# 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.**
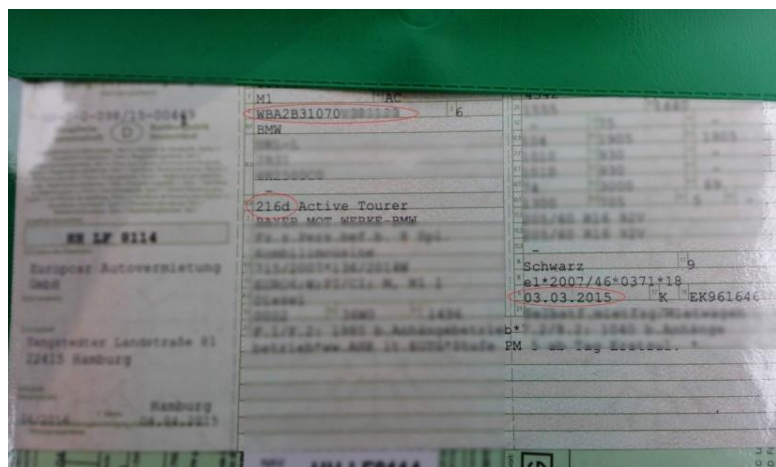
**Example:**

| Vehicle and Sensor Information | |
| --- | --- |
| Vehicle Make, Model,Year * | BMW, 216D, 03.03.2015 |
| VIN code * | WBA2B31070XXXXXXX |
| 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 |

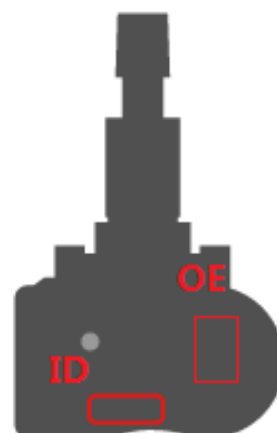| Details of Problem | |
| --- | --- |
| Market (EU/US/CN)* | EU |
| Describe the problem in detail | Operate according to the tool's relearn procedure. But the car doesn't show any tire |
| Your remarks | Need to solve it in 3 days. |

| 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