

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
2022 - 2025	4Runner, Corolla Cross, Corolla Cross HV, Prius, Sequoia HV, Tundra, Tundra HV	
2023 - 2025	86, bZ4X, Camry, Camry HV, Crown, GR Corolla	
2019 - 2022	Avalon, Avalon HV	
2019 - 2025	Corolla Hatchback, RAV4, RAV4 HV	
2020 - 2025	Corolla, Corolla HV	
2024 - 2025	Grand Highlander, Grand Highlander HV, Tacoma, Tacoma HV	
2021 - 2025	Highlander, Highlander HV, Mirai, Sienna HV, Venza HV	
2025	Prius PHV, RAV4 PHV	
2022 - 2024	Prius Prime	
2021 - 2024	RAV4 Prime	

REVISION NOTICE

February 10, 2025 Rev1:

- Applicability has been updated to include 2025 model year 4Runner, Corolla, Corolla Cross, Corolla Cross HV, Corolla Hatchback, Corolla HV, Crown, GR Corolla, Grand Highlander, Grand Highlander HV, Highlander, Highlander HV, Mirai, Prius, Prius PHV, RAV4, RAV4 HV, RAV4 PHV, Sequoia HV, Sienna HV, Tacoma, Tacoma HV, Tundra, Tundra HV, and Venza HV and 2023 – 2025 86, bZ4X, Camry, and Camry HV vehicles.
- The Required Tools & Equipment section has been updated.

Any previous printed versions of this bulletin should be discarded.

Smart Key Immobilizer Reset and Add/Remove Key

Applicability (continued)

SUPERSESSION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. T-SB-0064-18.

- Applicability has been updated to include 2022 model year Avalon and Avalon Hybrid; 2022 – 2024 model year 4Runner, Corolla, Corolla Cross, Corolla Cross Hybrid, Corolla Hatchback, Corolla Hybrid, Highlander, Highlander Hybrid, Mirai, Prius, Prius Prime, RAV4, RAV4 Hybrid, RAV4 Prime, Sienna Hybrid, Sequoia Hybrid, Tundra, Tundra Hybrid, and Venza Hybrid; 2023 – 2024 model year Crown and GR Corolla; and 2024 model year Grand Highlander, Grand Highlander Hybrid, Tacoma, and Tacoma Hybrid vehicles.
- The Opening Smart Access in GTS+, Pre-approved Immobilizer Reset Smart Code Registration, and Undesignated Key Permanent Erasure sections have been updated.

Service Bulletin No. T-SB-0064-18 is obsolete, and any printed versions should be discarded.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 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

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Battery Diagnostic Tool*	DCA-8000P T	1

*Essential SST.

NOTE

Additional SSTs may be ordered by calling 1-800-368-6787 or by visiting *Home – Service Resources – Toyota Special Service Tools (SSTs)*.

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 2024.04.004.02 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787 or by visiting *TIS – Diagnostics – Tools & Equipment – Techstream Order Portal*.

Smart Key Immobilizer Reset and Add/Remove Key

Symptom Chart

SYMPTOM	ACTION	PROCEDURE	PG.
Lost ALL Keys	Delete ALL Keys	Immobilizer Reset	7
Add NEW Keys to Vehicle	Add More Than One New Key if Performed Post Immobilizer Reset	Smart Code Registration	24
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	31

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-code](#)5
- [Reset Approval Request \(TIS Pre-approval\)](#)7
- [Opening Smart Access in GTS+](#)8
- [Pre-approved Immobilizer Reset](#)..... 11
- [Manager Approval](#) 16
- [Approved Immobilizer Reset](#)..... 17
- [Smart Code Registration](#)..... 24
- [Undesignated Key Permanent Erasure](#)..... 31

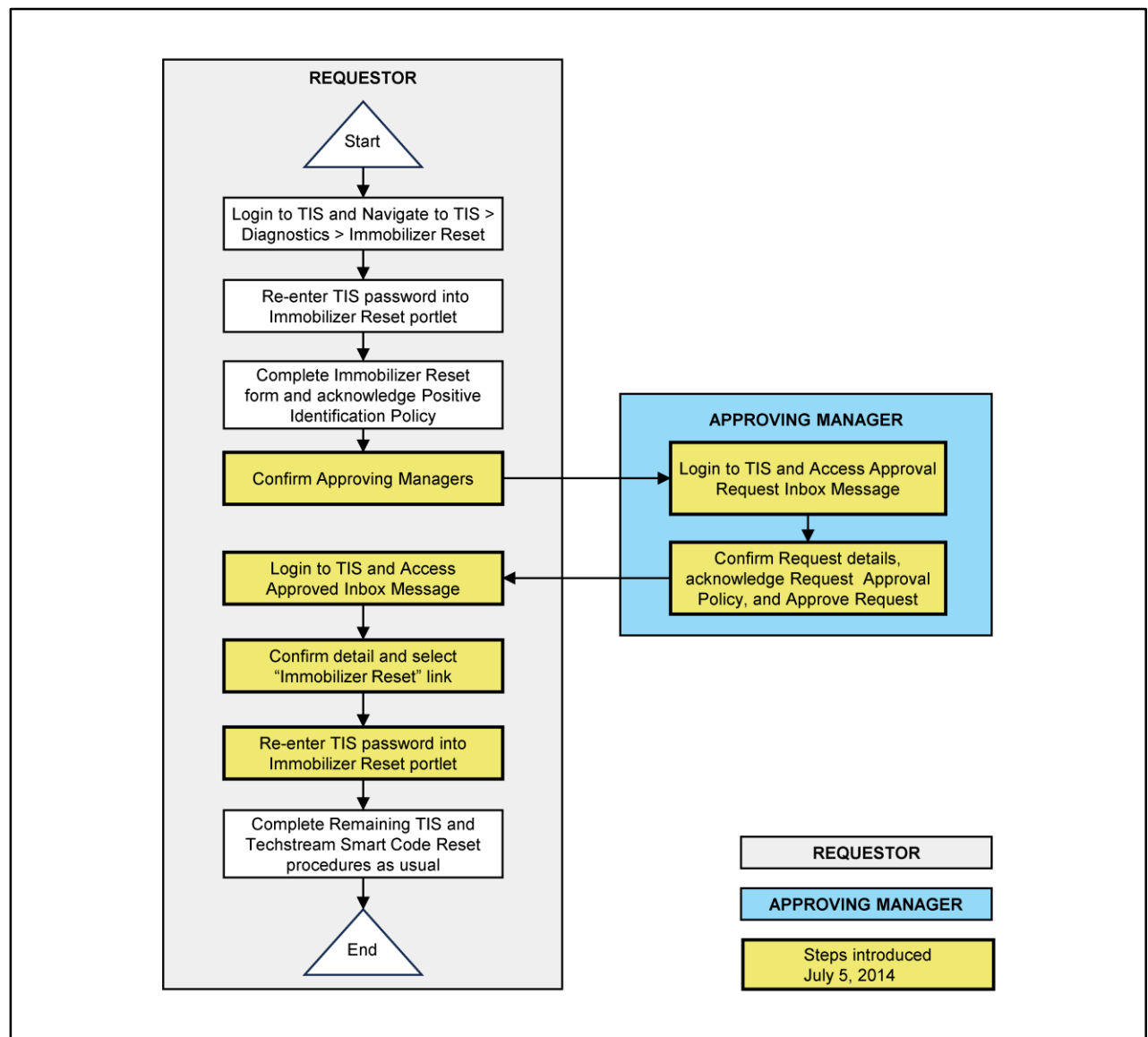
Smart Key Immobilizer Reset and Add/Remove Key

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 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 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 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 (GTS+, office, etc.).

Main Steps:

1. Obtain Authorization
 - A. Technician Reset Approval Request
 - B. Manager Access TIS Inbox Message and Approval
2. Perform Reset Via GTS+
 - 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 GTS+ AFTER Entering the Reset Utility
3. Repeated Reset Attempts With GTS+ 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 GTS+ 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.

The screenshot shows the Toyota TIS (Toyota Information System) interface. The top navigation bar includes 'Home', 'TIS', 'Service Lane', and 'TOYOTA'. Below this, there are tabs for 'Library', 'Diagnostics', 'Tech Assistance', and 'Vehicle Inquiry'. The 'Diagnostics' tab is active, and within it, the 'Immobilizer Reset' sub-tab is selected. The main content area is titled 'Immobilizer Reset' and contains a section 'Receive a Passcode'. This section explains that the process allows for the registration of a new Master Key even if all original Master Keys are lost, and that previously registered key codes will be erased. It then prompts the user to 'Re-enter your Password below to proceed to the Immobilizer and Smart Key Code Reset form.' There is a password input field with 'Clear' and 'Login' buttons. To the right of the main content, there is a 'Reference Documents' section with links to various Toyota and Scion bulletins and support pages.

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.

The screenshot shows the 'Key Code Reset' page in the Toyota TIS system. It prompts the user to 'Please complete the following fields to receive a passcode.' The fields include 'Dealer Code', 'Dealer Name', 'Technician Name', '*Vehicle VIN' (with a 17-digit VIN note), '*Repair Order/Parts Invoice Number', and '*Customer Last Name'. Below these fields is the 'Positive Identification Policy' section, which contains four checkboxes for the user to confirm: '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.' A note at the bottom states: 'Note: Details of this transaction will be included in the Monthly Vehicle Security Transaction Report sent to the Dealer GM. Also, a log of each transaction is sent to the National Insurance Crime Bureau.' At the bottom of the page are 'Back', 'Clear', and 'Next' buttons. Red arrows in the original image point to the 'Next' button and the 'Positive Identification Policy' section.

Smart Key Immobilizer Reset and Add/Remove Key

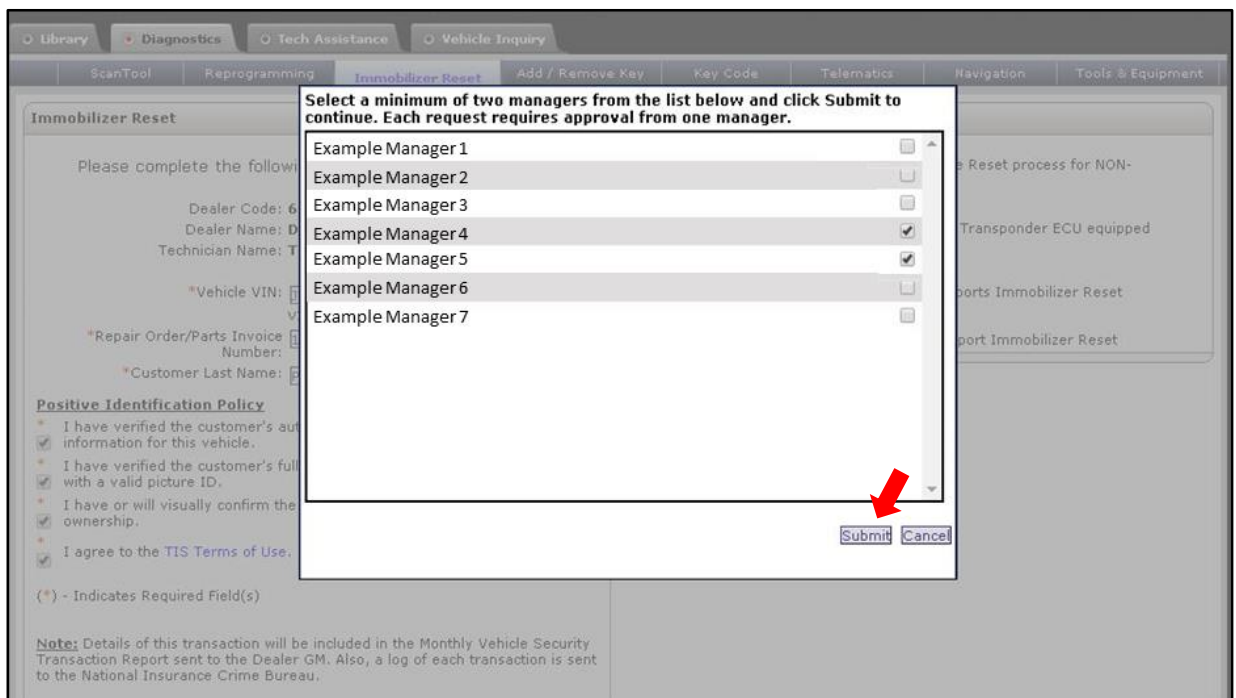
Reset Approval Request (TIS Pre-approval) (continued)

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 displays the 'Immobilizer Reset' screen in the Toyota TIS Pre-approval system. The interface includes a navigation bar at the top with tabs for Library, Diagnostics, Tech Assistance, and Vehicle Inquiry. Below this, there are tabs for ScanTool, Reprogramming, Immobilizer Reset, Add / Remove Key, Key Code, Telematics, Navigation, and Tools & Equipment. The main content area is titled 'Immobilizer Reset' and contains a form for completing the reset process. The form includes fields for Dealer Code, Dealer Name, Technician Name, Vehicle VIN, Repair Order/Parts Invoice Number, and Customer Last Name. A 'Positive Identification Policy' section contains several checkboxes for verification. A list of managers is displayed, with checkboxes for selection. A red arrow points to the 'Submit' button at the bottom right of the manager list.

Select a minimum of two managers from the list below and click Submit to continue. Each request requires approval from one manager.

Example Manager1	<input type="checkbox"/>
Example Manager2	<input type="checkbox"/>
Example Manager3	<input type="checkbox"/>
Example Manager4	<input checked="" type="checkbox"/>
Example Manager5	<input checked="" type="checkbox"/>
Example Manager6	<input type="checkbox"/>
Example Manager7	<input type="checkbox"/>

Submit Cancel

(*) - Indicates Required Field(s)

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.

Opening Smart Access in GTS+

Review the GTS+ 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 GTS+ (continued)

1. Connect GTS+ to the vehicle.

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

TOYOTA | GTS+ ONLINE

Region : NA

Vehicle Connection

Confirm the Information and press Next

Required information

VIN: VIN reacquisition VIN manual input

Division:	TOYOTA
Model:	< Select >
Model Year:	
Engine:	

Smart Key Immobilizer Reset and Add/Remove Key

Opening Smart Access in GTS+ (continued)

2. After connecting to the vehicle, Select System Select from the main menu, then select the Smart Access or Smart Key ECU.

Figure 6.

2023 Tundra HEV V35A-FTS | Production Date 01/19/2023 | 17460mile | Battery:14.4V

System Select

STATUS

- not supported or not responding
- communication OK
- communication OK in past times but not responding now.
- status unknown

ECU Status	System Name	ECU Status	System Name
<input type="radio"/>	Active Noise Control	<input type="radio"/>	Front Radar Sensor
<input type="radio"/>	Road Sign Assist	<input type="radio"/>	Pre-Collision System
<input type="radio"/>	Front Recognition Camera (Front Lighting Control)	<input type="radio"/>	Clearance Warning
<input type="radio"/>	Smart Key	<input type="radio"/>	Central Gateway
<input checked="" type="radio"/>	SRS Airbag	<input type="radio"/>	Main Body
<input type="radio"/>	Air Conditioner	<input type="radio"/>	Power Source Control
<input type="radio"/>	Acoustic Vehicle Alerting System	<input type="radio"/>	Telematics
<input type="radio"/>	Blind Spot Monitor "B"	<input type="radio"/>	Blind Spot Monitor "A"
<input type="radio"/>	Headlight Control	<input type="radio"/>	Headlight Control (Sub)

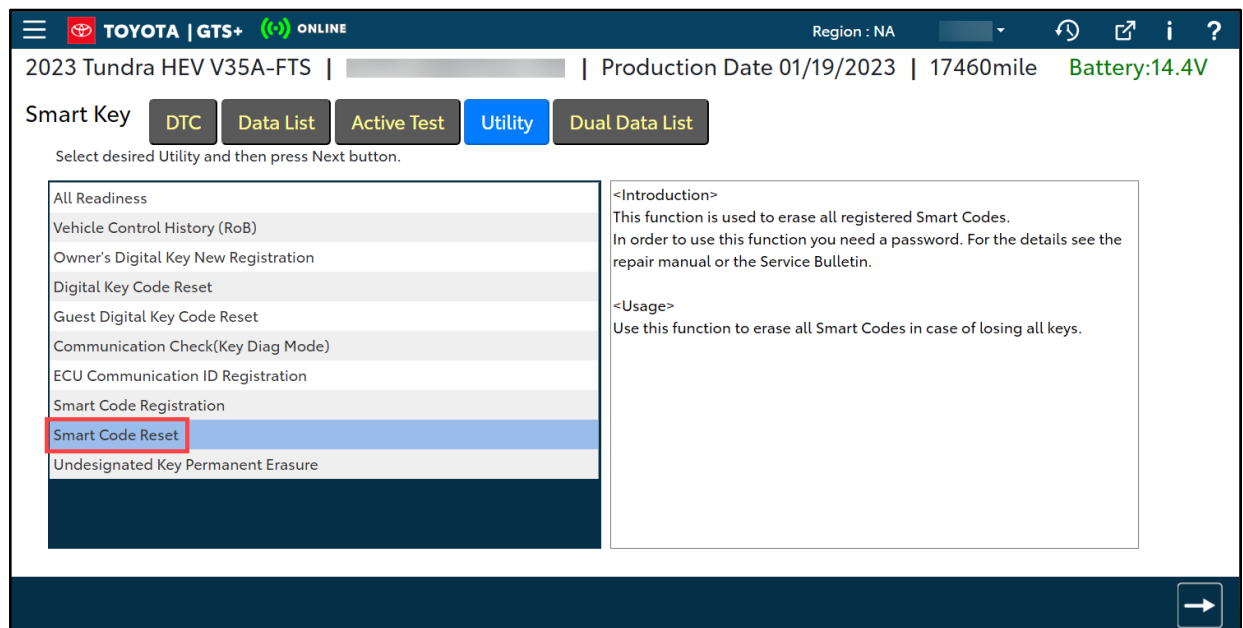
Smart Key Immobilizer Reset and Add/Remove Key

Pre-approved Immobilizer Reset

Please review the GTS+ and TIS screenshots in this bulletin.

1. Select Smart Code Reset from the Utility menu.

Figure 7.

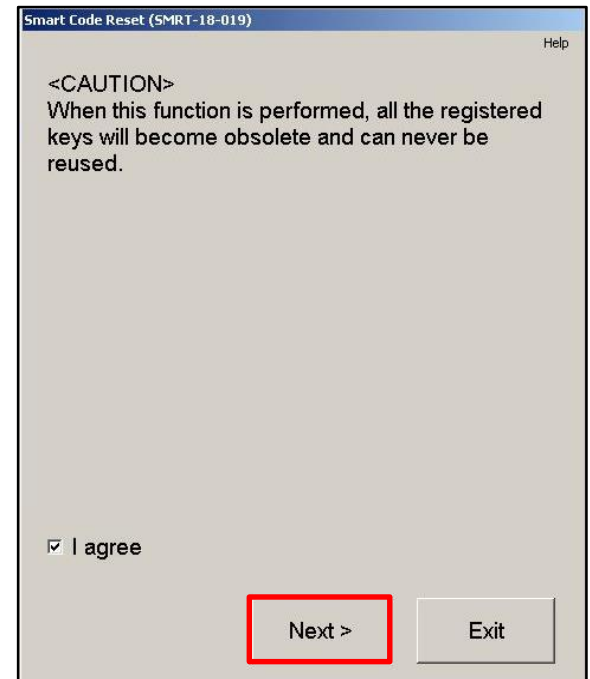


Smart Key Immobilizer Reset and Add/Remove Key

Pre-approved Immobilizer Reset (continued)

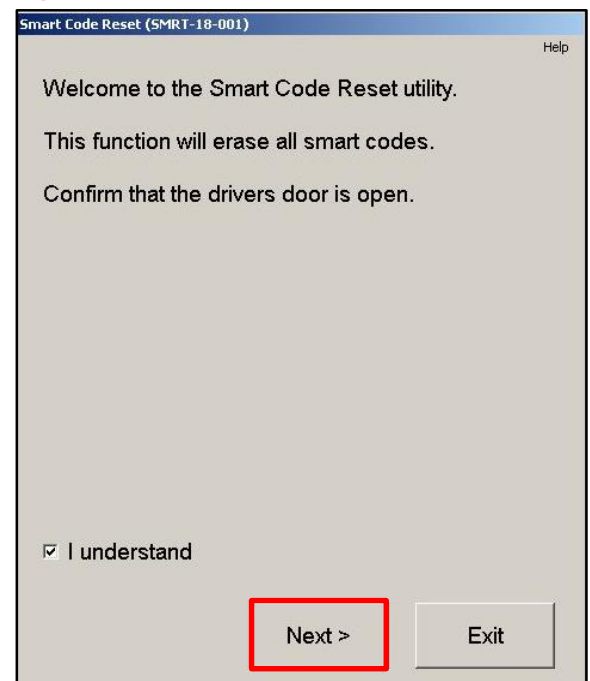
2. Read the warning, check I agree, then select Next.

Figure 8.



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

Figure 9.

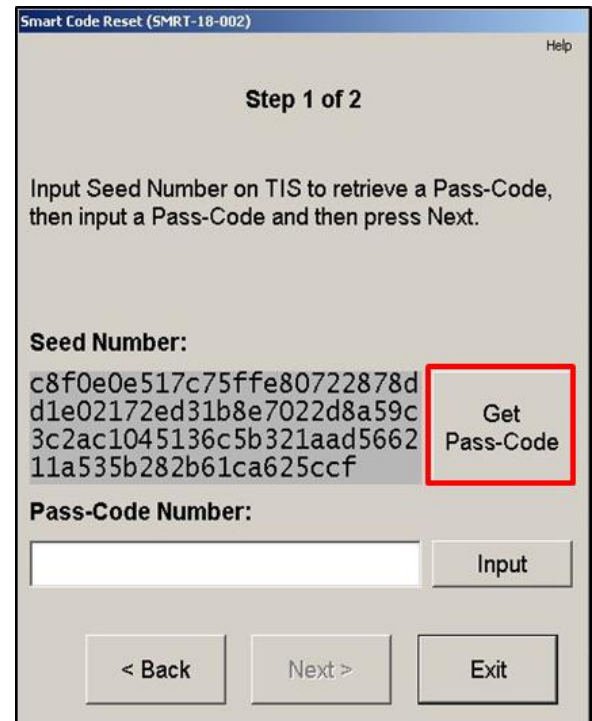


Smart Key Immobilizer Reset and Add/Remove Key

Pre-approved Immobilizer Reset (continued)

4. Select Get Pass-Code.

Figure 10.



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:

c8f0e0e517c75ffe80722878d
d1e02172ed31b8e7022d8a59c
3c2ac1045136c5b321aad5662
11a535b282b61ca625ccf

Get Pass-Code

Pass-Code Number:

Input

< Back **Next >** **Exit**

5. Copy may be selected to copy the seed number to the computer's clipboard.
6. Select Send to open a link to TIS.
Does the manager approval file for this VIN exist in your TIS inbox?
 - **YES** — Go to section [Approved Immobilizer Reset](#).
 - **NO** — Open the approval file in your TIS inbox and enter the most recent seed number to get the passcode and continue to step 7.

Figure 11.



Step 1 of 2

Smart Code Reset

c8f0e0e517c75ffe80722878d
d1e02172ed31b8e7022d8a59c
3c2ac1045136c5b321aad5662
11a535b282b61ca625ccf

Send **Copy**

< Back **Next >** **Exit**

Smart Key Immobilizer Reset and Add/Remove Key

Pre-approved Immobilizer Reset (continued)

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

Figure 12.

The screenshot shows the Toyota TIS Service Lane interface. The 'Diagnostics' tab is selected, and the 'Immobilizer Reset' sub-tab is highlighted. The page title is 'Immobilizer Reset'. Below the title, it says 'Receive a Passcode'. The text explains that the Immobilizer and Smart Key Code Reset allows the registration of a new Master Key even if all original Master Keys are lost. It also states that once the Immobilizer and/or Smart Key Code is reset, all previously registered key codes will be erased. Below this, it says 'Re-enter your Password below to proceed to the Immobilizer and Smart Key Code Reset form.' There is a 'Password:' label followed by a text input field. Below the input field are two buttons: 'Clear' and 'Login'. The footer of the page reads '© 2018 Toyota Motor Sales, Inc.'.

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

Figure 13.

The screenshot shows the Toyota TIS Service Lane interface with the 'Immobilizer Reset' sub-tab selected. The page title is 'Key Code Reset'. Below the title, it says 'Please complete the following fields to receive a passcode.' The form includes the following fields: 'Dealer Code:', 'Dealer Name:', 'Technician Name:', '*Vehicle VIN:' (with a note '(17 digit VIN)'), '*Repair Order/Parts Invoice Number:', and '*Customer Last Name:'. Below these 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.
- * ☐ I agree to the [TIS Terms and Conditions](#).

 Below the checkboxes is a note: '(*) - Indicates Required Field(s)'. At the bottom of the form, there 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.' At the bottom right of the form, there are three buttons: 'Back', 'Clear', and 'Next'. A red arrow points to the 'Next' button.

Smart Key Immobilizer Reset and Add/Remove Key

Pre-approved Immobilizer Reset (continued)

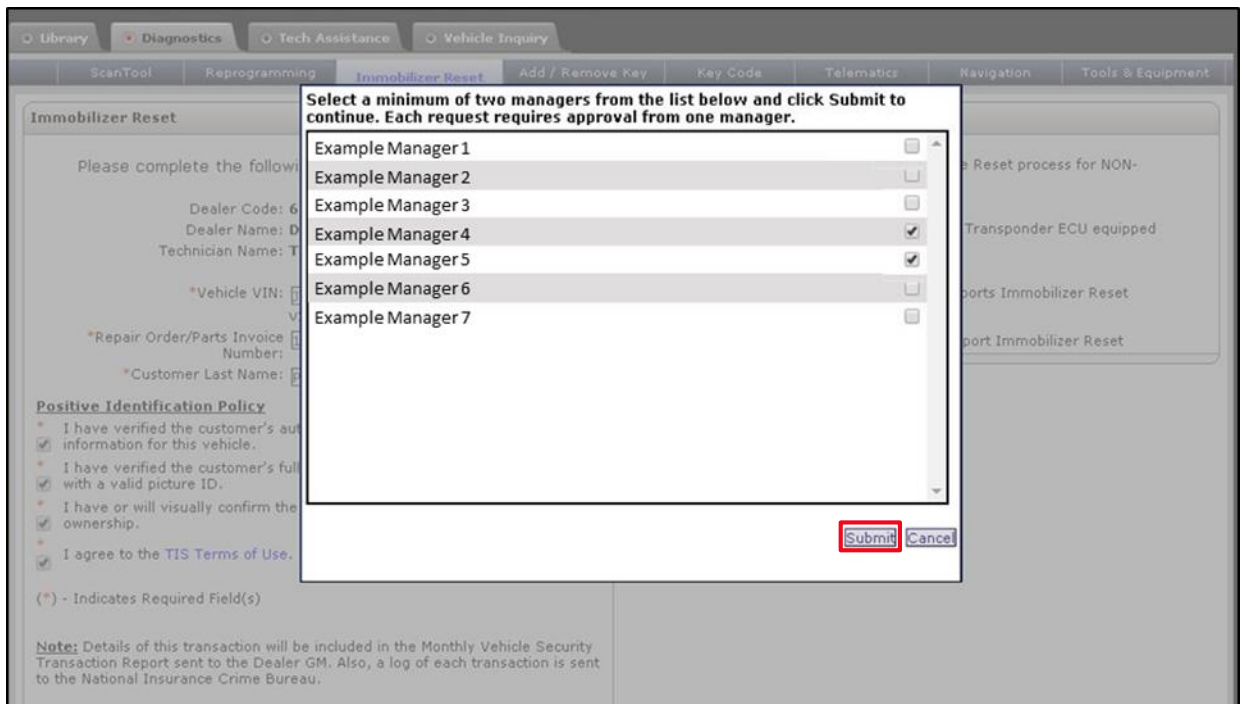
10. AFTER two or more managers are selected, select Submit.

NOTE

It is required to select AT LEAST two managers.

Each request MUST receive approval from one manager.

Figure 14.



The screenshot shows the 'Immobilizer Reset' window in the Toyota Smart Key software. The window has a title bar with tabs for Library, Diagnostics, Tech Assistance, and Vehicle Inquiry. Below the title bar are several buttons: ScanTool, Reprogramming, Immobilizer Reset (selected), Add / Remove Key, Key Code, Telematics, Navigation, and Tools & Equipment. The main area of the window is titled 'Immobilizer Reset' and contains a form for completing the reset process. The form includes fields for Dealer Code, Dealer Name, Technician Name, Vehicle VIN, Repair Order/Parts Invoice Number, and Customer Last Name. Below these fields is a section titled 'Positive Identification Policy' with several checkboxes for verification steps. A modal dialog box is open over the form, 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 box contains a list of seven example managers, each with a checkbox. The checkboxes for 'Example Manager 4' and 'Example Manager 5' are checked. At the bottom of the dialog box are 'Submit' and 'Cancel' buttons. The 'Submit' button is highlighted with a red box.

11. After manager approval is received, go to the [Approved Immobilizer Reset](#) section on pg. 17.

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.

The user [REDACTED] has requested to perform an Immobilizer Reset on 02/14/2018 01:01 PM CST. The details of the request are as follows,

Request Details:

Request No: 18021400670
 Dealer Code: 60473
 Dealer Name: DEALER DAILY TEST LEXUS
 Technician Name: [REDACTED]
 Vehicle VIN: JTHB51F [REDACTED]
 Repair Order/Parts Invoice Number: 123456
 Customer Last Name: [REDACTED]

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 of Use.

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 of Use.

(*) - Indicates Required Field(s)

This request will expire in 72 hours from the time of receipt of this message at **02/17/2018 01:01 PM CST**.
 For assistance, please contact the Dealer Daily Helpdesk.
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.

Inbox Home Cancel **Approve** Reject

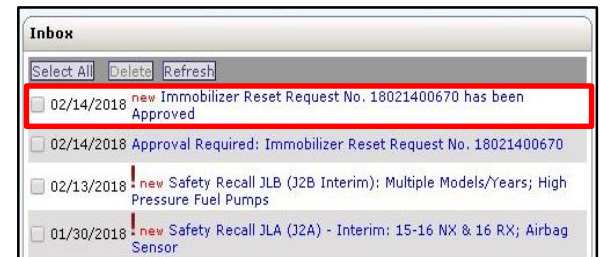
Smart Key Immobilizer Reset and Add/Remove Key

Approved Immobilizer Reset

Please reference the GTS+ and TIS screenshots in this bulletin.

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

Figure 17.



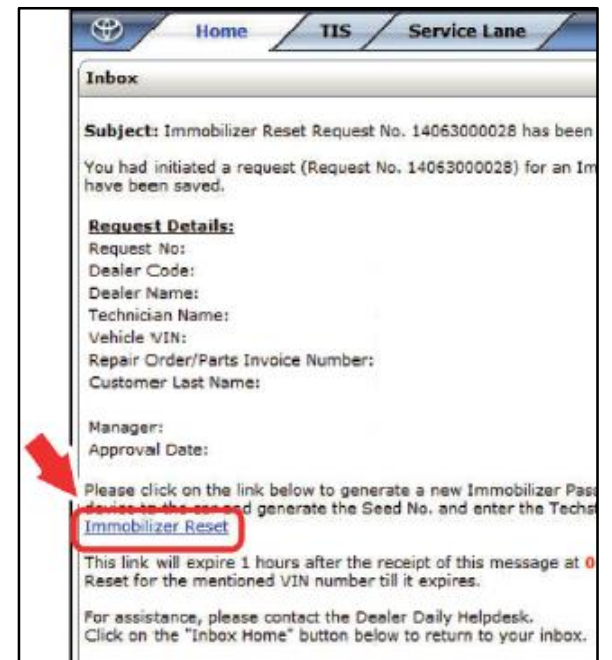
2. Select the title to open the approval.

NOTE

- It is recommended to retrieve the passcode from the GTS+ 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.

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 GTS+ software version and paste the seed number from GTS+.
7. Select Next.

Figure 20.

Smart Key Immobilizer Reset and Add/Remove Key

Approved Immobilizer Reset (continued)

8. 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.

9. 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.

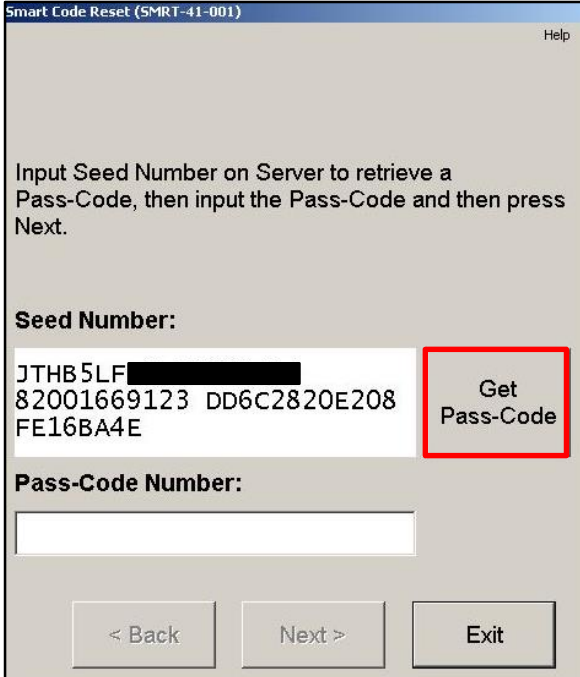
Figure 22.

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:

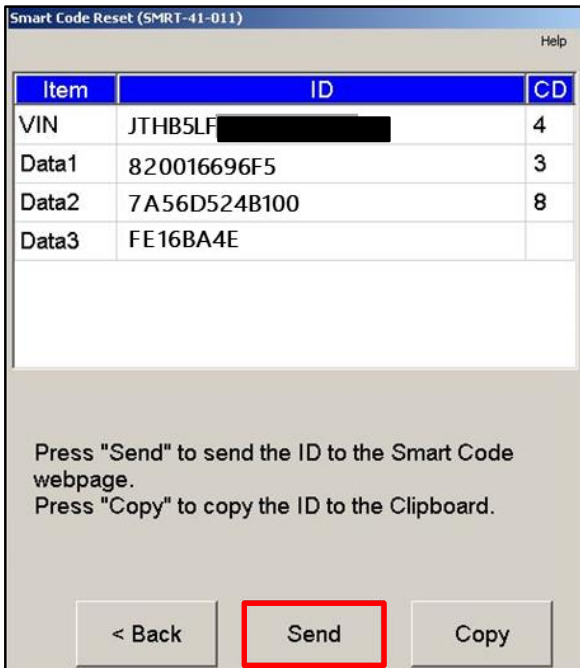
[Empty text box]

< 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** (highlighted in red) Copy

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 GTS+ screen, select Submit.

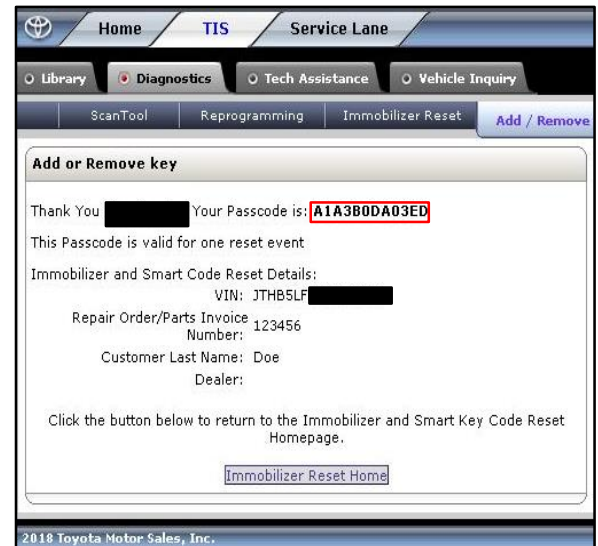
Figure 26.

Smart Key Immobilizer Reset and Add/Remove Key

Approved Immobilizer Reset (continued)

14. The bolded passcode can be copied and pasted back into GTS+.

Figure 27.



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: JTHB5LF [REDACTED]

Repair Order/Parts Invoice Number: 123456

Customer Last Name: Doe

Dealer:

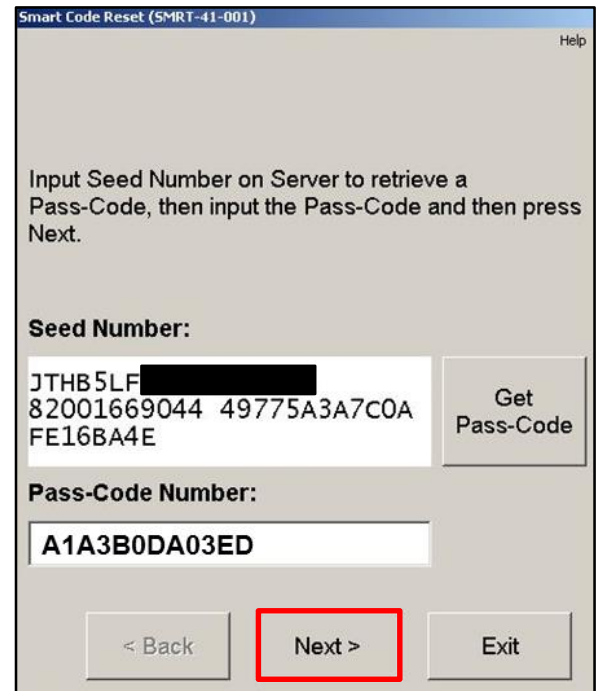
Click the button below to return to the Immobilizer and Smart Key Code Reset Homepage.

[Immobilizer Reset Home](#)

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15. Copy and paste the number (with no additional spaces) into the Pass-Code Number box and select Next.

Figure 28.



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] 82001669044 49775A3A7C0A FE16BA4E

[Get Pass-Code](#)

Pass-Code Number:

A1A3B0DA03ED

< Back **Next >** Exit

Smart Key Immobilizer Reset and Add/Remove Key

Approved Immobilizer Reset (continued)

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

Figure 29.

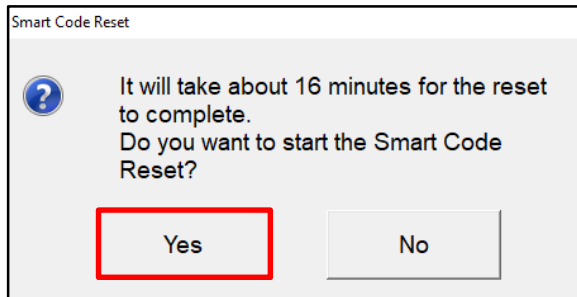
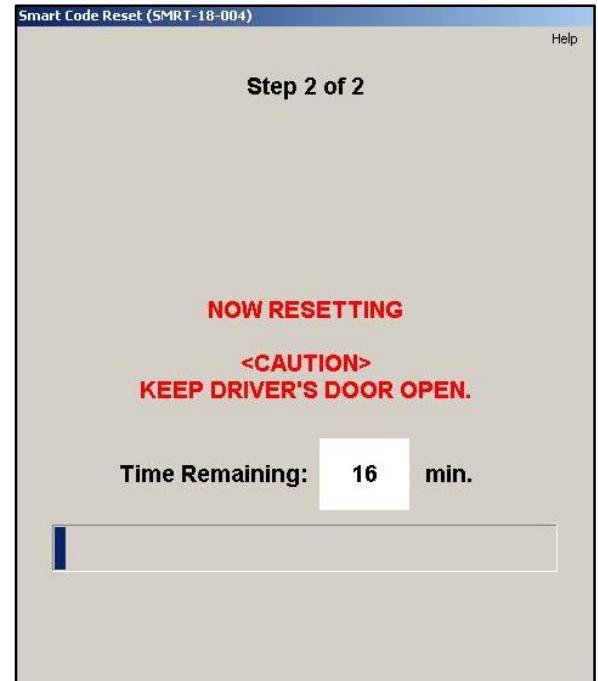


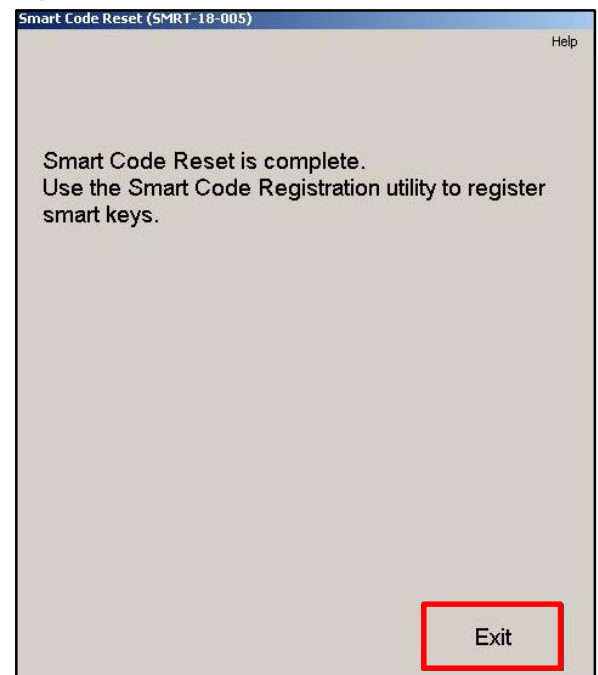
Figure 30.



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

18. Select Exit.

Figure 31.



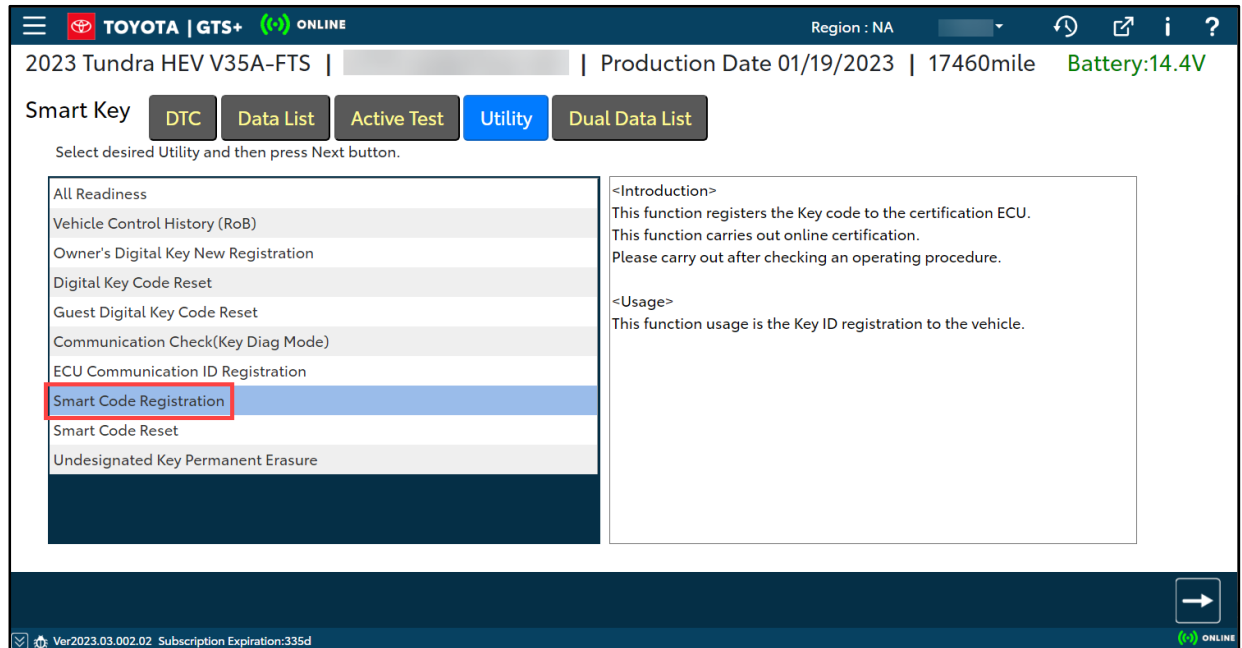
Smart Key Immobilizer Reset and Add/Remove Key

Smart Code Registration

Reference the GTS+ 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)

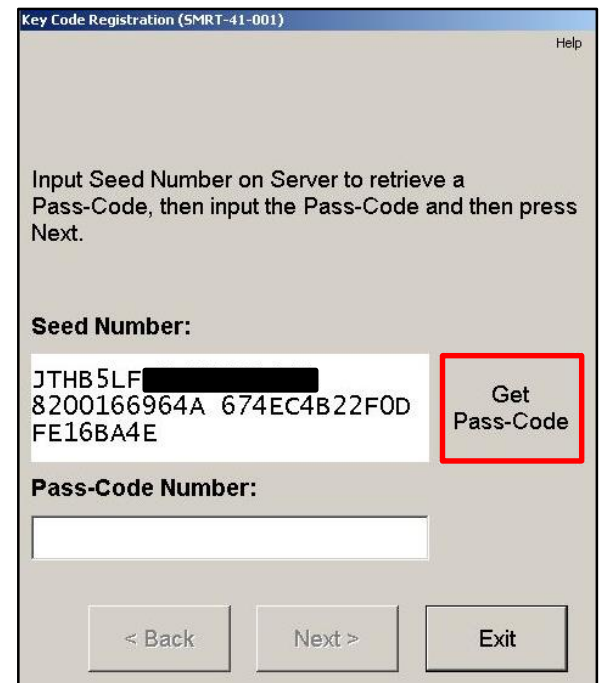
2. Read the instructions, check each item, and select Next.

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:

Clean **Login**

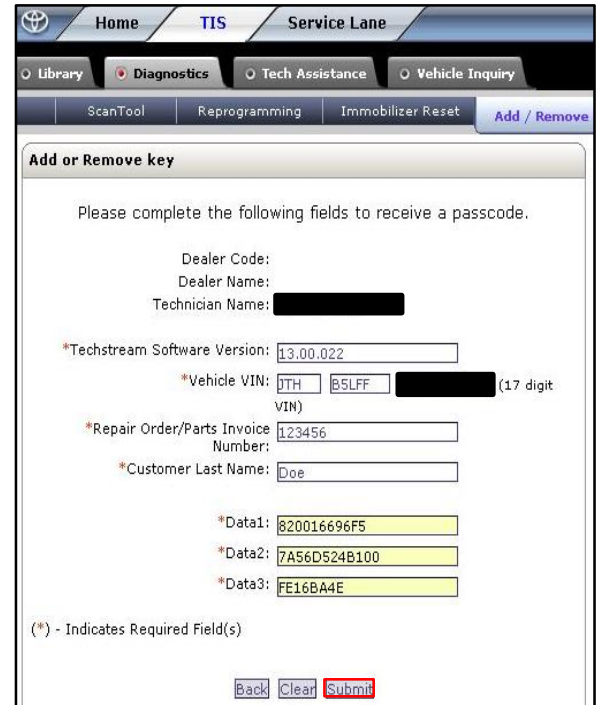
2018 Toyota Motor Sales, Inc.

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 GTS+ 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 [REDACTED] BSLFF [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 GTS+.

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: **A1A380DA03ED**

This Passcode is valid for one reset event

Immobilizer and Smart Code Reset Details:
VIN: JTHB5LF [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. Copy and paste the number (with no additional spaces) into the Pass-Code Number box and select Next.

Figure 39.

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.

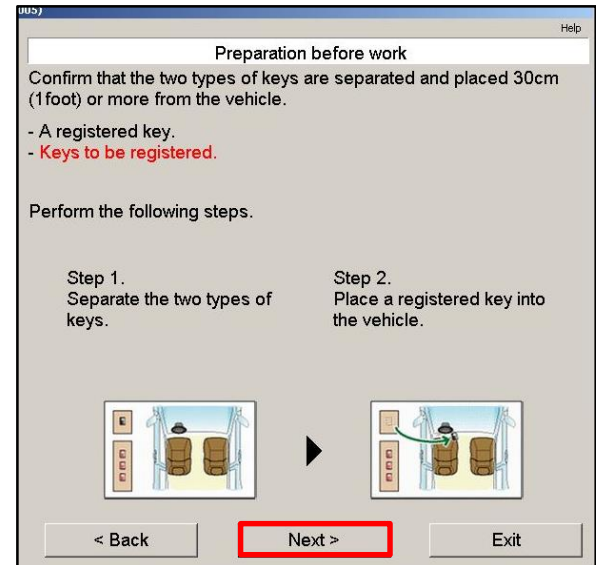
Figure 40.

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.

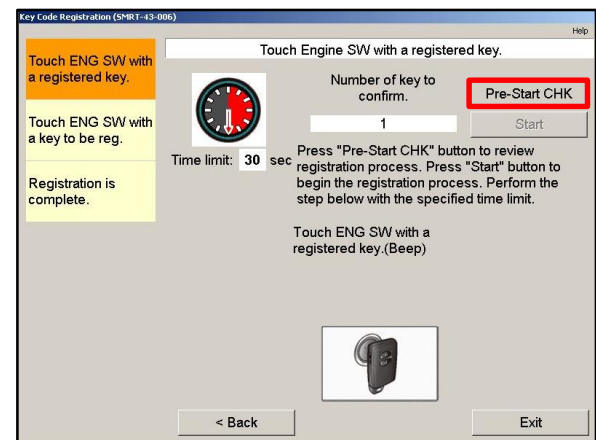


16. Touch the ignition switch with the registered key.
17. Select Pre-Start CHK to review the registration process.

NOTE

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

Figure 42.

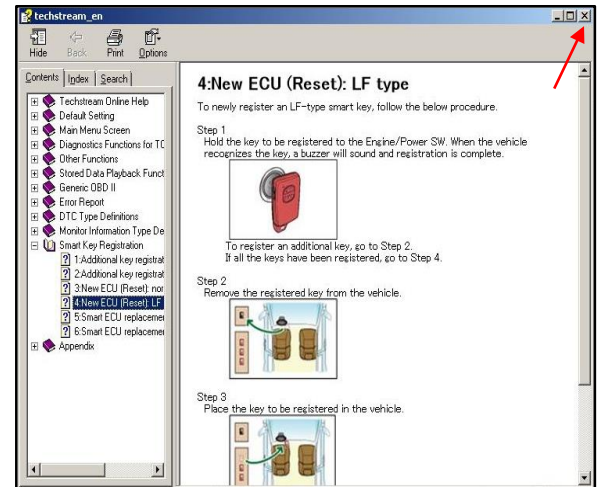


Smart Key Immobilizer Reset and Add/Remove Key

Smart Code Registration (continued)

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

Figure 43.

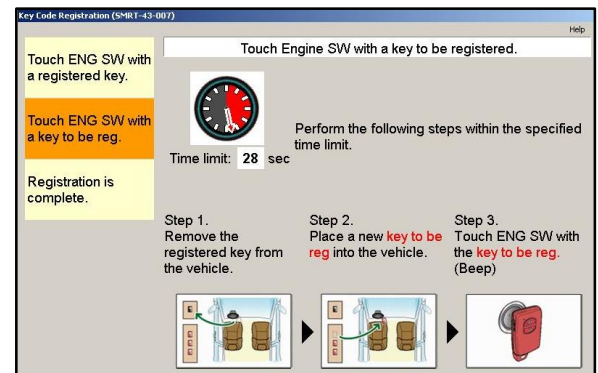


19. Touch the ignition switch with the NEW key. The vehicle will beep twice AFTER each key is registered.

NOTE

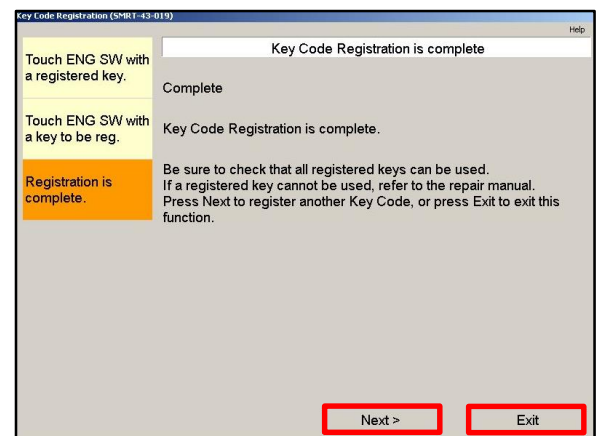
If adding keys AFTER performing an immobilizer reset, multiple keys can be added at a time. The vehicle will beep once each time a NEW key is registered. Repeat this step until ALL NEW keys are registered.

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

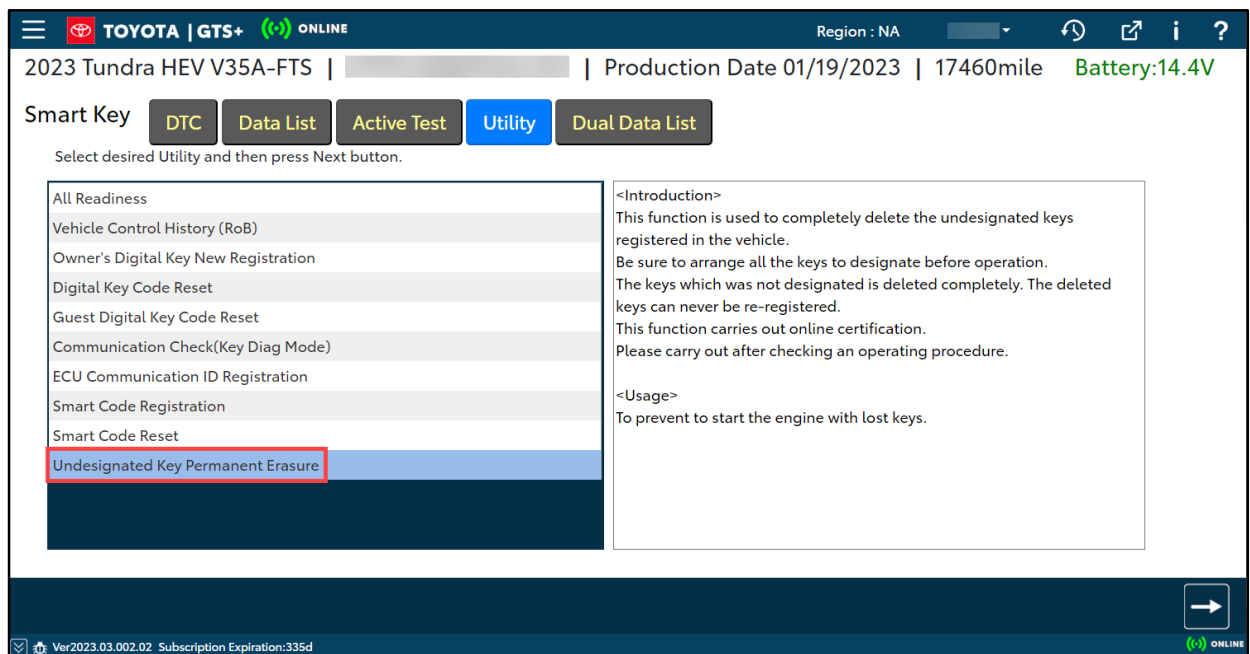
Reference the GTS+ and TIS screenshots in this bulletin.

1. Select Undesignated Key Permanent Erasure.

NOTE

Make sure ALL keys to be reused are present.

Figure 46.

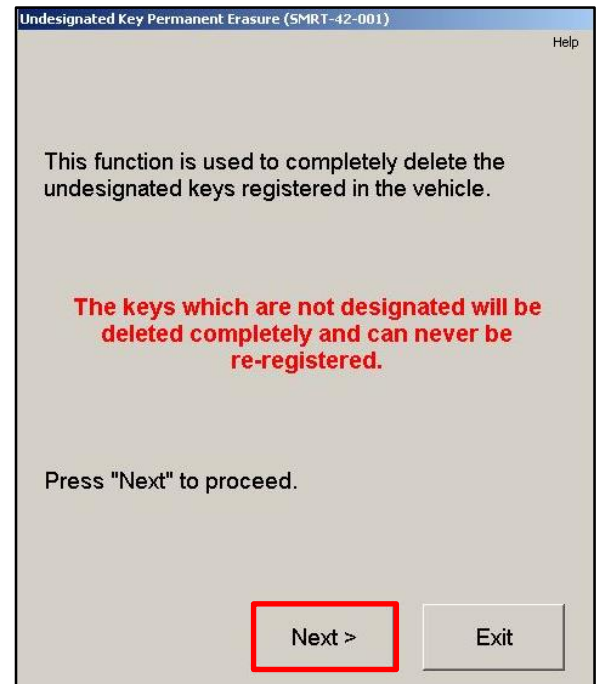


Smart Key Immobilizer Reset and Add/Remove Key

Undesignated Key Permanent Erasure (continued)

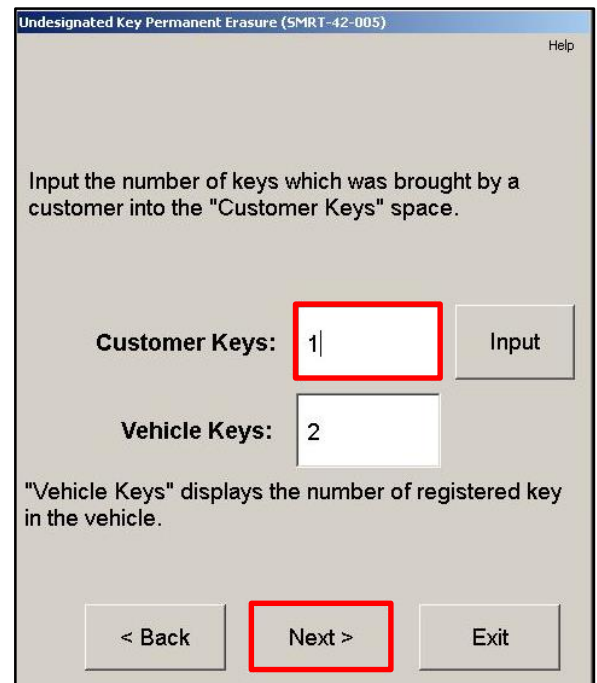
2. Read the warning message BEFORE continuing. The keys that are NOT present in this procedure will be permanently erased from the vehicle. Erased keys will NOT be functional on this, or ANY vehicle.
3. Select Next.

Figure 47.



4. Input the number of customer keys that are present and select Next.

Figure 48.

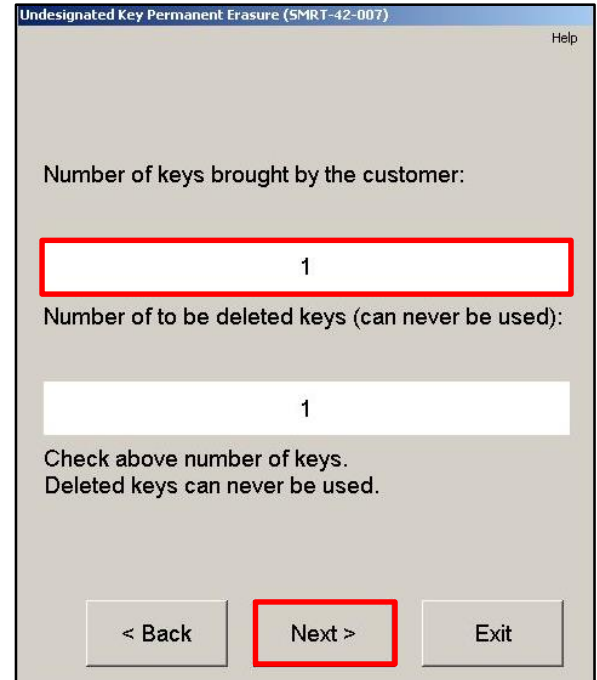


Smart Key Immobilizer Reset and Add/Remove Key

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):

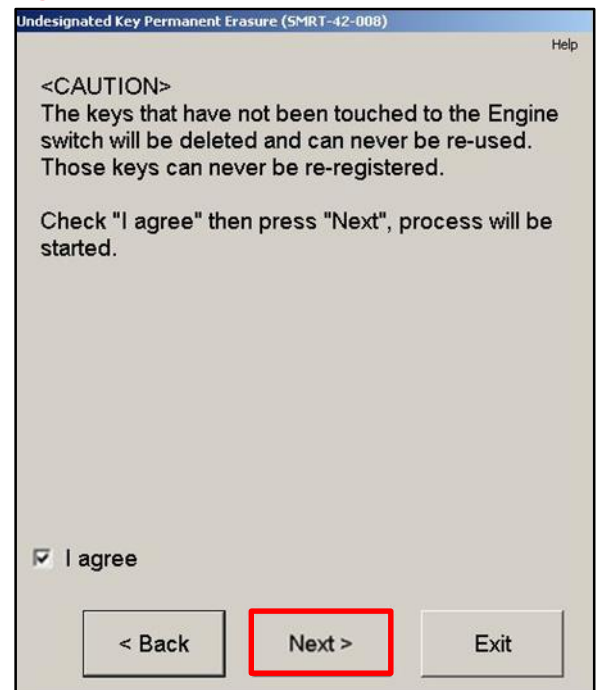
1

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

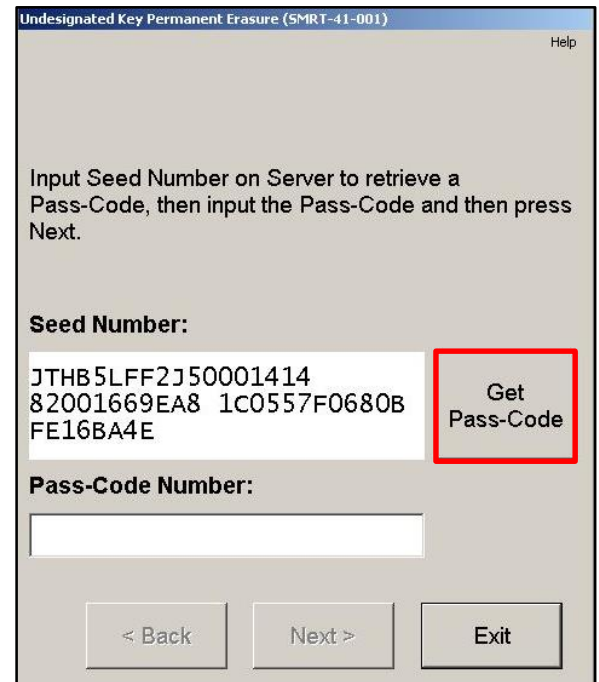
< Back Next > Exit

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:

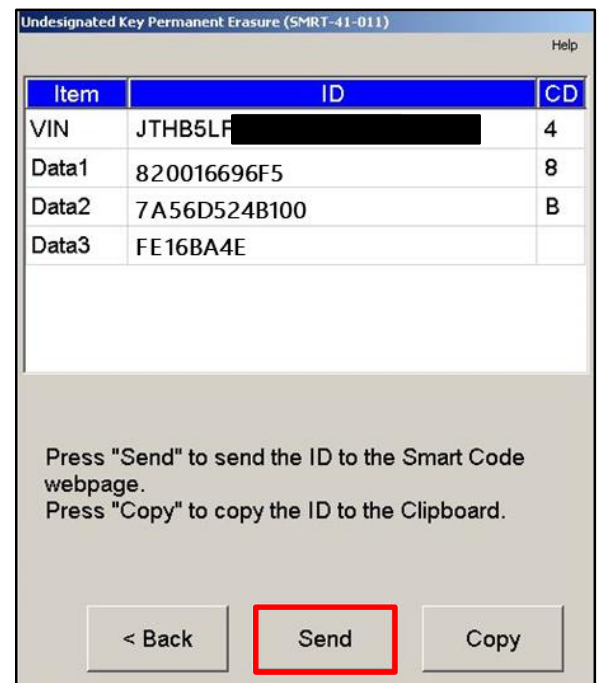
JTHB5LFF2J50001414
82001669EA8 1C0557F0680B
FE16BA4E

Pass-Code Number:

< Back Next > Exit

9. Select Send to open a link to TIS.

Figure 52.



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

Item	ID	CD
VIN	JTHB5LF	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.
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 Toyota TIS Service Lane interface. The 'Add / Remove Key' tab is selected in the top navigation bar. Below the navigation bar, the 'Add or Remove key' form is displayed. The form has a section titled 'Receive a Passcode' which states: '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.' There is a 'Password:' text box and two buttons: 'Clean' and 'Login'. The 'Login' button is highlighted with a red box.

Figure 54.

The screenshot shows the Toyota TIS Service Lane interface. The 'Add / Remove Key' tab is selected in the top navigation bar. Below the navigation bar, the 'Add or Remove key' form is displayed. The form has a section titled 'Please complete the following fields to receive a passcode.' which includes the following fields: 'Dealer Code:', 'Dealer Name:', 'Technician Name:', '*Techstream Software Version:' (with value 13.00.022), '*Vehicle VIN:' (with value JTH and a note '(17 digit VIN)'), '*Repair Order/Parts Invoice Number:' (with value 123456), '*Customer Last Name:' (with value Doe), '*Data1:' (with value 820016696F5), '*Data2:' (with value 7A56D524B100), and '*Data3:' (with value FE16BA4E). At the bottom, there is a note '(*) - Indicates Required Field(s)' and three buttons: 'Back', 'Clear', and 'Submit'. The 'Submit' button is highlighted with a red box.

Smart Key Immobilizer Reset and Add/Remove Key

Undesignated Key Permanent Erasure (continued)

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

Figure 55.

The screenshot shows the 'Add or Remove key' screen in the Toyota TIS Service Lane. The screen displays the following information:

- Thank You [Redacted] Your Passcode is: **A1A3B0DA03ED**
- This Passcode is valid for one reset event
- Immobilizer and Smart Code Reset Details:
 - VIN: JTHB5LF[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.
- Buttons: [Immobilizer Reset Home](#)

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

16. Select Next.

Figure 56.

The screenshot shows the 'Undesignated Key Permanent Erasure (SMRT-41-001)' screen. The screen displays the following information:

- Input Seed Number on Server to retrieve a Pass-Code, then input the Pass-Code and then press Next.
- Seed Number:
 - JTHB5LF[Redacted]
 - 82001669EA8 1C0557F0680B
 - FE16BA4E
- Pass-Code Number:
 - A1A3B0DA03ED**
- Buttons: [Get Pass-Code](#), [Next >](#), [Exit](#), [Back](#)

Smart Key Immobilizer Reset and Add/Remove Key

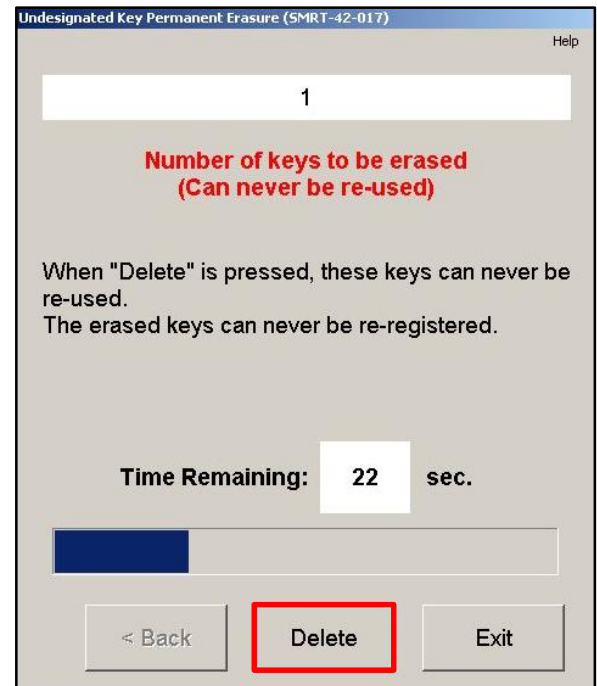
Undesignated Key Permanent Erasure (continued)

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.

