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Immobilizer and Smart Key Reset

Service Category Vehicle Interior

Section	Theft Deterrent/Keyless Entry	Market USA	ASE Certification

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION	
1998 – 2015	4Runner, Avalon, Avalon HV, Camry,		
	Corolla BR-Prod, FJ		
	Cruiser, Highlander,		
	Cruiser, MR2 Spyder,		
	Matrix, Prius, Prius		
	C, Prius PHV, Prius V, RAV4, RAV4 EV,		
	Sequoia, Sienna,		
	Solara, Tacoma, Tundra, Venza, Yaris		

REVISION NOTICE

July 25, 2014 Rev1:

· Sections 1, 2, and 3 have been updated.

Any previous printed versions of this bulletin should be discarded.

SUPERSESSION NOTICE

The information contained in this bulletin supersedes SB No. SS003-01.

Applicability has been updated to include 1998 – 2015 applicable model year vehicles.

Service Bulletin No. SS003-01 is Obsolete and any printed versions should be discarded. Be sure to review the entire content of this bulletin before proceeding.

Immobilizer and Smart Key Reset

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

There are new security provisions required to obtain a Reset Pass-Code. It is critical that the instructions for this new process are reviewed BEFORE attempting to get a Pass-Code in the new system.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	Т2
N/A	Not Applicable to Warranty	-1	-	-	-

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream 2.0*		TS2UNIT	1
Techstream Lite	ADE	TSLITEPDLR01	

* Essential SST.

NOTE

- Only ONE of the Techstream units listed above is required.
- Software version 9.10.037 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

Service Bulletin Overview

1. Review the vehicle application chart in the Technical Information System (TIS) to verify the vehicle is capable of being reset.

Refer to the *Toyota / Scion Vehicle Support* chart located on TIS, under *Diagnostics – Immobilizer Reset – Reference Documents.*

- 2. Review the new security authorization process and chose the option that best supports your dealer situation.
- 3. Follow the Techstream and TIS screenshots to obtain the Pass-Code needed to open registration for Immobilizer and Smart Key programming.

NOTE

Some early ECM based Immobilizers cannot be reset using Techstream. For these vehicles, do the following:

- Identify the vehicle using the Toyota / Scion Vehicle Support noted above.
- · Refer to the most recent PANT bulletin for instructions.

Immobilizer and Smart Key Reset

Section 1: Security Authorization for the Reset Pass-Code

An improved security measure has been 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 flow chart and become familiar with the options outlined prior to attempting a vehicle reset.

Figure 1. Immobilizer Reset Process



Immobilizer and Smart Key Reset

Section 1: Security Authorization for the Reset Pass-Code (Continued)

Key Points:

- The Reset request can be submitted from the 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 as needed until the vehicle repair is completed.
- Each Reset attempt for the same VIN will generate a new Seed Number and a unique Pass-Code.
- The request and approval hand-off between 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 In-Box Message and Approve
- 2. Perform Reset with Techstream
 - A. Access Approval In-Box Message
 - B. Perform Reset at Vehicle

Variations:

- 1. Pre-approval before vehicle is accessed (as per above 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 has been completed an approval request will be sent to all approving managers. Dealership personnel with the following job titles in "Staffmaster" are granted Pass-Code 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 2 enrolled managers in order to access any Pass-Codes.

Immobilizer and Smart Key Reset

Section 1: Security Authorization for the Reset Pass-Code (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 2-digit code (such as 21 or 22). Refer to the applicable Repair Manual for details.

Please review the Techstream 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. Login using your password. Figure 2.

ScanTool	Calibrations Immobilizer Reset
Key Code Reset	
	Receive a Passcode
Immobilizer and Smar Key even if all original Key Code is reset, all J	rt Key Code Reset allows the registration of a new Master I Master Keys are lost. Once the Immobilizer and/or Smart previously registered key codes will be erased.
Re-enter your Passwor Reset form,	rd below to proceed to the Immobilizer and Smart Key Code
Pas	ssword:
	Clear Login

Section 2: Reset Approval Request (TIS Pre-Approval) (Continued)

2. Enter the information requested, check all 4 boxes below *Positive Identification Policy*, then click *Next*.

Figure 3.

-	ScanTool	Calibrations	Immobilizer Rese	t Key Code Telematics
(ey Co	ode Reset			
		Please complete the	following fields to re	eceive a passcode.
		Dealer Cod	fe:	
		Dealer Nam	ie:	
		Technician Nam	ie:	
		#Mahiala M		
		Venucie VI		(17 digit VIN)
-	**Rep	pair Order/Parts Invoice Numbe	er:	
		*Customer Last Nam	ie:	
Positi	ve Identification Po	blicy		
181 T	I have verified the	customer's authority to obtain	vehicle security informat	ion for this vehicle.
*	I have verified the	customer's full legal name and	confirmed their identity w	with a valid picture ID.
* [I have or will visual	lly confirm the vehicle's registr	ation document and owne	rship.
* [I agree to the TIS	Terms and Conditions.		
(*) - 1	ndicates Required Fie	eld(s)		
Note: of eac	Details of this transa h transaction is sent	action will be included in the M ; to the National Insurance Crir	lonthly Vehicle Security Tr me Bureau.	ransaction Report sent to the Dealer GM. Also, a log

 A minimum of two managers are required to be selected. Once two or more managers are selected, click *Submit* to continue. Each request is required to be approved by one manager. Once manager approval is received, continue to Section 5, *"Receipt of Pass-Code."*

Figure 4.

Example Manager 1	
Example Manager 2	
Example Manager 3	
Example Manager 4	
Example Manager 5	
	Submit Car

Section 3: Techstream Reset Utility (With Request)

- 1. Connect Techstream to the vehicle.
 - Figure 5.



Immobilizer and Smart Key Reset

Section 3: Techstream Reset Utility (With Request) (Continued)

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

Anal 💉 10 💉 Weo	Venicle Connector Wizzra(5301-06)	
2 1 2	Select the Enternation and press Fackt	A DESCRIPTION OF THE OWNER OWNER OF THE OWNER OWNER OF THE OWNER OWNE
	Required elematica.	
Check for Scartosi	Dission TOYOTA -	
Contraction 1	Model .	
	ModelYear Hilux	
Regelf Apr	De Land Cruiser	
User	Matrix	
	Option MR2	
Selection	MR2 Spyder	
	Paseo	
	Previa	
Section 21 Test	Optional Information	
	VIN Prius PHV	The second second second second second
	Mema Prius V	Party of the local division of the local div
Log Out	Rav4	and the second se
	Rav4 EV	A second and the second second second second
Ver 8.10.021	History Help Cancel	
Subscription Expiration		
255d 22h 56m		Constant of the Article of the Article of the

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

Figure 7.

toot Viki Hauth Chack	System Selection Select desired system and I System Yellaw = ECL System White = ECU "System White wAate All ECUs Powertrain	Astern Selection Menu Red design and then press the arrow button to access the ECU. System Yellow = ECU status unknown. System FCU set = ECU consumation OK System White wiAsterisk = ECU not supported or not responding. NI ECUs Powertrain Chassis						
Custoritza Setting ECU Reptogramming CAN Ruz Check	Engrie and ECT EMPS Pre-Collision P-Door Motor Combination Meter Remote Engine Starter	Hybrid Control Lane Keeping Assist Pre-Collision 2 RL-Door Motor HL AutoLevaling Navigation System	Radar Cruise Transmission Control Main Body RR-Door Motor Smart Key PM2 Gateway	ABS/VSC/TRAC Air Conditioner PM1 Gateway Master Switch Power Source Control Telematics	Tire Pressure Monitor SRS Airbag D-Door Motor Stiding Roof Occupant Detection			
	This ECU controls keyless	entry and starting engine	with the detection SmartKey			× .		
TIS Search Part	1							

Section 3: Techstream Reset Utility (With Request) (Continued)

4. Choose the Immobilizer or Smart Code Reset utility.

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Figure 8.

	Utility Selection Menu					
	Select desired Utility and then press Next button					
Input Y84	Customize ECU Communication ID Registration	Communication Check(Key Diag Mode) Smart Code Erasure	^			
Trouble Codes	Smart Code Registration (Classic)	Smart Code Registration				
Data List						
Active Test						
Minie						
Latingy)					
Dual Data List						
			~			
	<usage> Use this function to erase all Smart Codes in case of <introduction></introduction></usage>	Alosing all keys.				
TIS Keyword	This function erases all registered Smart Codes In o the Service Bulletin.	order to use this function you need a password. For the details see the re	pair manual or			

5. Enter the VIN if prompted.

Figure 9.

	Utility Select	Smart Code Reset (SMRT-01-011)	
Trouble Codes	Customize ECU Communicati Smart Code Regist	Input VIN.	ig Mode)
Data List Active Test		VIN could not be retrieved from vehicle. VIN input is required.	
Afrikan Utiliy Doub Data List		Input	· · · · · · · · · · · · · · · · · · ·
		If the inputted characters are correct, press Next to proceed.	
	<pre>{</pre>		
TIS Keyword	<pre><introduction> This function erase the Service Bulletin</introduction></pre>	< Back Next > Exit	r the details see the repair manual or

Section 3: Techstream Reset Utility (With Request) (Continued)

6. Techstream will generate a Seed Number. Click Get Pass-Code.

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Figure 10.

	Utility Select Select desired Utilit	Smart Code Reset (SMRT-01-002)	NATURAL STATE	
Input VIN Trouble Codes	Customize ECU Communicati Smart Code Regist Smart Code Reset	Step 1 of 2	ig Mode) 🔨	
Data List Active Test		Input Seed Number on TIS to retrieve a Pass-Code, then input a Pass-Code and then press Next.		
Lucitor D		Seed Number:		
Dual Data List		aa910acd208095b9d015943c6 97037521d1ed11fc5b177c0cb 7f0cd395b0524bd1063eed58e Sdbd98a5fcd4bde1763e3		
		Pass-Code Number:		
	<usage> Use this function to</usage>	Input	8	
TIS Keyword	<introduction> This function erase the Service Bulletit</introduction>	< Back Next > Exit	r the details see the repair manual or	

7. Click Send to connect to TIS.

Figure 11.

	Utility Selection	Code Reset (SMRT-01-002)	
Input VIN Trouble Codes	Customize ECU Communicati Smart Code Regist	Step 1 of 2	ig Mode)
Data List Active Test Unity Dual Data List		rCode Reset aa910acd208095b9d015943c6 97037521d1ed11fc5b177c0cb 7f0cd395b0524bd1063eed58e 5dbd98a5fcd4bde1763e3 Press "Send" to send the Seed Number to the Smart Code Reset webpage. Press "Copy" to copy the Seed Number to the Clipboard. Send Copy	
TIS Keyword	<usage> Use this function to <introduction> This function erase the Service Bulletic</introduction></usage>	< Back Next > Exit	r the details see the repair manual or

Immobilizer and Smart Key Reset

Section 3: Techstream Reset Utility (With Request) (Continued)

NOTE

- If there is already a management approval file for this VIN, DO NOT follow the next 3 steps to resubmit a request. Open the approval file in your TIS inbox and enter the most recent Seed Number to get the Pass-Code (as outlined in Section 5, "Receipt of Pass-Code"). Then go to Section 6, "Techstream Reset Utility (Reset Initiated)."
- For repeated Reset attempts after the approval is completed, follow Section 3, "Techstream Reset Utility (With Request)," and Section 6, "Techstream Reset Utility (Reset Initiated)," using the same management approval file.
- 8. When the TIS window opens, enter your password to login.

Figure 12.

Scanlool	Calibrations	Immobilizer Reset	(and a second
Key Code Reset			
	Receive a Passo	ode	
Immobilizer and Sma Key even if all origina Key Code is reset, al	art Key Code Reset allows the al Master Keys are lost. Once I previously registered key c	e registration of a new the Immobilizer and/ odes will be erased.	Master or Smart
Re-enter your Passwo Reset form.	ord below to proceed to the 1	Immobilizer and Smart	t Key Code
Pa	assword:		
	Clear Login		

Immobilizer and Smart Key Reset

Section 3: Techstream Reset Utility (With Request) (Continued)

9. Fill in the required information and select Next.

Figure 13.

	ScanTool	Calibrations	Immobilizer Reset	Key Code Telematics Navigation
Key Co	de Reset	la massar est succes	and the second second	in the second
		Please c	omplete the following fi	elds to receive a passcode.
			Dealer Code:	
			Dealer Name:	
		Т	echnician Name:	
			*Vehicle VIN:	(17 digit VIN)
		*Repair Order/Parts I	Invoice Number:	
		*Custo	omer Last Name:	
Positi	ve Identification Pol	licy		
* [I have verified the o	ustomer's authority to obta	ain vehicle security informat	tion for this vehicle.
* 17	I have verified the c	ustomer's full legal name a	and confirmed their identity	with a valid picture ID.
* [I have or will visually	confirm the vehicle's reg	istration document and own	ership.
* [***	I agree to the Terms	and Conditions.		
(*) - I	ndicates Required Field	(s)		
Note: sent to	Details of this transact the National Insurance	ion will be included in the I e Crime Bureau.	Monthly Vehicle Security Tra	ansaction Report sent to the Dealer GM. Also, a log of each transaction is

10. A minimum of two managers are required to be selected. Once two or more managers are selected, click *Submit* to continue. Each request is required to be approved by one manager. Once manager approval is received, continue to Section 5, *"Receipt of Pass-Code."*

Figure 14.

Example Manager 1	
Example Manager 2	
Example Manager 3	
Example Manager 4	
Example Manager 5	
	Submit Can

Immobilizer and Smart Key Reset

Section 4: Manager Approval (TIS)

1. Once the request has been submitted, one of the authorized dealer managers will locate the technician's request in their TIS home page inbox.

The manager clicks the title to open the Request.

Figure 15.

Inbox		
Select All Delete Refresh		
C 06/30/2014 new Approval Req	uired: Immobilizer Reset Request No. 14063000028	
1 06/30/2014 new w4th		
1 06/30/2014 new etherdfhgr		
06/30/2014 new horg		
06/29/2014 new Approval Requ	uired: Key Code Request No. 14062900025	
06/29/2014 new Approval Requ	uired: Key Code Request No. 14062900022	
C 05/29/2014 new dfgdfg		
C 06/29/2014 new dfgdfadfa		sector and the part of the sector of the
06/29/2014 new stifsdf		
C 06/29/2014 new sdfsdf		
□ 06/29/2014 new sdfsdf □ 06/23/2014 new dfgd	next > la	See 1. 2. 2. 3. 4. 2. 2. 1. 1. 4. 3. 3. 4. 3.
□ 06/29/2014 new sdfsdf □ 06/23/2014 new dfgd showing 1 through 10	next > la	ast >>
06/29/2014 new sdfsdf 06/23/2014 new dfgd showing 1 through 10	next > la	ast >> you have 40 message
06/29/2014 new sdfsdf 06/23/2014 new dfgd showing 1 through 10 My Certifications	next > la	ast >> you have 40 message
06/29/2014 new sdfsdf 06/23/2014 new dfgd showing 1 through 10 My Certifications	next > la Name:	ast >> you have 40 message
C 06/29/2014 new sdfsdf 06/23/2014 new dfgd showing 1 through 10 My Certifications	next > la Name: Primary Job Code:	ast >> you have 40 message
Ob(29/2014] new sdfsdf Ob(23/2014] new dfgd showing 1 through 10 My Certifications Listed below are the requirement	next > le Name: Primary Job Code: Is to maintain your current certification.	ast >> you have 40 message
O6/29/2014 new sdfsdf O6/23/2014 new dfgd showing 1 through 10 My Certifications Listed below are the requirement	next > le Name: Primary Job Code: Its to maintain your current certification.	ast >> you have 40 message CERTIFICUER PROSING University of Toyota

Immobilizer and Smart Key Reset

Section 4: Manager Approval (TIS) (Continued)

2. The manager checks the 3 boxes under *Request Approval Policy*, then selects *Approve* to send the approval to the technician.

Figure 16.

Inbox	and the second
Jubject: Approval Required: Immobilizer Reset Request No	. 14070100021
lello	
he user has request are as follows,	uested to perform an Immobilizer Reset on 07/01/2014 01:27 PM PDT. The
Request Details:	
Request No:	
Jealer Code:	
ealer Name:	
echnician Name:	
'ehicle VIN:	
epair Order/Parts Invoice Number:	
Customer Last Name:	
 I have verified the customer's authority to obtain veh I have verified the customer's full legal name and con I have or will visually confirm the vehicle's registration 	nicle security information for this vehicle. firmed their identity with a valid picture ID. a document and ownership
I have of will visually commit the vehicle's registration	document and ownership.
r agree to the HS Terms and Conditions.	
equest 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 b	be posted to the National Insurance Crime Bureau.
I agree to the TIS Terms and Conditions.	
") - Indicates Required Field(s)	
his request will expire in 72 hours from the time of receip	t of this message at 07/04/2014 01:27 PM PDT.
or assistance, please contact the Dealer Daily Helpdesk. (ote: Details of this transaction will be included in the Mo ach transaction is sent to the National Insurance Crime B	onthiy Vehicle Security Transaction Report sent to the Dealer GM. Als log of Bureau.

Immobilizer and Smart Key Reset

Section 5: Receipt of Pass-Code (TIS)

1. Once approved by management, the technician opens his TIS inbox and locates the Reset request. The technician clicks the title to open the Approval.

Figure 17.

Inbox	
Select All Delete Refresh	
🖵 06/30/2014 new Immobilizer Reset Request No. 14063000028 has been Approved	
□ 06/30/2014 new w4th	
6/30/2014 new etherdfhgr	
F 06/30/2014 new hgrq	
C 06/29/2014 new dfgdfg	
C 06/29/2014 grow dfgdfgdfg	
06/29/2014 new sdfsdf	
□ 06/23/2014 new dfgd	
□ 06/23/2014 pew dfgdf	
06/23/2014	
next > las	t>>
showing 1 through 10	you have 40 messages
My Certifications	
Name: Primary Job Code: Current Certification Status:	Centrection Prosecution Unity That

NOTE

- It is recommended to retrieve the Pass-Code from the Techstream connected to the vehicle as the Seed Number and Pass-Code 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 Pass-Code.

Section 5: Receipt of Pass-Code (TIS) (Continued)

2. Once opened, the technician clicks the Immobilizer Reset link to continue.

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F	ig	u	re	1	8.
	-				

Inbox	a man and the second
Subject: Immobilizer Reset Request No. 14053000028 has been Approved	
You had initiated a request (Request No. 14063000028) for an Immobilizer Reset or have been saved.	n 06/30/2014 03:09 PM PDT. Your request has been Approved and details
Request Details:	
Request No:	
Dealer Code:	
Dealer Name:	
Technician Name:	
Vehicle VIN:	
Repair Order/Parts Invoice Number:	
Custonici Last Nanidi	
Manager:	
Approval Date:	
Approval Date:	
Approval Date: Please click on the link below to generate a new Immobilitzer Passcode for your req	uest. After clicking on this link, you will need to connect the Techstream
Approval Date: Please click on the link below to generate a new Immobilizer Passcode for your req to be the second generate the Seed No. and enter the Techstream Software ve mmobilizer Reset	uest. After clicking on this link, you will need to connect the Techstream rsion to proceed.
Approval Date: Please click on the link below to generate a new Immobilizer Passcode for your req locate to the second generate the Seed No. and enter the Techstream Software ve <u>mmobilizer Reset</u>	uest. After clicking on this link, you will need to connect the Techstream rsion to proceed.
Approval Date: Please click on the link below to generate a new Immobilizer Passcode for your req lease to the second generate the Seed No. and enter the Techstream Software ve immobilizer Reset This link will expire 1 hours after the receipt of this message at 06/30/2014 04:2 teset for the mentioned VIN number till it expires.	uest. After clicking on this link, you will need to connect the Techstream rssion to proceed. 0 PM PDT. This link may be used multiple times to perform an Immobilizer
Approval Date: Please click on the link below to generate a new Immobilizer Passcode for your req know to the set of generate the Seed No. and enter the Techstream Software ve mmobilizer Reset This link will expire 1 hours after the receipt of this message at 06/30/2014 04:2 Reset for the mentioned VIN number till it expires. Tor assistance, please contact the Dealer Daily Helpdesk.	uest. After clicking on this link, you will need to connect the Techstream rsion to proceed. 0 PM PDT . This link may be used multiple times to perform an Immobilizer
Approval Date: Please click on the link below to generate a new Immobilizer Passcode for your req <u>intersection</u> the second generate the Seed No. and enter the Techstream Software ver <u>intersection</u> the second	uest. After clicking on this link, you will need to connect the Techstream rrsion to proceed. O PM PDT. This link may be used multiple times to perform an Immobilizer
Approval Date: Please click on the link below to generate a new Immobilizer Passcode for your req knick to the second generate the Seed No. and enter the Techstream Software ve immobilizer Reset This link will expire 1 hours after the receipt of this message at 06/30/2014 04:2 teset for the mentioned VIN number till it expires. Tor assistance, please contact the Dealer Daily Helpdesk. Click on the "Inbox Home" button below to return to your inbox. Inbox Home	uest. After clicking on this link, you will need to connect the Techstream rssion to proceed. O PM PDT. This link may be used multiple times to perform an Immobilizer
Approval Date: Please click on the link below to generate a new Immobilizer Passcode for your req <u>immobilizer Reset</u> This link will expire 1 hours after the receipt of this message at 06/30/2014 04:2 teset for the mentioned VIN number till it expires. For assistance, please contact the Dealer Daily Helpdesk. Dick on the "Inbox Home" button below to return to your inbox. <u>Inbox Home</u>	uest. After clicking on this link, you will need to connect the Techstream rssion to proceed. O PM PDT. This link may be used multiple times to perform an Immobilizer
Approval Date: Please click on the link below to generate a new Immobilizer Passcode for your req <u>immobilizer Reset</u> This link will expire 1 hours after the receipt of this message at 06/30/2014 04:2 teset for the mentioned VIN number till it expires. "or assistance, please contact the Dealer Daily Helpdesk. Dick on the "Inbox Home" button below to return to your inbox. <u>Inbox Home</u> Ay Certifications	uest. After clicking on this link, you will need to connect the Techstream rssion to proceed. O PM PDT. This link may be used multiple times to perform an Immobilizer
Approval Date: Please click on the link below to generate a new Immobilizer Passcode for your req to the stand generate the Seed No. and enter the Techstream Software ve immobilizer Reset This link will expire 1 hours after the receipt of this message at 06/30/2014 04:2 teset for the mentioned VIN number till it expires. Tor assistance, please contact the Dealer Daily Helpdesk. Click on the "Inbox Home" button below to return to your inbox. Inbox Home Y Certifications	uest. After clicking on this link, you will need to connect the Techstream rssion to proceed.
Approval Date: Please click on the link below to generate a new Immobilizer Passcode for your req mmobilizer Reset This link will expire 1 hours after the receipt of this message at 06/30/2014 04:2 Reset for the mentioned VIN number till it expires. for assistance, please contact the Dealer Daily Helpdesk. Click on the "Inbox Home" button below to return to your inbox. Inbox Ho My Certifications Name:	uest. After clicking on this link, you will need to connect the Techstream resion to proceed. D PM PDT . This link may be used multiple times to perform an Immobilizer ome
Approval Date: Please click on the link below to generate a new Immobilizer Passcode for your req <u>mmobilizer Reset</u> this link will expire 1 hours after the receipt of this message at 06/30/2014 04:2 teset for the mentioned VIN number till it expires. for assistance, please contact the Dealer Daily Helpdesk. Click on the "Inbox Home" button below to return to your inbox. Inbox He My Certifications Name: Primary Job Code:	uest. After clicking on this link, you will need to connect the Techstream rssion to proceed. 0 PM PDT . This link may be used multiple times to perform an Immobilizer ome
Approval Date: Please click on the link below to generate a new Immobilizer Passcode for your req Immobilizer Reset This link will expire 1 hours after the receipt of this message at 06/30/2014 04:2 teset for the mentioned VIN number till it expires. for assistance, please contact the Dealer Daily Helpdesk. Click on the "Inbox Home" button below to return to your inbox. Inbox He Y Certifications Name: Primary Job Code: Current Certification Status:	uest. After clicking on this link, you will need to connect the Techstream rssion to proceed. O PM PDT. This link may be used multiple times to perform an Immobilizer ome

3. At this point, it is necessary for the technician to re-enter their password to login again. Figure 19.

	Immobilizer Reset	Key Code Telematics Navigation
Key Code Reset		
	Receive a F	Passcode
Immobilizer and Smart Key Code Reset allows the reg Key Code is reset, all previously registered key codes	istration of a new Master Ke will be erased.	ey even if all original Master Keys are lost. Once the Immobilizer and/or Smart
Immobilizer and Smart Key Code Reset allows the reg Key Code is reset, all previously registered key codes Re-enter your Password below to proceed to the Immo	istration of a new Master Ke will be erased. obilizer and Smart Key Code	ey even if all original Master Keys are lost. Once the Immobilizer and/or Smart e Reset form.
Immobilizer and Smart Key Code Reset allows the reg Key Code is reset, all previously registered key codes Re-enter your Password below to proceed to the Immo	istration of a new Master Ke will be erased. obilizer and Smart Key Code Password:	ey even if all original Master Keys are lost. Once the Immobilizer and/or Smart a Reset form.

Immobilizer and Smart Key Reset

Section 5: Receipt of Pass-Code (TIS) (Continued)

4. The technician must enter the Techstream software version and paste in the Seed Number from Techstream, then click Next.

Figure 20.

-	ScanTool	Calibrations	Immobilizer Reset	Key Code	Telematics	Navigation
Key C	ode Reset					
		Please c	omplete the following fie	elds to receive a p	asscode.	
			Request No:			
			Dealer Code:			
			Dealer Name:			
			Technician Name:			
			Vehicle VTN:			
		Repair Ord	fer/Parts Invoice Number:			
			Customer Last Name:			
		*Tec	hstream Software Version [
			"Seed Number [(from scantool):			
Posit	tive Identification Pol	icy				
5	I have verified the cu	stomer's authority to obta	in vehicle security informat	ion for this vehicle.		
1	I have verified the cu	stomer's full legal name a	ind confirmed their identity	with a valid picture I	D.	
5	I have or will visually	confirm the vehicle's regi	stration document and own	ership.		
P	I agree to the Terms	and Conditions.				
Note sent t	Details of this transacti to the National Insurance	on will be included in the M Crime Bureau.	fonthly Vehicle Security Tra	insaction Report sent	t to the Dealer GM. Also,	, a log of each transaction is
(*) -	Indicates Required Field	(s)				
Requ	est Status for Reques	t No: 14063000028	and a second second second second			
	Request St	atus: Approved		Request Tin	ne:	
	Man	ager:	2	Approval Valid T	rill:	

Section 5: Receipt of Pass-Code (TIS) (Continued)

5. The Pass-Code will then be provided as shown. Continue to Section 6, *"Techstream Reset Utility (Reset Initiated),"* for instructions on entering the Pass-Code to initiate the Reset.

Figure 2	1.
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Immobilizer and Smart Key Reset

Section 6: Techstream 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 Pass-Code for each attempt.

1. After retrieving the Pass-Code from the manager approval process in Section 4 (*"Manager Approval"*) and Section 5 (*"Receipt of Pass-Code"*), enter the Pass-Code in Techstream and click *Next*.



Imput NN Curtamize E CD Communicati Smart Code Regist Step 1 of 2 ndde) Data List Input Seed Number on TIS to retrieve a Pass-Code, then input a Pass-Code and then press Next. Input Seed Number on TIS to retrieve a Pass-Code, Input Seed Number on TIS to retrieve a Pass-Code,	A
Duta List Input Seed Number on TIS to retrieve a Pass-Code, then input a Pass-Code and then press Next.	E E
Seed Number:	
aa910acd208095b9d015943c6 97037521d1ed11fc5b177c0cb Get 7f0cd395b0524bd1063eed58e Pass-Code 5dbd98a5fcd4bde1763e3	
Pass-Code Number:	
Cusatian function v	¥
<introduction> TIS Kayword * the details see the</introduction>	e repair manual or

Immobilizer and Smart Key Reset

Section 6: Techstream Reset Utility (Reset Initiated) (Continued)

2. Click Yes to start the process.

Figure 23.

	Utility Select Select desired Utilit	Smart Godo Reset (SMRT-01-002)		
Input Vex Trouble Codes	Customize ECU Communicati Smart Code Regist Smart Code Resol	Step 1 o	2	g Mode) 🐥
Data List Active Test		Input Seed Number on TIS to I Smart Gode Reset	etrieve a Pass-Code,	
Research DBHy		It will take about 16 r to complete. Do you want to start Reset?	ninutes for the reset the Smart Code	
Dust Data List		Yes	No	
	<usage> Use this function to</usage>	715474	Input	
TIS Keyword	<introduction> This function erase the Service Bulletin</introduction>	< Back Next	> Exit	r the details see the repair manual or

Figure 24.

	Utility Selection	ode Reset (SMRT-D1 004)	
Insuit Viel Trouble Codes Data Last	Customize ECU Communicati Smart Code Regist Smart Code Regist	Step 2 of 2	Help (Mode)
Active Test Utility Dual Data List		NOW RESETTING <caution> KEEP DRIVED'S DOOP OPEN</caution>	
		Time Remaining: 11 min.	
TIS Keyword	 Use this function to Introduction> This function erase the Service Bulleto 		r the details see the repair manual or

Immobilizer and Smart Key Reset

Section 6: Techstream Reset Utility (Reset Initiated) (Continued)

3. Once completed, it may be necessary to enter either the Immobilizer Key Registration or Smart Code Registration utility to program keys.

Figure 25.

A DECEMBER DESCRIPTION OF A DESCRIPTION OF			A TRANSPORT CONTRACT IN CONTRACT OF CONTRACT AND A DATA OF CONTRACT OF CONTRACT.	
1000	Utility Selecti Select desired Utilit	Smart Code Reset (SASCE-01-005)	lo l	
Popul VP/	Customize		g Mode)	~
Traible Codes	Smart Code Regist			
Datallan	Smat Code Reset	Smart Code Reset is complete.		
Constitution in the second		Use the Smart Code Registration utility to register		
Active Test		anan keya.		
(and				
Layty				
Due Ditatet				
				14
	1 I dhana			
	Use this function b			
	<introduction> This function erase</introduction>	Exit	r the details see the repair manual o	
TIS Keyword	the Service Bulletia	Lauren and		
Print				

NOTE

Some early Immobilizer systems go directly into programming mode. This can be confirmed by the security light blinking a 2-digit code. Refer to the applicable Repair Manual for details.