



**The ultimate protection
for your Audi**
Vodafone Automotive VTS S5



In partnership with
**Vodafone
Automotive**

Stolen Vehicle Tracking approved by Audi UK

You've invested in your pride and joy. Now, you need the peace of mind knowing that it's safe: Vodafone Automotive VTS S5 monitors your vehicle so you don't have to.

With Home Office statistics recording a 48.7% increase in vehicle thefts across the UK from 75,308 in 2013-14 to 111,999 in 2017-18, major insurers are often now asking if vehicles have tracking systems installed as a condition of providing cover. These latest figures equate to one vehicle being stolen every five minutes – or 300 per day.¹

Looking to the future means equipping our vehicles with the most sophisticated technology available. Security protection – especially to guard against the most sophisticated of car thieves who will target the keys and simply drive away – is no exception. Such is the reality of car theft today is that if this happens, even the most advanced vehicle security is powerless to protect you.

That is why Vodafone Automotive VTS S5 has been specifically engineered for Audi by Vodafone Automotive, the European market leader in stolen vehicle tracking, working in partnership with Audi engineers.

As such, it is the only tracking system tested and approved by Audi, providing stolen vehicle tracking and recovery across 45 European countries as standard. Vodafone Automotive VTS S5 includes the first year's subscription, My Connected Car mobile and web application, and is fully covered by the comprehensive Audi UK 3 year Warranty Programme if fitted before a new vehicle handover (otherwise 2 years).

This guide is designed to help you understand how to use Vodafone Automotive VTS S5. Nonetheless, should you have any issues that need further clarification, please do not hesitate to call Vodafone Automotive Customer Services where our advisers will be available to answer your query.

Vodafone Automotive Customer Services
(Monday-Friday 09:00-17:00)

0333 222 0003 or +44 (0)1282 473 732

Vodafone Automotive 24/7 Stolen Vehicle Helpline

0333 222 0799 or +44 (0)1282 473 799



How does it work?

Vodafone Automotive VTS S5 is a specialist, industry-leading stolen vehicle tracking system. Using the latest GPS and GSM technology, you can rest assured that if the worst does happen, there's unparalleled support on hand to retrieve your vehicle.

The system is installed covertly into your Audi and comes supplied with two Automatic Driver Recognition (ADR) cards. Via an active ADR card the system automatically recognises you as the authorised driver – which means that your Vodafone Automotive VTS S5 tracking system is personalised to you. As such, you need to carry one of the ADR cards with you every time you drive your vehicle.

If you switch on the ignition of your Audi and move the vehicle without an ADR card present, Vodafone Automotive's Secure Operating Centre will receive an alert and will contact you to check whether your vehicle is safe. **It is vital that you do not leave either ADR card inside the vehicle; they should be kept in a safe place and always separately from your car keys, as the presence of an ADR card deactivates all alerts.**

As well as being able to automatically recognise an authorised driver via an active ADR card, the system also triggers an automatic alert when the following happens:

- ▶ Your vehicle is lifted or towed without an ADR card present
- ▶ The wires to the tracking system are cut, or your vehicle battery is disconnected or discharged without an ADR card present

You can, of course, also call our Secure Operating Centre at any time to report a theft, such as theft of the vehicle where both the keys and the ADR card(s) have been stolen. The system also performs a regular automatic system health check and an internal battery allows the system to function in the event of a power loss.

¹ <https://bit.ly/2Xsg4Ap>

² **Countries covered:** Albania, Andorra, Austria, Belarus, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malaysia, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Russia, San Marino, Serbia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Turkey, Ukraine, United Kingdom, Vatican City.

Key Features



Automatic Driver Recognition (ADR) Cards
Alerts Vodafone Automotive immediately if your vehicle is stolen, even if the thief has your keys



Pinpoint GPS tracking
Accurate to within 10 metres



International GSM coverage
Roaming SIM card gives coverage across more than 180 countries



Tow-Away alert
Triggered when motion is detected with the ignition switched off



Tamper alert
Activated when the system battery is disconnected or discharged, or when the system wiring is cut



Thatcham accredited
Endorsed by the most highly respected and recognised European independent vehicle security testing establishments



System health check
Regular automatic self-diagnostic check



Insurance approved
Approved by major insurers



24/7 service
Via Vodafone Automotive's European-wide network of Secure Operating Centres



European coverage as standard
Local language Police liaison and recovery across 45 European countries²



Theft History
In the event of a theft, our minute-by-minute theft tracking helps Police locate your vehicle and secure convictions

If your vehicle is stolen

If we receive an alert from your vehicle, an advisor from one of our Secure Operating Centres will attempt to contact you using the telephone number(s) that you supplied at the time of registration to verify that a theft has taken place.

The Police are not contacted until one of our advisors have spoken with you. This is to comply with Police procedures and to ensure that Police time is not wasted with false alarms.

Once you confirm the theft, your advisor will ask you to contact the Police to report it. You must then call your advisor back immediately with a Police incident number. This is because receipt of an alert alone does not constitute a confirmed theft; the Police require the car owner to verify it. The Secure Operating Centre then liaises with the relevant Police force to work to recover your vehicle.

If your vehicle is outside the UK, the Secure Operating Centre work with the Police in their local language to recover your vehicle. Once the Police have secured your vehicle, arrangements are made with you for it to be collected.

The Police may require it to be taken to a secure compound for further investigation. You will be liable for any statutory Police recovery and storage charges, payable directly to the Police.

False alerts

Please note that excessive false alerts may result in a charge. **To avoid unnecessary alerts, contact Vodafone Automotive Customer Services to inform them of any potential false alarm.** With your consent, your advisor will set one of the modes below:



Transport Mode

This inhibits alerts that would be generated by unexpected movement of the vehicle whilst the ignition is switched off. For example, if the vehicle were to be transported



Garage Mode

This inhibits the alerts that would be generated by unexpected tampering. For example, if the vehicle were being serviced, the battery being disconnected or dealer device maintenance is required

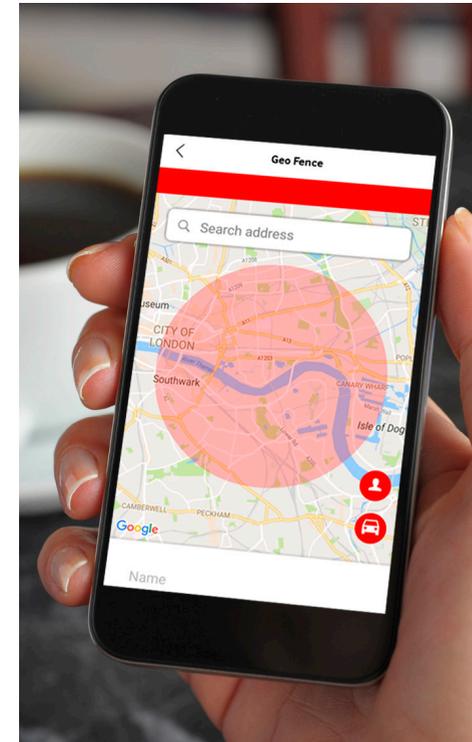
My Connected Car: App & Web application

With My Connected Car, you can access and manage a number of your vehicle security and safety functions remotely. My Connected Car provides easy access to vehicle information such as real-time vehicle location, directions to the vehicle and geofence ability.

How to access My Connected Car

- ▶ Our dedicated Vodafone Automotive Customer Services will receive your completed and signed Customer Registration Form
- ▶ After your Vodafone Automotive VTS S5 tracking device has been installed, you will receive a text with login details for My Connected Car
- ▶ Download the My Connected Car app - available on Android & IOS - and sign-in using the login details provided

Download the My Connected Car app on IOS and Android now for a free demo.



Key Features



Live vehicle location

Including satellite Google Maps viewing



Trip reports

See your latest and historical journeys, including distance travelled as well as average and maximum speed



Car finder route (driving and walking)

Can't remember where you parked? Car finder shows you the quickest way to get back to your vehicle



Geofence

Set a geofence zone and receive an in-app notification if your vehicle enters or leaves that area



Special modes

Simply activate Garage Mode or Transport Mode without the need to contact our Customer Services



Speed alert

Set a specific speed limit and receive an in-app notification if you exceed that limit



SOS button

Direct to the Vodafone Automotive Secure Operating Centre



Multiple vehicles

Up to 10 vehicles available in one account



Self-diagnosis

Perform your own system health check



Important information

Damage check

If you are involved in an accident or if your vehicle battery has been disconnected for any reason (for example, bodywork repair, paint respray, etc.), you must call Vodafone Automotive Customer Services so that they can test the system to check that it is still functioning correctly.

Subscription packages

Your chosen subscription package will be detailed in your welcome letter. We will contact you towards the end of the subscription period to arrange a subscription renewal.

Insurance benefits

Vodafone Automotive VTS S5 has been approved by Thatcham in the UK. As a result, most insurers recognise the product as an approved security tracking system and may be willing to offer policy holders a premium rebate or other benefits as a reward for fitting it.

Hands-free mobile phone use

The use of hand-held mobile devices whilst driving is now prohibited in most European countries. Therefore, it is important that any services are only accessed using a legally compliant hands-free kit while your vehicle is on the move. Otherwise, you must safely park and switch off your engine before calling us.

Change of details

Should any of your personal details change, please call Vodafone Automotive Customer Services. This includes if:

- ▶ You change your vehicle's registration plate
- ▶ Your vehicle has been sold
- ▶ You change address
- ▶ Your contact number(s) change

Protecting your data

Protection of your data is core to our commitment to you. Please refer to the Terms & Conditions within the Customer Registration Form for further details.

Changing your ADR cards' batteries

Your Automatic Driver Recognition (ADR) cards' batteries will need replacing periodically and you will receive an SMS message advising you when this is required. The batteries should be replaced with type CR2032 standard batteries, which can be purchased from most high street outlets.

To change the battery:

- ▶ Remove the cover from the ADR card by using a small screwdriver to gently lever it open at the corners
- ▶ Remove the existing battery by sliding it out of the metal grip and replace it like-for-like with the new battery

After changing the battery:

- ▶ Switch the ADR card back on by pressing and holding the button continuously for 3-5 seconds. During this time the LED will illuminate. As soon as you release the button the LED will go out. The LED should then pulse intermittently approximately every 4 seconds. Please bear in mind that this pulse can be significantly dimmer than the light you see when you press the button. If the LED does not pulse on its own, please start the process again

Please ensure that your ADR card is switched on at all times. However, during periods of inactivity (holidays, storage, etc.) the card can be switched off to conserve battery life by pressing and holding the button for 10 seconds. To switch it back on, press and hold the button for 2-3 seconds until the LED starts to pulse. For further information on how to change your device battery, please refer to our website.

Contact Vodafone Automotive

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