

Rebuilding TPMS – FAQ's

Questions	Answers
<p>If the vehicle is only 1 or 2 years old, do I have to rebuild the sensors? They are so new!</p> <p>OR</p> <p>We just rebuilt these sensors a couple days or week or two ago, do I need to replace it again?</p>	<p>YES.</p> <p>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.</p>
<p>If the sensor nut looks corroded and “I am afraid it will seize”, what SHOULD I do?</p>	<p>1a. If the sensor has a replaceable valve, drill out the seized valve, and replace all valve components.</p> <p>1b. If the sensor is all one piece, STOP. Inform service coordinator or invoicing salesperson to get contingency plan. Contingency plan will be either:</p> <p>BEST: Attempt to remove sensor, replacing per contingency agreement with customer if necessary.</p> <p>Minimum: Customer refuses any replacement options and requests sensor not to be tampered with. **Rebuild kits NOT installed MUST be refunded to customer!</p>
<p>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?</p>	<p>NO.</p> <p>Customer Peace of Mind is the #1 priority regardless of the situation.</p>
<p>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?</p>	<p>NO.</p> <p>The Best Practice is to rebuild whenever the tire is removed. If removal isn't needed, rebuilding isn't required.</p>
<p>What should I do if the work order doesn't show a rebuild kit was invoiced OR the wrong kit is invoiced?</p>	<p>Ask the Service Coordinator to determine the correct kit, or research it on the POS.</p>
<p>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)</p>	<p>Notify the Service Coordinator or Invoicing Salesperson. Rebuild kits NOT required MUST be refunded to customer!</p>
<p>What if I cannot find the rebuild kit that is listed on the work order?</p>	<p>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.</p>