

# How to safeguard vehicles against theft – tracking systems

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Vehicle tracking systems are an **effective security measure.**

A tracker is a small device that is attached to a vehicle and transmits data about its location and speed to a GPS satellite.

The satellite then sends this information on to the tracking company, a computer or an app. This information relays at regular intervals, which can be set anywhere between every five seconds and five minutes.

Trackers can be retro-fitted professionally to most vehicles, but many cars, such as those offered by Jaguar Land Rover (JLR), now come with systems factory-fitted as standard. In the case of JLR, this is the InControl Remote Secure system. Still, for some models, this factory-fitted system needs to be upgraded to the InControl Remote Secure Pro to satisfy insurance requirements.

Upon delivery, completing all the necessary steps is imperative to ensure the tracking device is registered and that the correct contact details are provided.

All tracking devices require an active subscription, and only when the subscription has been paid will the system be activated and fully operational in the event of theft.



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If the tracker is not fully operational and the subscription is inactive at the time of a theft, or the installed system does not meet the insurer's requirements, the insurer may not be able to pay the claim.

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# Five important factors to consider about vehicle trackers and how to avoid common pitfalls.

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## 1. Does the vehicle already have a tracking device?

Ask the dealer whether there is one fitted and if so, is it a GPS system and does it include Automatic Driver Recognition (ADR) system? Insurers might require a specific type of system. If the required system is not already fitted and subscribed to, you'll need a professional installer to fit one. If you need help with this, we can put you in contact with our approved supplier and installation partner. Ask us for more details.

## 2. Check the vehicle has the correct tracker

If the vehicle does not have a factory-fitted tracker or it is not the required type, a system can be fitted by a professional. An asset location (e.g. GPS) system provides basic functionality. It will not provide an alert if the car is stolen, and the car movements will only be tracked once the theft is noticed and reported to the police. This could result in a delay.

Automatic driver recognition (ADR) is a feature on premium tracking products that identifies approved drivers. These identifiers are usually small tags the driver keeps on their person. If the vehicle is moved without the presence of a Driver Identification tag, an alert will be sent.

An ADR system will alert by text immediately in the event of any unauthorised movement.

Check with the tracker provider or the manufacturer.

## 3. ADR system

ADR takes tracking technology one step further by identifying an approved driver. It requires a driver identification tag to be present before the car can be used. If the car is driven without the tag in the car, the tracker will alert. With newer models, the driver identification card can be built into the vehicle key.

Check with the tracker provider or the manufacturer.

Do not leave the driver identification tag in the vehicle when unattended or the system will not alert a theft.

## 4. A subscription fee must be paid for the tracking service

If the subscription lapses, the tracker will stop working as it will no longer be able to communicate with the tracking company in the event of a theft and this could invalidate the insurance. Always make sure the subscription is active.

Choosing an automatic renewal can help mitigate this risk.

A subscription for up to 3 years is sometimes included in the purchase price. However, it is the responsibility of the owner to check that this has been done and that the subscription is renewed at the end of the initial period.

Check with the tracker provider or the manufacturer.

## 5. Factory-fitted tracker: Jaguar Land Rover (JLR) InControl Secure

JLR now offer a factory-fitted tracker from new. The required specification must be chosen at the point of order.

- a. When ordering the vehicle, check the requirements of the insurer and select the required tracker and ensure the subscription is included. Choose from InControl Remote Secure (GPS only) or InControl Remote Secure Pro (GPS & ADR).
- b. Before or upon delivery, the dealership should connect the new owner and the vehicle to the JLR portal and InControl system. All steps must be completed, or the system will not be operational.

### When buying a used or pre-registered JLR, action the following:

- a. Reach out to JLR or the dealer to check if the InControl Secure tracker system is fitted.
- b. Establish if it's the InControl Remote Secure (GPS only) or InControl Remote Secure Pro (GPS & ADR).
- c. Check the requirements of the insurer and the suitability of either system. If the system is suitable, pay for and activate the required subscription.
- d. Complete the process by downloading the required app and linking the whole system to the new owner.
- e. If the system does not meet the insurer's requirements, you'll need a professional installer to fit one. If you need help with this, we can put you in contact with our approved supplier and installation partner. Ask us for more details.

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## Your essential checklist – applicable to all tracking systems:

- Check your insurance requirements carefully, and make sure your system has the required capabilities, either GPS only or GPS & ADR.
- Complete all stages of the required system set-up and ensure that activation has been completed.
- Ensure that confirmation has been received from the manufacturer or system provider and that the tracking system is active and fully operational. If you doubt the system is not live and fully working, check back with the provider immediately.
- Make sure the tracking subscription is paid and active at all times.
- Set reminders for the subscription's renewal.
- Ensure ADR tags are never left in the car when unattended.