

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. Your feedback would also help us improve our product further in the future. Thank you for your cooperation.

Vehicle and Sensor Information	
Vehicle Make, Model, Year *	
VIN code *	
OEM Sensor part number *	
OEM sensor's ID *	
Autel Sensor Serial No. *	

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.

Example:

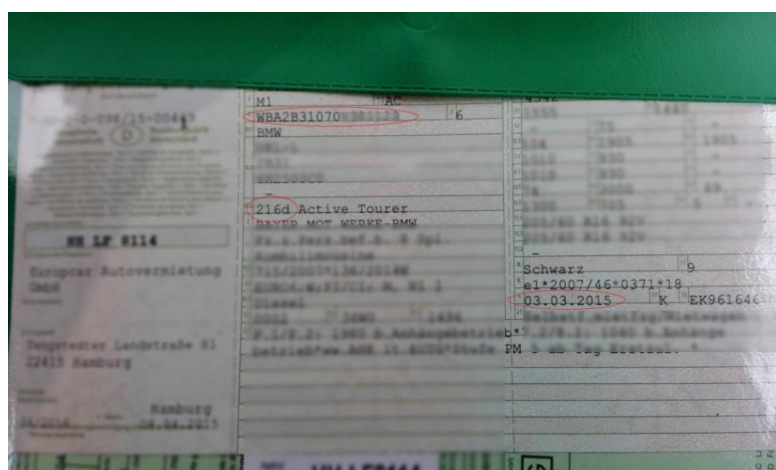
Vehicle and Sensor Information	
Vehicle Make, Model, Year *	BMW, 216D, 03.03.2015
VIN code *	WBA2B31070XXXXXX
OEM Sensor part number *	VDO OEM: 36106855539/36106856209
OEM sensor's ID *	8CB75351
Autel Sensor Serial No. *	T407J15C0094351

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

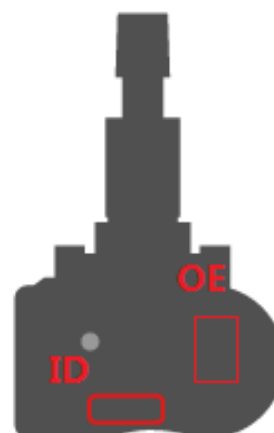
Details of Problem	
Market (EU/US/CN)*	EU
Describe the problem in detail	Operate according to the tool's relearn procedure. But the car doesn't show any tire
Your remarks	Need to solve it in 3 days.

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

1. Vehicle Information



2. OEM Sensor Picture



3. Autel Sensor Serial No.



4. Tool Information



5. Sample Problem Phenomenon

