

TPMS Problem Feedback Form

Dear customers,

Thank you for choosing Autel diagnostic tools. We are sorry for the troubles you have gone through using our TPMS tool and sincerely apologize for any resulting inconvenience.

Please fill out the form below or send us pictures of your vehicle (like the placard) and OEM sensors that contain all the listed information. The more information you provide, the faster our technicians can identify the problem and solve it for you. Thank you for your cooperation.

Vehicle and Sensor Information

Vehicle Make, Model, Year *	
VIN code *	
OE Sensor part number *	
OE sensor's ID *	
Autel Sensor Serial No. *	
Trouble codes read by OBD *	

Tool Information

Tool (MS906TS, TS601, etc.) *	
Sensor version*	
Vehicle version*	
Manager/System version*	
Tool Serial No. *	

Details of Problem

Market (EU/US/CN)*	
Describe the problem in detail	
Your remarks	

Contact Information

Your location (Country)	
E-mail address	
Phone number	

Suggestions:

- 1) 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 Settings/About;
- 2) 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'.
- 3) Items marked with * are mandatory.

4) If we can be of any further assistance with regards to TPMS tools then please do not hesitate to contact us in the future.

For example:

Vehicle and Sensor Information	
Vehicle Make, Model, Year *	BMW, 216D, 03.03.2015
VIN code *	WBA2B31070V381123
OE Sensor part number *	VDO OEM: 36106855539/36106856209
OE sensor's ID *	8F5C18BE
Autel Sensor Serial NO. *	T407J15C00037623
Trouble codes read by OBD *	No trouble code

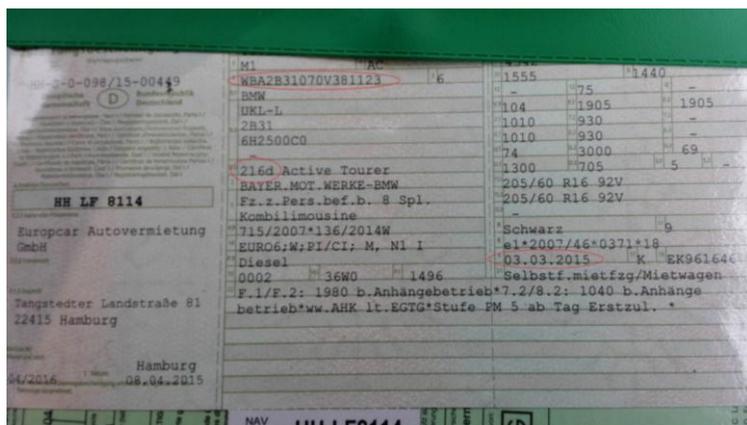
Tool Information	
Tool (MS906TS, TS601, etc.) *	TS601
Sensor version*	V4.09.06
Vehicle version*	V4.11.02
Manager/System version*	V2.68.05
Tool Serial NO. *	MT6516000219

Details of Problem	
Market (EU/US/CN)*	EU
Describe the problem in detail	Operate according to the tool's relearn procedure. But the car doesn't show any tire
Your remarks	Need to solve it in 3 days.

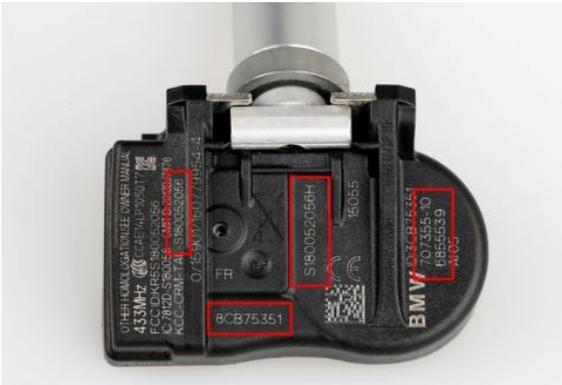
Contact Information	
Your location (Country)	Germany
E-mail address	XXXXX
Phone number	XXXXX

Accessory: European car

1. Vehicle Information:



2. OEM Sensor Picture;



3. Autel Sensor Serial NO.



4. Tool Information



5. Sample Problem Phenomenon

