**TPMS Problem Information**

**Dear customer,**

**Please fill in the form so that we can help you solve the problem, the more information you provide, the faster we can identify the problem. Thank you for your cooperation.**

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| --- | --- |
| **Vehicle and Sensor Information** | |
| Vehicle Make, Model,Year |  |
| VIN code |  |
| Sensor OE part number |  |
| OE sensor's ID |  |
| Sensor Serial NO. |  |

|  |  |
| --- | --- |
| **Tool Information** | |
| Tool (MS906TS, TS601, etc.) |  |
| Sensor version |  |
| Vehicle version |  |
| Manager/System version |  |
| Product Serial NO. |  |

|  |  |
| --- | --- |
| **Details of Problem** | |
| Market (EU/US/CN) |  |
| Describe the problem in detail  (For example, when did the problem happen? How did you do this test? etc.) |  |
| Your remarks |  |

|  |  |
| --- | --- |
| **Contact Information** | |
| Your address (Country) |  |
| E-mail address |  |
| Phone number |  |

**Suggestions：**

1) It would be helpful if you can send us some pictures of your vehicle (like the placard) and OEM sensors;

2) The three software versions can be found when you select one of the ‘car logo’ and then press ‘?’/ help button, or you can find them in this path: Setting – About;

3) Please note, for MS906TS, you need to report ‘TPMS firmware version’ and ‘TPMS software version’. For TPMS Pad, you need to report ‘software version’ and ‘tool version’.