



## **Requesting lost token replacements for MVP customers “Policy and Procedures”**

1. Based on feedback from our customers we have recently changed the way in which lost token requests are handled.
2. Requests are now processed in USA by our “On Vehicle Support” support team.
  - A. At the first sign of trouble on any vehicle you are working on and before using more than one token without results please call our tech support “On The Vehicle” team so that we can advise you on the best way to proceed.
  - B. Please have all the details of the situation ready including the year make and model of the vehicle and the exact key blank being used..Please make sure to check the online applications guide @ [www.tcodeusa.com](http://www.tcodeusa.com) to make sure that the vehicle is one that is currently supported.
  - C. We will do our best to help you to make sure you are following all proper procedures and can advise if there is a fix for the issue you are having. If it is determined that tokens lost are refundable we may upon our discretion credit lost tokens back into you online bank to replace them.
  - D. We realize that sometimes you may work on a vehicle after hours when it is not possible to contact us. In those instances you should be very careful to make sure you are following all proper recommended procedures found in your printed users manual and keep the amount of lost tokens to a minimum. Keep all the details and call us ASAP

**Tech Support  
650-351-8270**