

# Lexus Diagnostic Resources (TIS)

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## Introduction to TIS

The Technical Information System (TIS) is the service support source for all Lexus vehicles marketed in the United States. It contains all of the product support information needed to maintain, diagnose, and repair Lexus vehicles.

For best results, modern PC hardware and a reasonable Internet bandwidth (the higher the bandwidth, the faster the operation) should be used when accessing the system. Most TIS content is provided in Adobe PDF format, so a PDF reader is needed as well.

TIS includes service data on all vehicles produced after 1990. New information — such as product updates and Techstream software updates — is added to TIS regularly. As new content becomes available, it is summarized on the TIS Home Page and added to the appropriate section of the Web site.

## Starting and Logging In

Log in using a standard login:

- Select User Body (Dealership Users)
- Enter Dealer Code
- Enter Username (6 letters of last name + 1st letter of first name)
- Enter Password (Last 4 numbers of SPIN)
- Click on the Login button to display the TIS Home Page.

## Home Page (Home Tab)

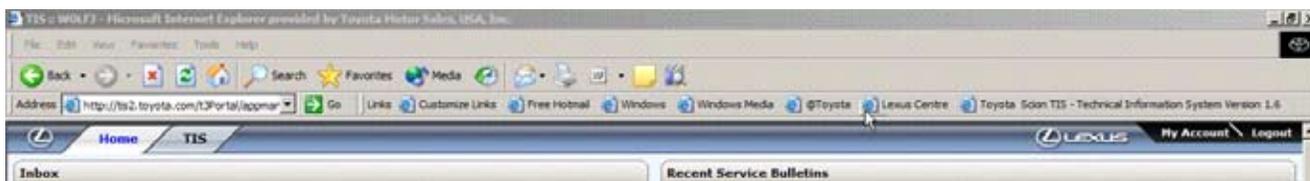


Fig. 2-1

The Home Page has several tabs across the top of the screen.

On the left side of the screen:

- **Home** is highlighted since this is the Home page.
- **TIS** displays service information resources.

On the right side of the screen:

- **Help** provides guidance if needed and answers to questions.
- **My Account** provides access to individual account information and personal settings.
- **Logout** is used to exit the site.

The Home page displays several types of information as quick references for major additions to TIS over the past seven days. (Scrolling may be required to view some information.)

- **My Favorite Documents** is a list of documents you access regularly and that you want to retrieve quickly.
  - To place a document in your personal My Favorite Documents archive, just click on the yellow star to the right of the document name. You can do this with any document shown anywhere within the site that has a yellow star.
- **What's New in TIS** lists new features and updates to the Technical Information System.
- **Service Resources [not shown]** lists special tools and tool catalogs.

The screenshot shows the Toyota TIS web interface. At the top, there are navigation links for Home, TIS, TOYOTA, Help, My Account, and Logout. The main content area is divided into several sections:

- Inbox:** Displays "You have no messages" and a "Refresh inbox" button.
- My Documents:** Shows "You do not have any favorite documents." with radio buttons for "Favorites" and "Last Visited".
- What's New in TIS:** Contains several news items:
  - All New "My Certifications":** Refers to FAQ's and new features.
  - New Techstream Software:** Announces version 4.00.017 for various models.
  - Emergency Responder Information:** Mentions a hybrid safety training presentation.
  - TIS Library Contents:** A link to a complete list of library contents.
- Service Resources:** Includes links for "Toyota | Scion Special Service Tools" and "TIS Resources".
- Recent Service Bulletins:** A list of 15 bulletins with columns for date, brand selection (Toyota/Scion/Lexus), bulletin ID, description, and a star icon. The list is paginated, showing "1 through 15" and "you have 30 documents".

Fig. 2-2

- **My Certifications** displays your name, primary job code, and certification status.
- **Recent Service Bulletins** lists the ten most recently published TSBs.
- **Recent Documents** lists the ten most recently published service documents.
- **RSS (Really Simple Syndication) News Feed** lists stories of interest from *Toyota News*, *Automotive Industry News*, *Motorsports News*, and *USA Today*. Other news feeds may be added later.

**Personalization (My Account)** The My Account tab provides access to individual account information and personal settings.

Personal System Preferences include:

- Division
- Language preference
- Search results preferences
- RSS News Feed preferences

Account Information includes:

- Name, e-mail, address, and phone number
- Dealer Name, Dealer Code, Region Code, and Dealer Phone
- Job Code
- Certification Status
- User Main Menu (for changing password)

The screenshot displays the Lexus My Account interface. At the top, there is a navigation bar with 'Home', 'TIS', the Lexus logo, 'My Account' (highlighted with a red box), and 'Logout'. Below the navigation bar, the interface is divided into two main sections: 'System Preferences' and 'Account Management'.

**System Preferences:**

- Division:** Radio buttons for LEXUS (selected), SCION, and TOYOTA.
- Language:** Radio buttons for English (selected), French, and Spanish.
- Search:**
  - Show Results Summary: Radio buttons for yes and no (no is selected).
  - Results Per Page: A dropdown menu set to 10.
- News Feed:** Radio buttons for Toyota News (selected), Automotive Industry, Motorsports, General News / Top Stories, and None.

Buttons for 'Cancel' and 'Submit' are located at the bottom of the System Preferences section.

**Account Management:**

- Name:** John Smith
- User Name:** smithj
- Email Address:** [Empty text field]
- Alternate Email:** [Empty text field]
- Alternate Phone:** [Empty text field] (i.e., 555-555-5555 x123)
- Job Code:** DS
- Certification Status:** Master
- Dealer Name:** [Empty text field]
- Dealer Code:** [Empty text field]
- Region Code:** [Empty text field]
- Dealer Phone:** [Empty text field]

Buttons for 'Cancel' and 'Submit' are located at the bottom of the Account Management section.

Fig. 2-3

## Technical Resources (TIS Tab)



Fig. 2-4

Click on the TIS tab to reveal the initial TIS page.

The TIS page has four tabs from which to select information.

- **Library** resources include:
  - Service Information
  - Reference Information
  - Technical Training
- **Diagnostics** provides software updates, installation instructions, and reference documents for:
  - Diagnostic Tester (Techstream)
  - Battery
  - Calibrations
  - Immobilizer reset
- **Tech Assistance** provides access to:
  - Technical Assistance System (TAS)
  - Dealership Product Report (DPR)
  - TIS Support
- **Vehicle Inquiry** provides information about specific vehicles (by VIN), including service campaigns, vehicle information, and warranty service history. In many instances this is the first resource you should access.

The Library tab is available to all technicians. The Diagnostics, Tech Assistance, and Vehicle Inquiry tabs are available only to Certified Technicians.

**Library** Clicking on the Library tab reveals three areas of information:

- Service Information
- Reference Information
- Technical Training

Each of the three sources of library information has a unique search engine. Entering detailed search criteria allows you to narrow your search, providing faster, more targeted searches.



Fig. 2-5

**Keyword Search** TIS employs an intelligent “natural language” search engine.

- It accommodates different spellings and misspellings of a word (e.g. immobiliser for immobilizer, radiator for radiator).
- It uses a synonym list to help find results (e.g. wheel-nut, hub nut, lug-nut).

**NOTE:** Search modifiers (phrase, any of these words, all of these words) are not available.

For 2006 and later, most service publications will be available in three languages:

- English
- French
- Spanish

**Documents** When documents are returned in search results, the three icons to the right of each document name allow actions specific to each document:

- Clicking the **gold star** adds the document to your personal My Favorite Documents list.
- Clicking the **blue star** allows you to rate the document in terms of its usefulness.
- Clicking the **“+”** icon on the far right allows you to submit a correction to the document if you find an error.

The screenshot displays the Lexus TIS interface. At the top, there are navigation tabs for Home, TIS, and Lexus. Below this, there are tabs for Library, Diagnostics, Tech Assistance, and Vehicle Inquiry. The main content area is divided into sections: Service Information, Reference Information, and Technical Training. The Service Information section contains search filters for Division (LEXUS), Model (GS430), Year (2006), Service Category (ALL), Section (ALL), Keyword, and Language (English, French, Spanish). A Featured Content section is also visible. Below the search filters, there are tabs for Summary, SB/TT, RM, EWD, NCF, SC, ACCY, and CR. The main content area shows search results for a radiator cap inspection. A callout box highlights the three action icons (gold star, blue star, and plus sign) next to a document entry.

**Service Bulletin:** 1 document(s) found.

1. EG007-05: All Models: Radiator Cap Inspection

**Repair Manual:** 69 document(s) found.

1. 3GR-FSE COOLING: COOLANT: ON-VEHICLE INSPECTION (2006 GS430)
2. 3UZ-FE COOLING: COOLANT: ON-VEHICLE INSPECTION (2006 GS430)
3. 3UZ-FE COOLING: RADIATOR: INSTALLATION (2006 GS430)
4. 3GR-FSE COOLING: RADIATOR: INSTALLATION (2006 GS430)
5. 3UZ-FE COOLING: RADIATOR: REMOVAL (2006 GS430)

more....

**Callout Box:**

- Add to Favorites
- Rate this Document
- Submit Correction

Fig. 2-6

**Viewing Documents** Double-clicking on a document in search results opens it in the Service Information viewer.

Documents with a table of contents that are opened within the Service Information viewer will display a navigation tree. 2006 and later documents are HTML-based and the navigation tree tracks the location as hyperlinks are clicked in the document.

When viewing publications, note the following functions and options:

- Sections and subsections are in alphabetical order.
- The document can be viewed in a different language after it is open.
- The navigation tree can be expanded or closed by clicking on the “+” and “-” buttons.
- Standard or Expert view can be chosen. Expert View assumes prior knowledge of a system or procedure.

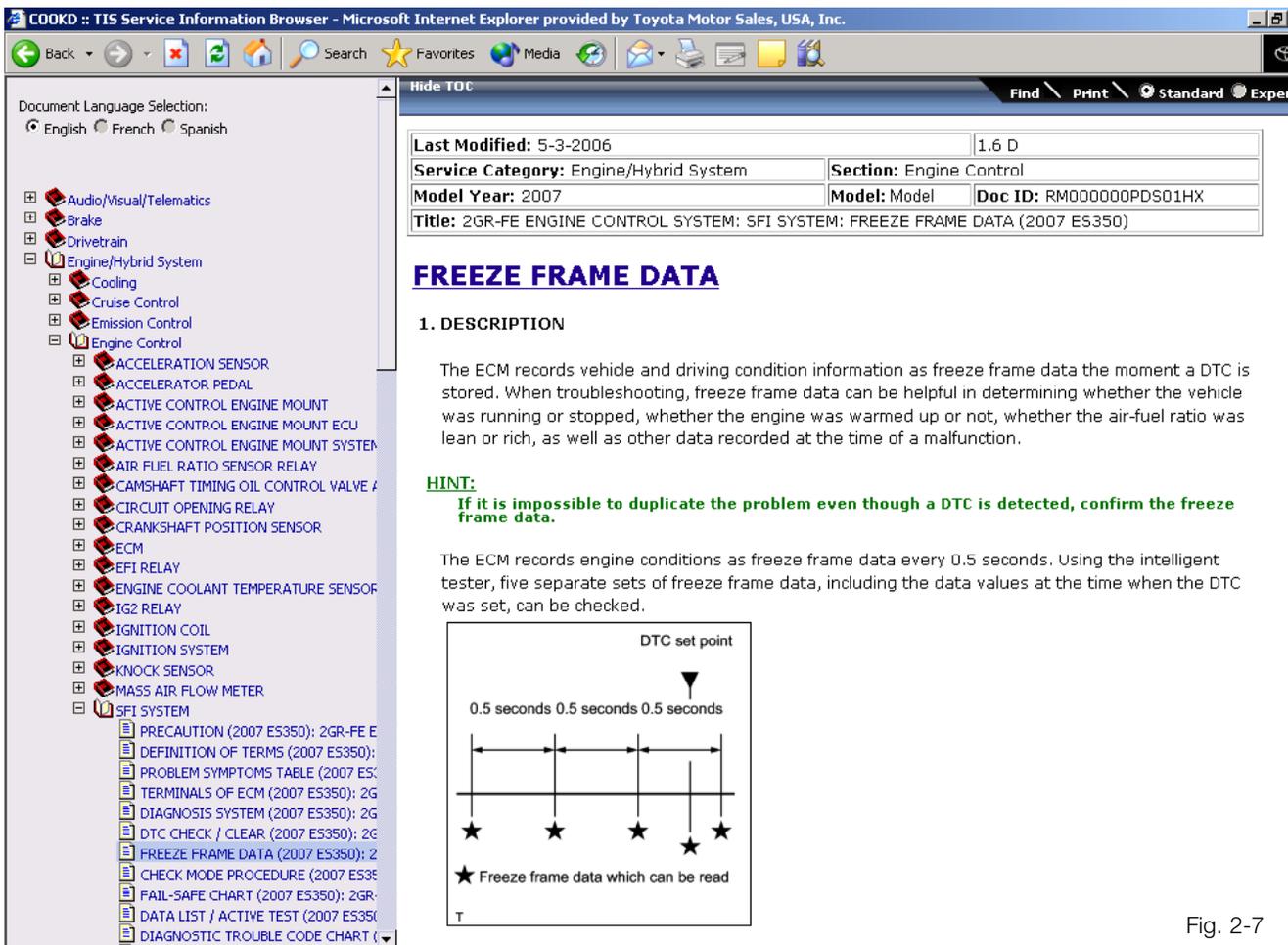


Fig. 2-7

**Service Information** A Service Information search requires identification of Division, Model, and Year, selection of a Service Category and Section, and a keyword.

- **Service Category** includes two new categories: Vehicle Interior and Vehicle Exterior. To determine where a component or system can be found between these categories, ask “Where is the effect?” For example:
  - Door locks, seats, and Supplemental Restraint Systems would be found under Vehicle Interior
  - Window/glass, outside mirrors, and frame would be found under Vehicle Exterior

Service Information search results are displayed for these resources:

- **Service Bulletins (SB) / Tech Tips (TT)** include updated information regarding technical systems and procedures.
- **Repair Manuals (RM)** include inspection procedures, service specifications, and disassembly and reassembly procedures.
- **Electrical Wiring Diagrams (EWD)** include information for diagnosing electrical problems.
- **New Car Features (NCF)** provide information on year-to-year changes, as well as information on how each system works.
- **Service Campaigns (SC)** include a listing of related service campaigns.

The screenshot displays the Lexus TIS interface. At the top, there are navigation tabs for Home, TIS, My Account, and Logout. Below this, there are tabs for Library, Diagnostics, Tech Assistance, and Vehicle Inquiry. The main content area is divided into three sections: Service Information, Reference Information, and Technical Training. The Service Information section contains search filters for Division (LEXUS), Model (GS430), Year (2006), Service Category (ALL), Section (ALL), and Keyword. There are also radio buttons for Language (English, French, Spanish) and buttons for Clear and Search. To the right of the search filters is a Featured Content section with links for Customize Functions for Lexus Vehicles and Emergency Responder Information. Below the search filters, there is a Summary section with tabs for SB/TT, RM, EWD, NCF, SC, ACCY, and CR. The SB/TT tab is selected, showing 1 document(s) found. The first result is EG007-05: All Models: Radiator Cap Inspection. The RM tab is also visible, showing 69 document(s) found. The first five results are related to 3GR-FSE COOLING: COOLANT: ON-VEHICLE INSPECTION (2006 GS430) and 3UZ-FE COOLING: RADIATOR: INSTALLATION (2006 GS430).

Fig. 2-8

- **Accessory Documentation (ACCY)** has information related to accessories.
- **Collision Repair (CR)** has information regarding collision repair.

Only a few results are shown for each resource in the Summary tab. All results for a specific resource can be viewed by clicking “more...” at the bottom of the results listing, or by clicking the tab for the specific resource.

*Electrical Wiring Diagram (EWD)* The EWD Viewer is a custom viewer that makes it easy to view large electrical wiring diagrams. Click on the name in the search results list to open the EWD window.

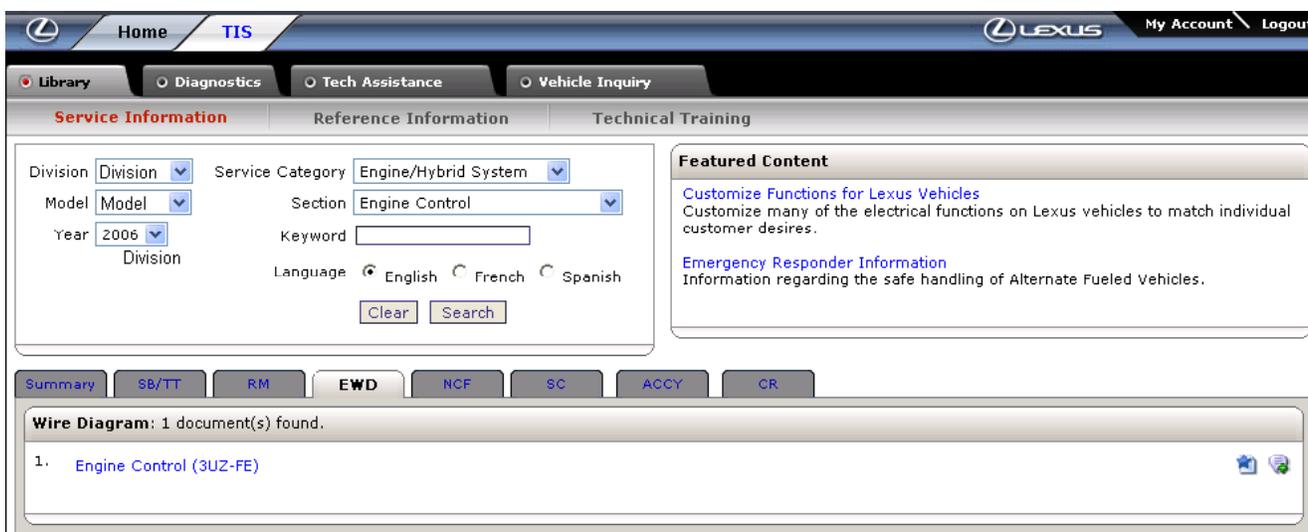


Fig. 2-9

## EWD Viewer

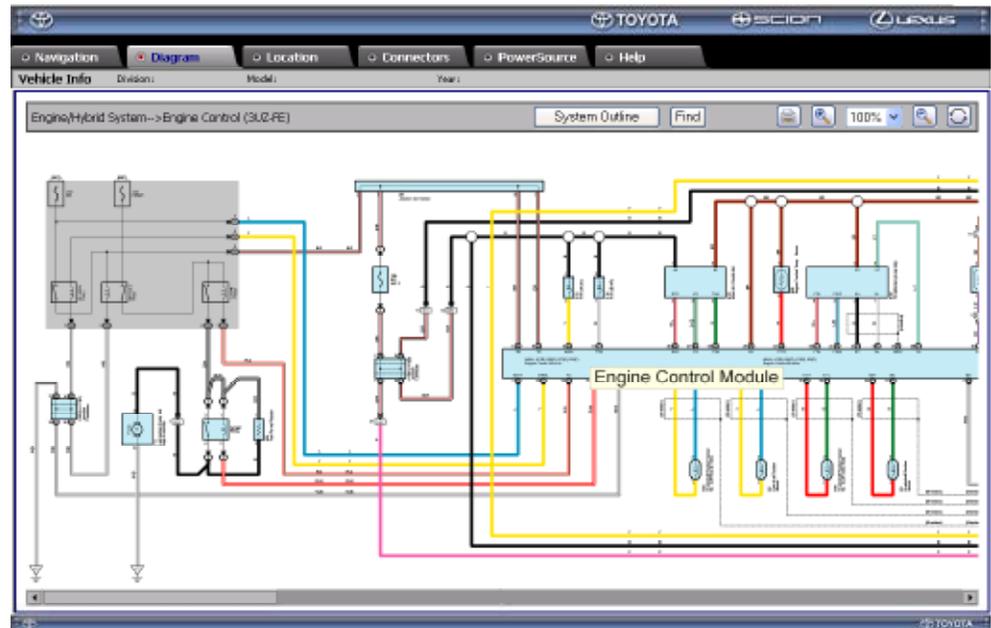


Fig. 2-10

The EWD Viewer provides various ways to find and view a diagram. The Help tab provides assistance if necessary, including an introduction, troubleshooting tips, common abbreviations, and a glossary of terms and symbols.

### Navigation Tab

The Navigation tab allows switching between circuits. Select circuits by circuit name or by general location of parts on vehicle.

## Diagram Tab

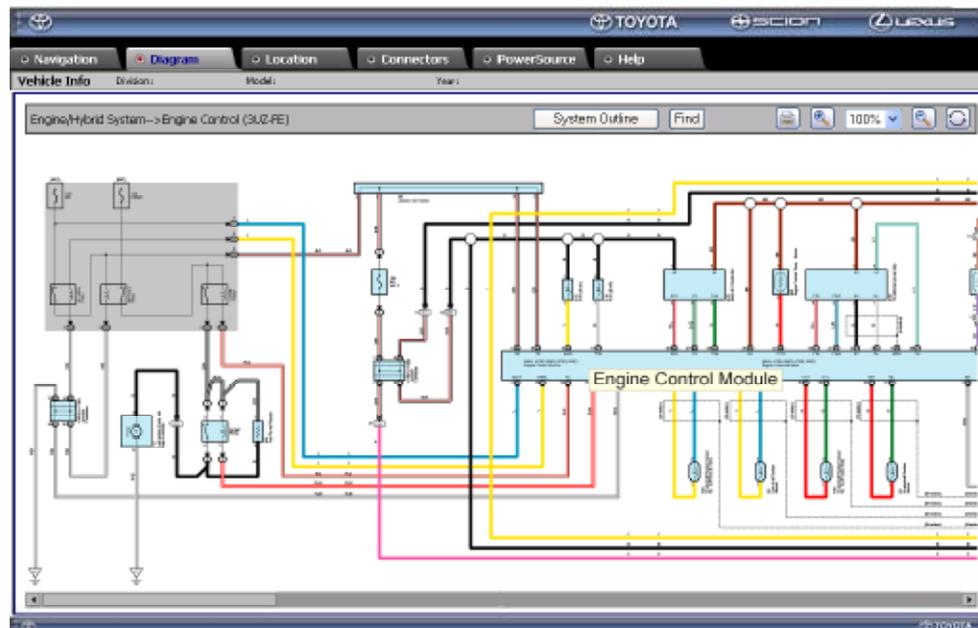


Fig. 2-11

The Diagram tab displays a normal (100%) view of the diagram selected.

- The System Name and Vehicle Information are shown in the upper left of the screen.
- The System Outline button provides easy access to the system outline.
- The Find button locates and highlights a text string on the diagram.
- The Print button prints a PDF copy of the diagram.
- Zooming in allows you to view components and connections close up (holding down Ctrl and Alt and then clicking and dragging zooms in on a particular component).
- The Refresh button returns the display to the original diagram (F5 also refreshes the window).
- Scrolling allows viewing of an entire diagram on one screen.

### Component Rollover

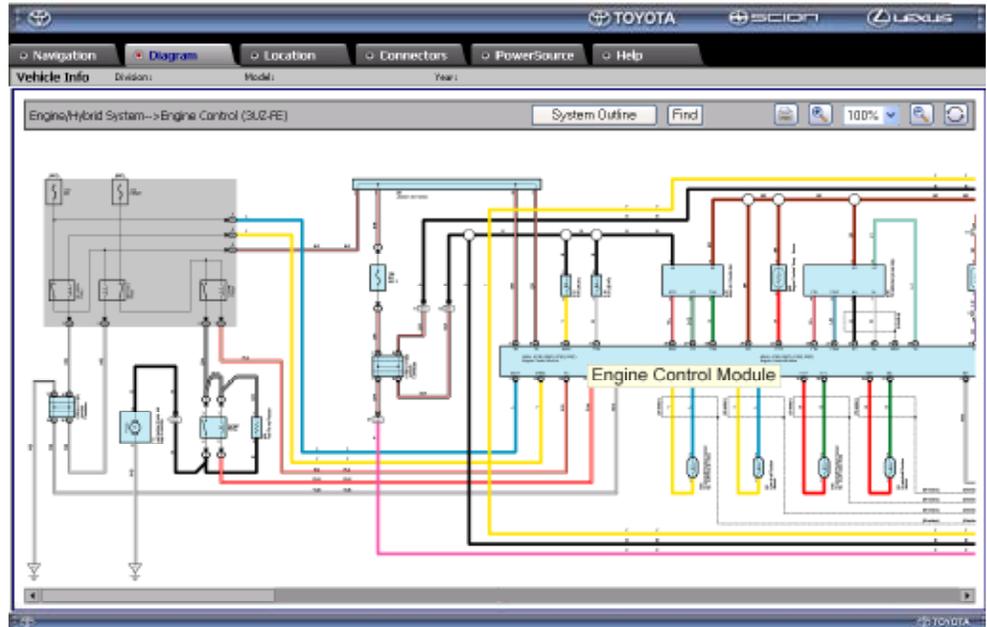


Fig. 2-12

Rolling over any component in a diagram reveals its name.

### Tracing a Circuit

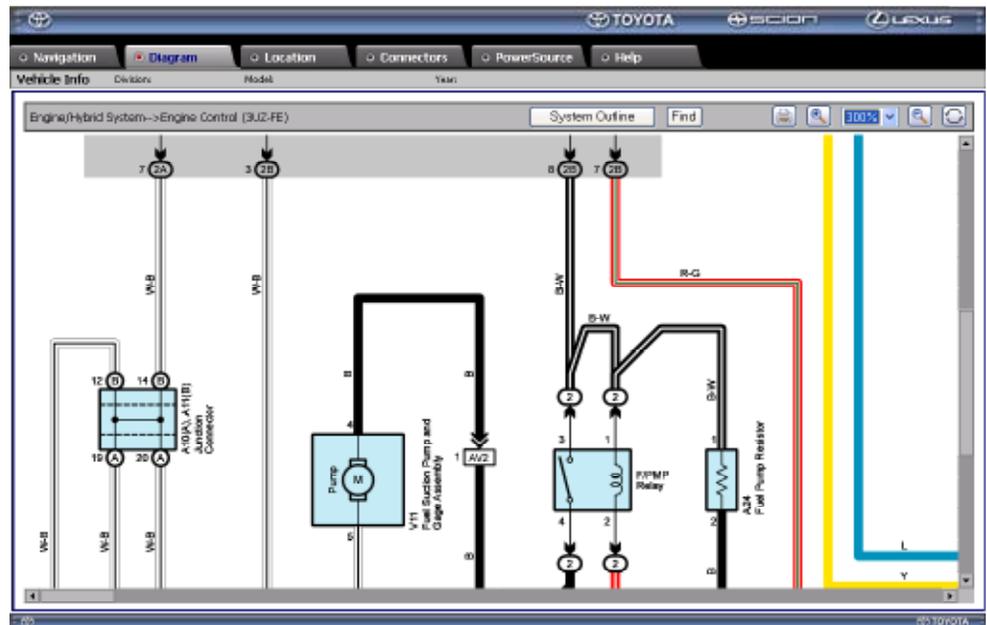


Fig. 2-13

Click on a circuit in a diagram to trace it (the circuit flashes).

### Location Tab

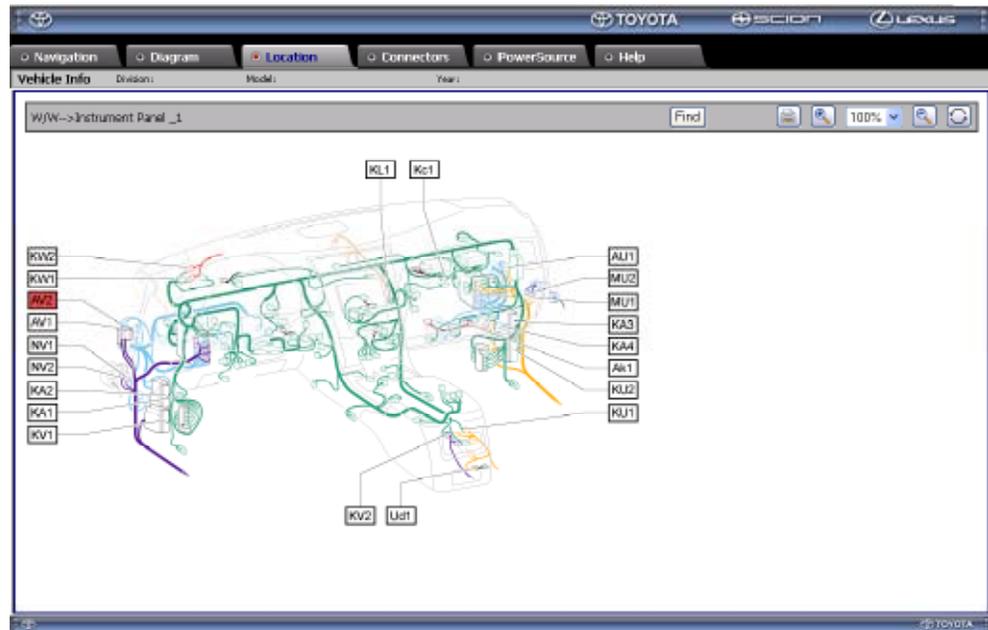


Fig. 2-14

Once a component or connector is selected in the Diagram tab, clicking the Location tab opens the location diagram for that component. The label for the component is highlighted in red.

### Connectors Tab

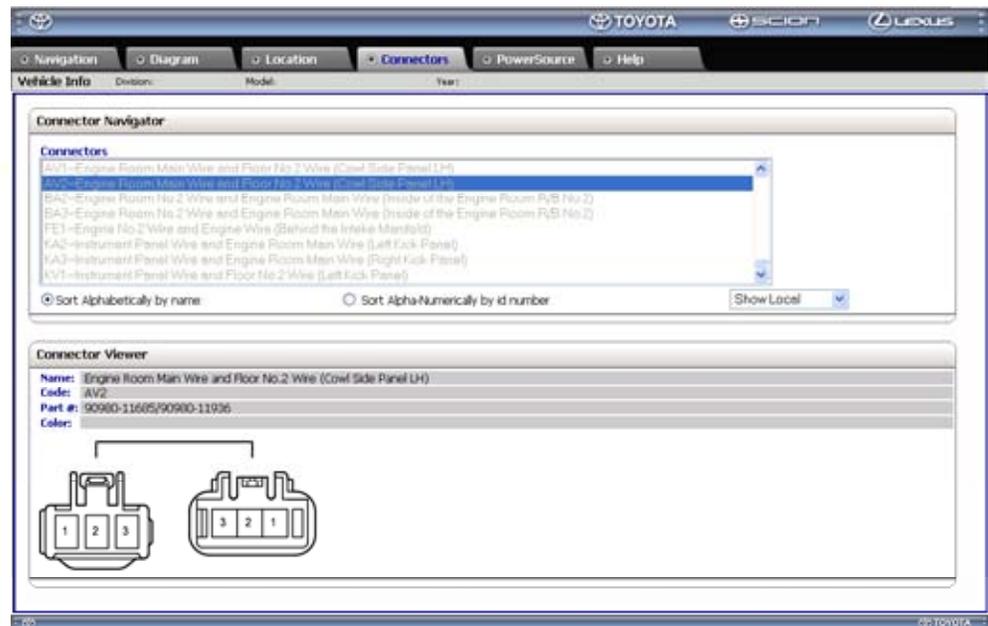


Fig. 2-15

Once a component or connector is selected in the Diagram tab, click the Connectors tab to display a connector pin diagram for that component.

## Power Source Tab

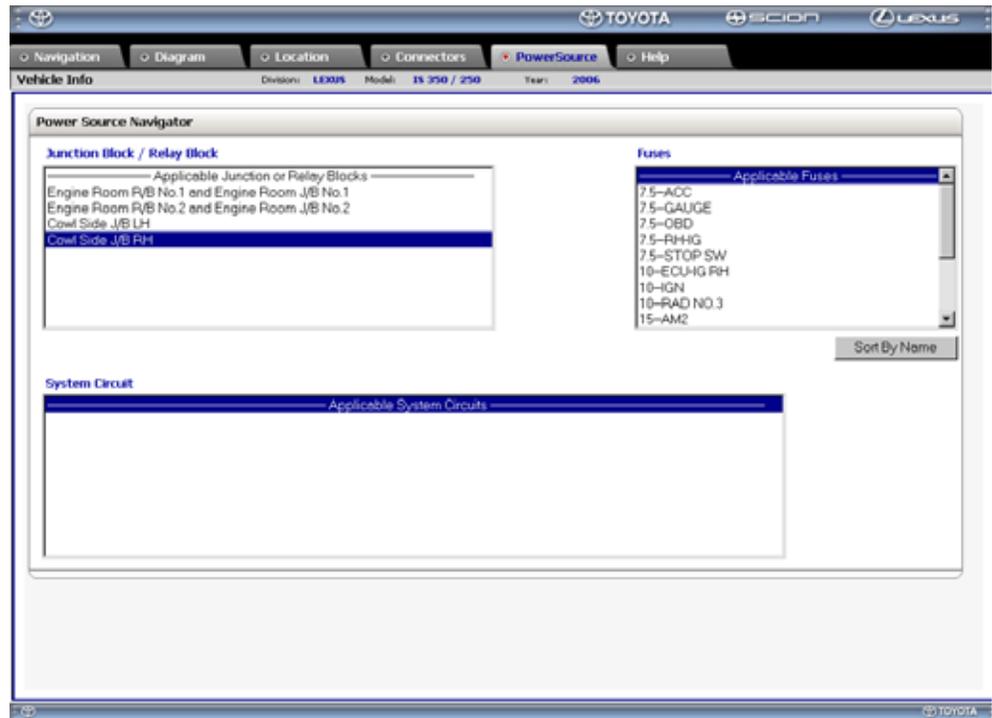


Fig. 2-16

The Power Source navigator provides a cross-reference of interrelated circuits on the vehicle.

Reference Information Reference Information search results are grouped by one or more of the following resources.

- **Maintenance Schedule**
- **Owner's Manual**
- **Navigation System Manual**
- **Dealer Model Reference**
- **Technician's Reference**

In the Search Criteria section, Document Group replaces Service Category from the Service Information tab.

Reference Information:

- Maintenance Schedules
- Owner's Manuals
- Nav. System Manuals
- Dealer Model Reference
- Technician's Reference

**Result**

**Maintenance Schedule:** 1 document(s) found.

1. 2006 GS430: Scheduled Maintenance Guide

**Owner's Manual:** 28 document(s) found.

1. 2006 GS430/300: Dynamic Radar Cruise Control
2. 2006 GS430/300: Reporting Safety Defects For U.S. Owners
3. 2006 GS430/300: Body
4. 2006 GS430/300: Electrical Components
5. 2006 GS430/300: Chassis

Fig. 2-17

Technical Training Results of a Technical Training search could include one or more of the following:

- Technical Training Course Books
- Training Video Abstracts
- Web Modules

The screenshot displays the Lexus TIS interface. At the top, there is a navigation bar with 'Home' and 'TIS' tabs, and a 'LEXUS' logo with 'Help', 'My Account', and 'Logout' links. Below this is a secondary navigation bar with 'Library', 'Diagnostics', 'Tech Assistance', and 'Vehicle Inquiry' tabs. The main content area is divided into three sections: 'Service Information', 'Reference Information', and 'Technical Training' (which is highlighted). The 'Technical Training' section contains a search form with the following fields: Division (LEXUS), Model (GS430), Year (2006), Skill Area (ALL), Keyword (empty), and Language (English selected, French and Spanish unselected). There are 'Clear' and 'Search' buttons. To the right of the search form is a 'Featured Training Content' box with two sections: '2007 Lexus New Model Technical Preview' and 'Lexus Web Modules'. Below the search form is a 'Result' tab. Under the 'Result' tab, there are two sections: 'Technical Training Course Book: 172 document(s) found.' and 'Training Video Abstract: 1 document(s) found.'. The 'Technical Training Course Book' section lists five items: 1. L005 Appendix A Acronym Definitions, 2. L874 Appendix G - EVAP Canister Component Locations, 3. L874 Appendix F - TechView Guide, 4. L874 Appendix H - Readiness Test Drive Patterns Examples, and 5. L874 Appendix E - Fail-Safe Conditions. The 'Training Video Abstract' section lists one item: 1. LEXUS: The Relentless Pursuit of Perfection. Each item has a star icon, a folder icon, and a document icon.

Fig. 2-18

**Diagnostics** The Diagnostics tab provides software updates, installation instructions, and reference documents for:

- Diagnostic Tester Software Update (Techstream)
- Battery tester
- Calibrations (ECU Flash Reprogramming; now wirelessly linked to TIS)
- Immobilizer reset — Passcode Utility (You must re-enter your password to access the passcode utility.)

This tab is available only to Certified Technicians.

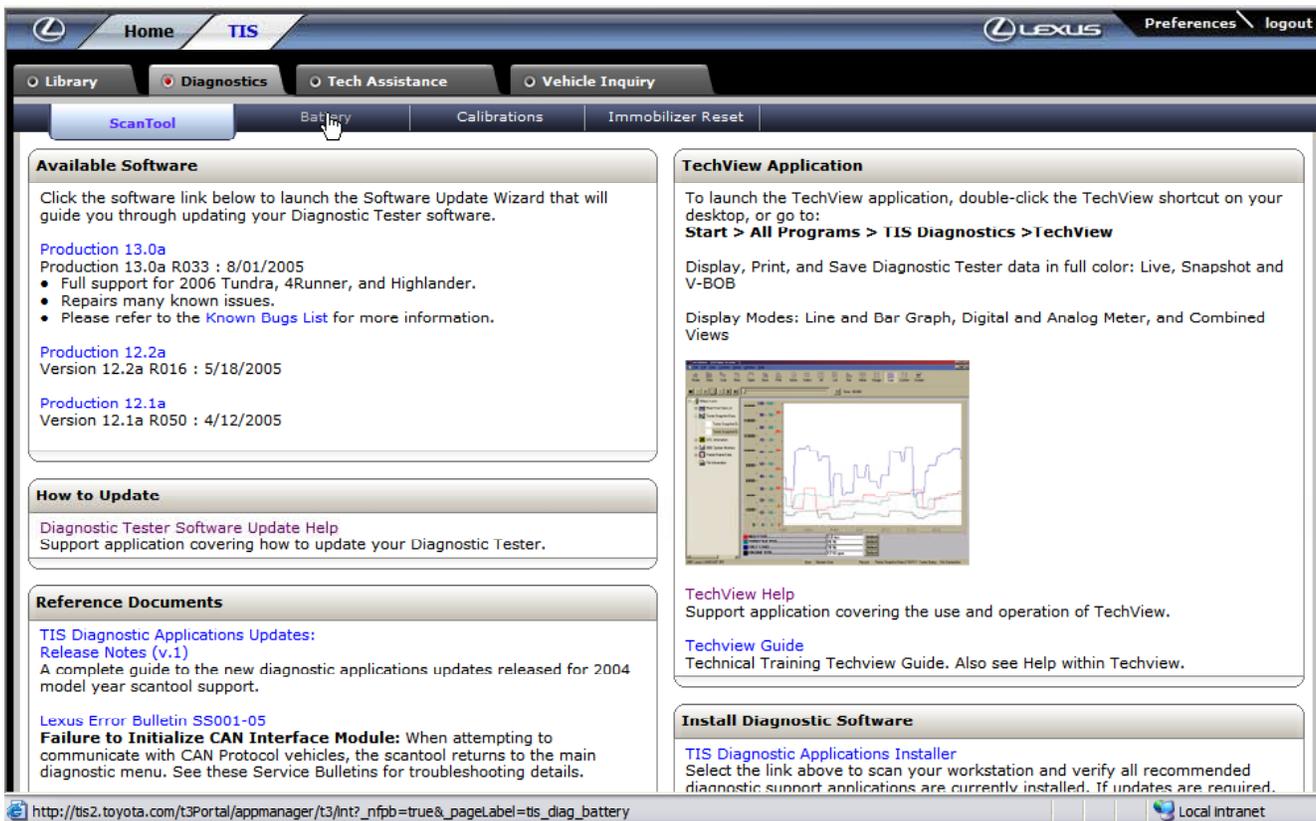


Fig. 2-19

**Tech Assistance** The Tech Assistance tab provides access to:

- **Technical Assistance System (TAS)**
  - TAS cases can be opened and closed from this screen. A summary of open and closed cases can also be viewed here.
- **Dealership Product Report (DPR)**
- **TIS Support**

This tab is available only to Certified Technicians.

The screenshot shows the Lexus Tech Assistance interface. At the top, there are navigation tabs for 'Home', 'TIS', 'Library', 'Diagnostics', 'Tech Assistance', and 'Vehicle Inquiry'. The 'Tech Assistance' tab is active, and sub-tabs for 'TAS', 'DPR', and 'TIS Support' are visible. The main content area is divided into two sections: 'TAS Open Case History' and 'TAS Closed Case History'. Each section has a 'Refresh' button and a table of case data.

TAS Case #	Created Date	Tech. Name	Model Year	Model Name	Service Category	Section	Sub-Component	Condition	Repair Order #
TA061600073	06/09/2006	COOK, DON	2007	ES350	Drivetrain	Automatic Transmission/Transaxle	Shift Function	Engagement/slippage	894497
TA061430076	05/23/2006	VAN CLEEF, CORY	2006	SC430	Engine/Hybrid System	Fuel System	Fuel Tank	Difficult to fill	889742
TA061390022	05/19/2006	ARCHIBALD, HILLTON	2006	IS350	Suspension	Alignment/Handling Diagnoses	Handling Stability	Pulls left/right	889645
TA061390008	05/19/2006	ELLIS, ROBERT	2006	IS350	Vehicle Interior	Theft Deterrent/Keyless Entry	Immobilizer	Inoperative	888253
TA061350048	05/15/2006	GRANT, FRED	2007	ES350	Vehicle Interior	Meter/Gauge/Display	Warning Light-Engine/Hybrid	MIL/Warning Light ON	887901
TA061320232	05/12/2006	Omar Ghaneci	2006	IS250	Brake	Brake (front)	Unknown	Noise-Abnormal	887474
TA061210078	05/01/2006	WOLF, JEFFREY	2005	Avalon	Engine/Hybrid System	Engine Control	Driveability	Starting Hard Start/Long Crank	12345
TA061110007	04/21/2006	ROYTBAK, DMITRY	2004	GX470	Vehicle Interior	Meter/Gauge/Display	Warning Light - SRS	MIL/Warning Light ON	880842

TAS Case #	Created Date	Tech. Name	Model Year	Model Name	Service Category	Section	Sub-Component	Condition	Repair Order #
TA061660302	06/15/2006	FARQUHARSON, ANDREW	2004	RX330	Engine/Hybrid System	Engine Control	Driveability	Lack/Loss of Power	896545
TA061650234	06/14/2006	COOK, DON	2007	Yaris	Audio/Visual/Telematics	Audio/Video	CD Player/Changer	CD/Cassette will not eject	TEST

Fig. 2-20

**Vehicle Inquiry** The Vehicle Inquiry tab provides information about specific vehicles by VIN. In many instances this is the first resource you should access before performing a service.

Enter the VIN and click Lookup. Information displayed includes:

- Service campaigns
- Vehicle information
- Warranty service history

This tab is available only to Certified Technicians.

The screenshot shows the Lexus TIS (Technical Information System) interface. At the top, there are navigation tabs for Home, TIS, Library, Diagnostics, Tech Assistance, and Vehicle Inquiry. The Vehicle Inquiry tab is active. Below the navigation, there is a search box titled "Vehicle Identification Number Search" with the instruction "Enter a 17 Digit VIN below to search for applicable information:". The VIN "JTHBH96S865000837" is entered, and the "Lookup" button is highlighted. Below the search box, there are sections for "Service Campaign", "Vehicle Information", "Accessories", and "Warranty Service History".

**Service Campaign**  
No INFORMATION found for VIN: JTHBH96S865000837

**Vehicle Information**

<b>Division:</b> LEXUS	<b>Model:</b> GS300	<b>Grade:</b> N-GRADE	<b>Model Year:</b> 2006
<b>Drive Type:</b> 2WD	<b>Body Type:</b> 4Dr. Sedan	<b>Engine Family:</b> 3GR	<b>Transmission:</b> 6AT
<b>Date of First Use:</b> 02/20/2005	<b>Line Off Date:</b> 01/20/2005	<b>Plant Code:</b> N - TMC PLANT - JAPAN	

VIN: JTH-BH96S-865000837

**Exterior Color:** 01F2, MERCURY METALLIC      **Interior Color:** \*\*13, ASH  
**Interior Trim Color:** \*\*, \*      **Interior Fabric:** \*, \*

**Accessories:**  
GN: Cargo Net    LM: Trunk Mat    RS: Rain Sensing Wipers Includes:    SR: One-Touch Open/Close Moonroof    SS: Rear Sunshade    VS: Ventilated Seats  
WL: Wheel Locks    Z1: Preferred Accessory Package:    ZZ: Lexus Personalized Settings

**Warranty Service History**

Dealer Code	Claim Number	Repair Date	Replaced	Mileage	Op Code	Repair	Part Number	Part Desc
60905	901419	03/30/2006	N	14752	860991	Others R&R	8612030D00C0	RECEIVER ASSY, RADIO

Condition Description: REPLACE THE SATELLITE RADIO SEE DON COOK

Fig. 2-21