

# TPMS

What service writers need to know



**T**ire **P**ressure **M**onitoring **S**ystems have been around for a while now, but as of the 2008 model year all vehicles sold in the U.S. must comply with the federally mandated TREAD Act. This means that tire pressure sensors are going to be in the tires of every car (with a few exemptions) rolling off the showroom floor.

**What does this mean to your shop?**

It means that a service writer needs to know more information about each customer's vehicle prior to even scheduling an appointment for some usually basic services.

To avoid potentially costly errors and embarrassing professional mistakes we'll cover some of the basics.

# Tire Rotations for example...

Vehicles with TPMS often require a special relearn procedure to be performed after the tires have changed position on the vehicle. Knowing if the vehicle in question requires such a relearn procedure before scheduling an appointment could save you the hassle of having to send a customer to the dealer after they have taken the time to drop their car at your shop.

# Tire Rotations

Besides, how embarrassing would it be to have to explain to a customer how you figured out your technician can't perform a usually simple task?

Or even worse, perform the rotation only to have the vehicle return later with a low tire pressure warning?

There are other tasks that relate to tires, other than rotations, that may also require specific procedures.

Some of these services include: tire replacement, sensor replacement, or even inflating a low tire.

There are 2 basic types of TPMS, but there are many procedures, special tools, and service precautions you need to be aware of before accepting a vehicle.

There are many resources where this information can be found. The Mitchell 1 manual is an excellent tool, but some information can also be found in information systems such as AllData.





Relearn procedures vary greatly from vehicle to vehicle. For example, this Tahoe requires a magnet, a headlamp switch, and a functioning horn to perform a relearn procedure after a simple tire rotation.

This Mitsubishi on the other hand requires an OE scantool (the MUT-III) and an assortment of accessories to complete its relearn. So can you rotate its tires?



Tool and equipment purchases can be costly, but may be **REQUIRED** to perform some services on vehicles with TPMS.



Here are some examples. Do you own them?

# Given all of these variables...

We have put together a list of 6 steps that every service writer should perform

**BEFORE** scheduling an appointment for anything tire related.



# 6 steps to making an appointment

1. Gather appropriate information about the vehicle
2. Determine if the vehicle is equipped with TPMS
3. Determine if the vehicle requires special relearn procedures
4. Determine if you have the equipment necessary to perform the procedures
5. Determine if your technician has the ability to perform the procedures without damaging costly components or causing a comeback
6. Schedule the appointment

# Step 1: Gather Information

Acquire the Year, Make, and Model (and any other pertinent information) of the customer's vehicle to determine the answers to steps 2 through 4.



## Step 2: Does vehicle have TPMS

Using the information obtained in step 1, check the appropriate service information to determine if the vehicle has TPMS.



If the vehicle is equipped with TPMS move on to step 3. If not, go to step 6.

## Step 3: Relearn Procedures

Once it has been established that the vehicle has TPMS, consult the vehicle's service information and determine if specific relearn procedures are required after the service being requested has been performed. If a relearn procedure is required move to step 4. Otherwise go to step 6.

# Step 4: Equipment

Using the same service information, determine if you have the appropriate equipment to accomplish the relearn procedure from step 3. Without the correct equipment the service should not be performed.



# Step 5: Technical Ability

Given the information gathered so far, determine if your technician has the ability to perform the requested service and relearn procedures without damaging potentially expensive components resulting in profit loss for your shop.

QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
#P	B.O.					
1	0	001-401-27-13	44	15.50	15.50	15.50
1	0	000-822-34-06	95	222.00	222.00	222.00

## Step 6: Schedule the Appointment

Once the determination has been made that all of the resources and equipment are available, and you feel confident that the service can be correctly performed, schedule the appointment for the customer.

# In Conclusion...

If these 6 steps are followed, your experiences with TPMS should be good ones.

Avoiding bad experiences with customers and their vehicles maintains your professional image and your customer's trust.