

## Rebuilding TPMS – FAQ's

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?	YES.  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?	1a. If the sensor has a replaceable valve, drill out the seized valve, and replace all valve components.  1b. 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 up?	NO.  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?	NO.  The Best Practice is to <b>rebuild whenever the tire is removed</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?	Ask 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)	Notify the Service Coordinator or Invoicing Salesperson. Rebuild kits NOT required <b>MUST</b> be refunded to customer!
What if I cannot find the rebuild kit that is listed on the work order?	Ask 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.