Test Before Touch – Applies to Parts, Too

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Because we value our customer input, much of what Bartec TPMS does in the way of product improvement originates with Technical Support. The following case study is no different. Recently we had a customer call our technical support team about a 2022 Challenger that he had just installed a new set of wheels and tires on. Of course, his customer had just returned with a flashing TPMS MIL.



As per the usual tech support call, we start at the beginning of the story. Once we made sure that their Bartec TPMS Tool software was up to date and registered, we confirmed the vehicle make, model, and year. A 2022 Dodge Challenger, SRT. We also confirmed that the replacement sensors were Original Equipment sensors, that the customer supplied.

Further, we reviewed the the relearn procedure by looking it up on the Bartec TPMS website:

Dodge Challenger SRT 2022
Relearn Type: Drive
Relearn Procedure:

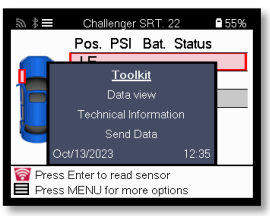
1. SCAN SENSORS WITH TOOL BEFORE DRIVING,
2. Inflate tires to placard,
3. Drive for at least 10 minutes above 15 mph.
   NOTE: Continuous speed above 15 mph works best, try to complete using highway driving.

By all indications, the technician successfully completed the installation and TPMS service. That is, until it was determined that the new sensors were NOT being accepted during the vehicle drive relearn. In addition to a flashing MIL, the pressure values were being displayed as "- -" on the vehicle's information system.

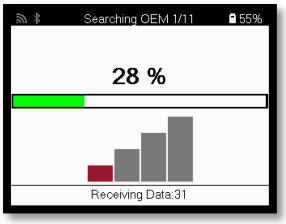


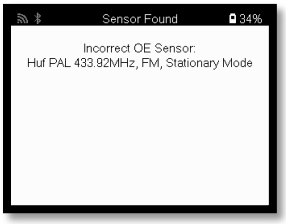
Based on experience, it was at this point we suspected that there was something wrong with the sensors. The sensors were either non-functional or not the correct parts for the application. We knew that they were Original Equipment parts by the description from the technician, so we eliminated the potential for their being an unprogrammed aftermarket replacement sensor.

We didn't have access to the sensor part number, as they were installed inside the wheel/tire assembly. What we did have access to was a Bartec TPMS Tool that has the IDENTIFY SENSOR feature! We confirmed the Make, Model and Year by using VINdicate®. It was indeed a 2022 Dodge Challenger, SRT. The next step was to launch the Toolkit by pressing the menu key.









The IDENTIFY SENSOR process will look for all known TPMS Sensors associated with a manufacturer's range of options. As it turned out in this case, the Bartec TPMS tool determined that the INCORRECT OE SENSOR was fitted to the vehicle. In this case, the sensor fitted was for the BASE MODEL CHALLENGER and not the SRT version.



As previously mentioned, the consumer brought these sensors to the tire retailer. In this case it was later determined that the customer had purchased these parts online, thinking they would save money. It is very easy to mistake the base model vehicle for the higher performance version, without having the actual VIN, so it was understandable that the wrong sensor was supplied.

With more automotive parts being available online, combined with the ease with which errors can be made during the vehicle look up process, it would be wise for service providers to develop a standard operating procedure to deal with customer supplied parts. In this case, it would be best practice for someone at the tire retailer to validate the sensor function using their TPMS Tool. Preferably, it would be best practice to test them at the front counter, before the price quote, that way if they're not the correct parts, you can offer to sell them proper replacements. At a minimum however, always set up the tool for the customer's vehicle and test the sensors BEFORE installing them.



Test BEFORE Touch, applies to customer supplied parts, too!