



## Servicing TPMS

**A vehicle that arrives with a working TPMS will leave with a working TPMS**

 <b>CRITICAL TO QUALITY</b>	<p><b>Every time a tire is removed from the wheel, the TPMS sensor components will be replaced</b></p> <ul style="list-style-type: none"> <li>• If a vehicle arrives with a non-functioning TPMS, it must be documented on the invoice that it is nonfunctioning if the customer declines our assistance to enable it</li> <li>• Note: TPMS is a federally mandated safety device which cannot be disabled by a service provider</li> <li>• For more info please refer to the TPMS Mandate Awareness Store Talk</li> </ul>
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Questions	Answers
If the vehicle is only 1 or 2 years old, do I have to rebuild the sensors? They are so new! <b>OR</b> We just rebuilt these sensors a couple days or week or two ago, do I need to replace it again?	<b>YES.</b> Reason: Rubber takes a "compression set" within the first few heat cycles. Also, replacement of the nut at every opportunity reduces the chance of corrosion seizure in the future.
If the sensor nut looks corroded and "I am afraid it will seize", what SHOULD I do?	<b>1a.</b> If the sensor has a replaceable valve; drill out the seized valve, and replace all valve components. <b>1b.</b> If the sensor is all one piece, STOP. Inform service coordinator or invoicing salesperson to get contingency plan. Contingency plan will be either: <b>BEST:</b> Attempt to remove sensor, replacing per contingency agreement with customer if necessary. <b>MINIMUM:</b> Customer refuses any replacement options and requests sensor not to be tampered with. **Rebuild kits <b>NOT</b> installed <b>MUST</b> be refunded to customer!
We are in a challenging situation and I am evaluating how to get on top of things. Can I prioritize the importance of rebuilding against the value of catching	<b>NO.</b> Customer Peace of Mind is the #1 priority regardless of the situation.
I have a flat repair invoice with a TPMS kit, but we determined the nail didn't go through and didn't have to demount the tire. Do I need to demount the tire just to rebuild the sensor?	<b>NO.</b> The Best Practice is to <b>rebuild whenever the tire is removed from the wheel</b> . If removal isn't needed, rebuilding isn't required.
What should I do if the work order doesn't show a rebuild kit was invoiced OR the wrong kit is invoiced?	<b>Ask</b> the Service Coordinator to determine the correct kit, or research it on the POS.
What should I do if the work order SHOWS a rebuild kit, but the vehicle I am servicing doesn't have sensors in the valve location (Example: wrong trim chosen, Sensors banded, Sensors previously removed by customer)	<b>Notify</b> the Service Coordinator or Invoicing Salesperson. Rebuild kits <b>NOT</b> required <b>MUST</b> be refunded to customer!
What if I cannot find the rebuild kit that is listed on the work order?	<b>Ask</b> the Service Coordinator to determine the correct alternate kit, or research alternate kit on the POS. If a replacement cannot be found, inform the Store Manager.

### ***The Whys***

- Causing an inoperative TPMS removes a system within the vehicle designed to keep the customer safe
- Rebuilding sensor components every time ensures an airtight seal, and reduces risk of corrosion and seizing