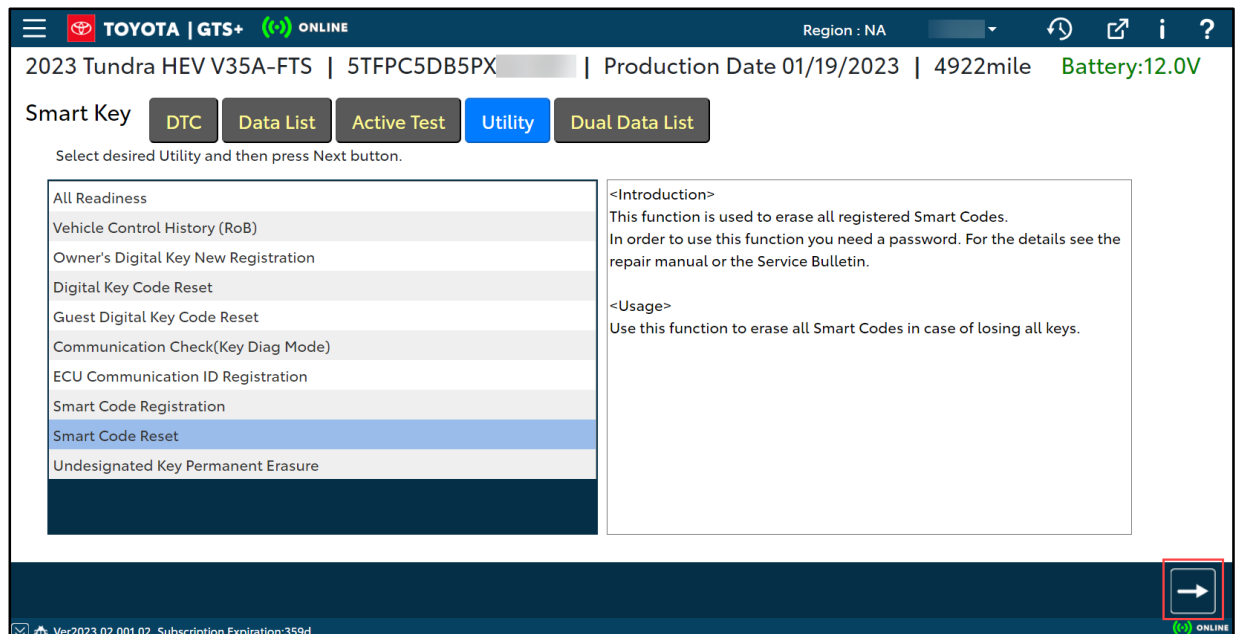
Immobilizer and Smart Key Reset

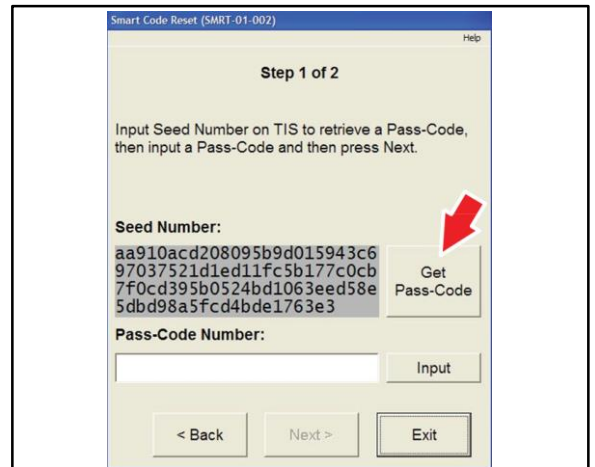**Section 3: GTS+ Reset Utility (With Request) (continued)**
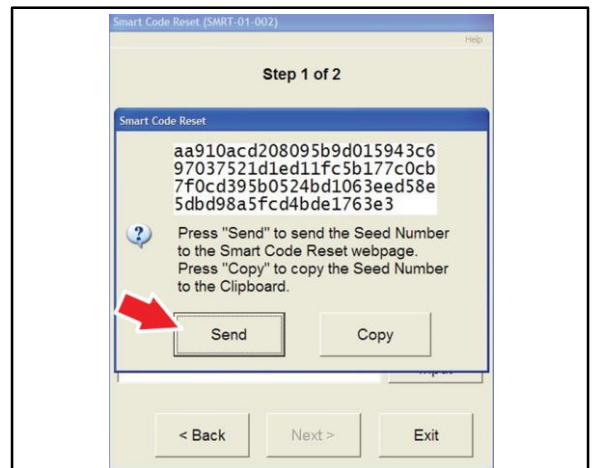
5. Enter the VIN if prompted.

Figure 10.
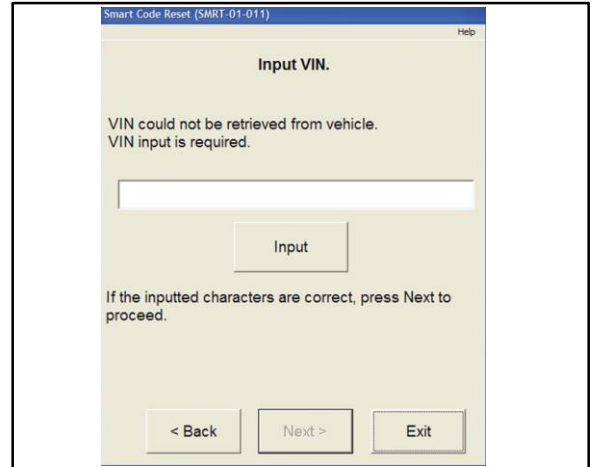
6. GTS+ will generate a seed number. Click Get Pass-Code.

Figure 11.

7. Click Send to connect to TIS.

Figure 12.

Immobilizer and Smart Key Reset

Section 3: GTS+ 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: GTS+ Reset Utility (With Request) and Section 6: GTS+ Reset Utility (Reset Initiated), using the same management approval file.

8. When the TIS window opens, enter your password to log in.

Figure 13.

9. Fill in the required information and click Next.

Figure 14.

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.
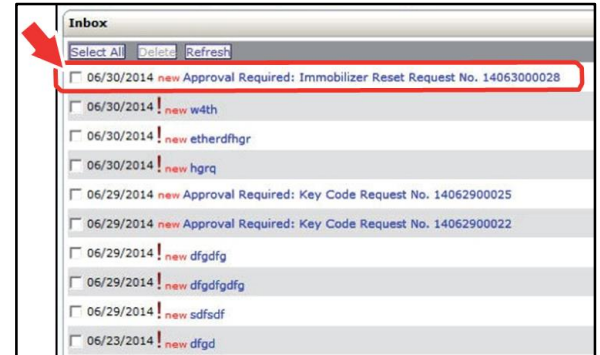
Figure 15.

Immobilizer and Smart Key Reset

Section 4: Manager Approval (TIS)

1. Once the request is submitted, one of the authorized dealer managers will locate the technician's request in the TIS home page inbox.
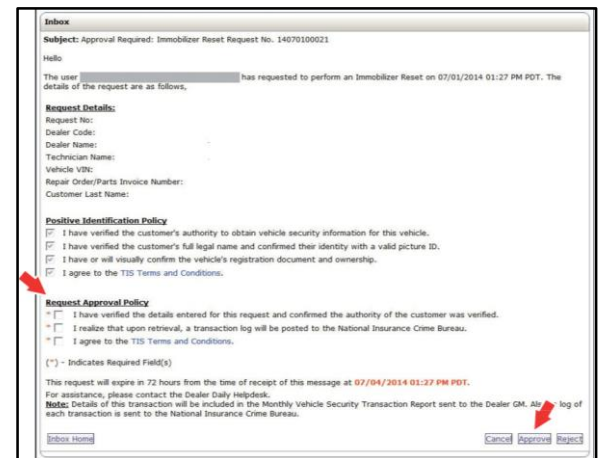
    The manager will click the title to open the request.

Figure 16.

2. 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)

1. 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.

2. Once opened, the technician will click the Immobilizer Reset link to continue.
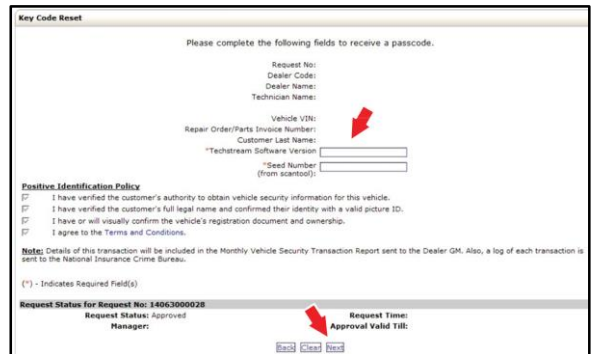
Figure 19.
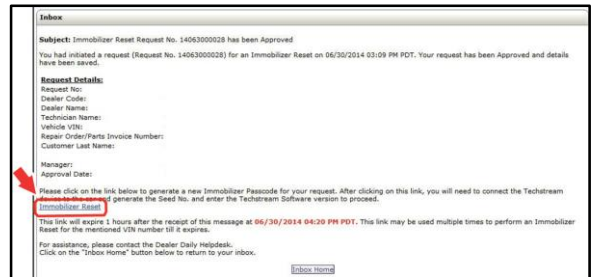
3. At this step, the technician MUST re-enter the password to log in again.

Figure 20.

4. The technician MUST enter the Techstream software version and paste in the seed number from GTS+.

5. Click Next.

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.

Immobilizer and Smart Key Reset

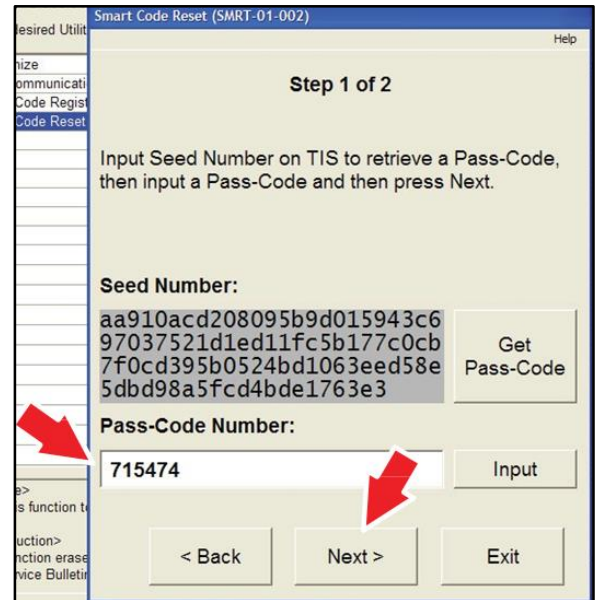**Section 6: GTS+ Reset Utility (Reset Initiated)**

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 GTS+ and click Next.

Figure 23.

Immobilizer and Smart Key Reset

Section 6: GTS+ Reset Utility (Reset Initiated) (continued)

2. Click Yes to start the process.

Figure 24.

Smart Code Reset

It will take about 16 minutes for the reset to complete.
Do you want to start the Smart Code Reset?

Yes   No

Figure 25.

Smart Code Reset (SMRT-01-004)   Help

Step 2 of 2

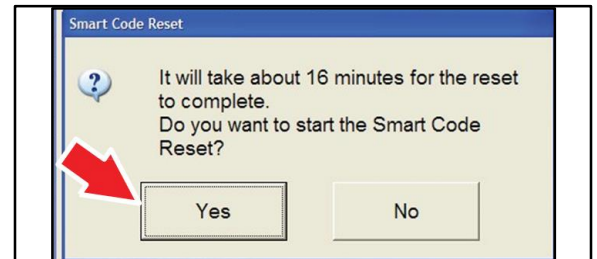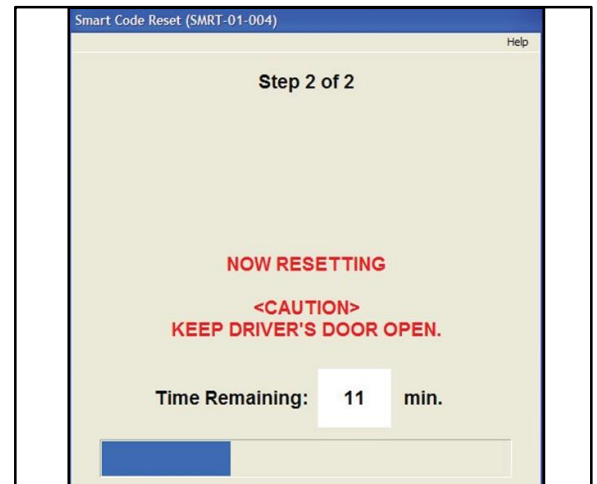NOW RESETTING

<CAUTION>
KEEP DRIVER'S DOOR OPEN.

Time Remaining: 11 min.

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.

Smart Code Reset (SMRT-01-005)   Help

Smart Code Reset is complete.
Use the Smart Code Registration utility to register smart keys.

Exit