Tracker for Mercedes-Benz

Stolen Vehicle Recovery



Mercedes-Benz



Welcome to total peace of mind, powered by TRACKER

Now you can happily leave your vehicle knowing that with a Tracker for Mercedes-Benz hidden inside, the police will be guided straight to it, should it ever be stolen.



Now there are just two things you need to do:

1. When you receive your Registration Document from TRACKER, keep it somewhere safe.
2. Relax – your vehicle is covered in the event of theft.

If you require additional information about your Tracker for Mercedes-Benz, please contact our Customer Service Team on:

01895 234 567 or visit www.TRACKER.co.uk

What should I do if my vehicle is ever stolen?





The first thing you must do is call the police to report the theft, and obtain a crime reference number.

Once you have reported the theft, you will need to call the Tracker 24 hour Control Room on: **0800 911 900**, ensuring that you have the following information to hand:

1. Vehicle Registration Number.
2. Your Vehicle Location Unit (VLU) number, which is shown on your Registration document.
3. Crime Reference Number.

If you are reporting the theft from outside of the UK please report the theft of your vehicle to the local police authorities and then call TRACKER on **+44 (0) 1895 234 567.**

Your Tracker for Mercedes-Benz will provide either partial or full European coverage depending on the type of tracking unit you have had installed. If you would like more information on European coverage, please visit **www.TRACKER.co.uk** or call 01895 234 567..

On confirmation of a theft, the tracking unit in your vehicle will be activated. Once your vehicle has been located by the police, TRACKER will arrange for a uniformed guard to stay with the vehicle until the recovery company arrive to pick it up. We will then return your vehicle to you, anywhere in mainland Great Britain. (Terms and conditions apply).

Important information

Tracker for Mercedes-Benz and Tracker Plus for Mercedes-Benz

The tracking element in your Tracker for Mercedes-Benz or Tracker Plus for Mercedes-Benz unit is operational with immediate effect. However, the movement sensor only becomes active 2 hours after installation, to avoid a false movement alert whilst your unit is being fitted by one of our trained technicians.

If you have any technical enquiries please call our Technical Support team on:

01895 234 567

Battery backup

Your tracking unit is fitted with a non-rechargeable back up battery. This design feature allows the unit to continue to operate even if the main vehicle battery is disconnected, which maximises the security of the product. This feature allows the unit to operate unassisted for up to one month.

Please note: The unit will draw power from this back up battery whenever the main supply is disconnected, for example, under theft conditions or during a vehicle service.

The back up battery life will be reduced by the duration of the supply disconnection.

Please ensure that your vehicle battery is always kept charged. Whenever you have work done on your vehicle, you should advise the retailer that if battery.

disconnection is required, then this time should be kept to a minimum. Remember, the unit will work indefinitely when the main vehicle supply is present. Please be aware that if the non-rechargeable back-up battery becomes flat and needs replacing, a chargeable service call will be required.



If you sell your vehicle

Transfer of ownership

If you sell, transfer or dispose of your vehicle, please complete the tear-off section at the bottom of your Registration Document and post it to TRACKER:

TRACKER Network (UK) Limited, 1 Furzeground Way, Stocklet Park, Uxbridge, Middlesex UB11 1BD

The tracking system is **NOT** transferable from vehicle to vehicle. The unit stays with the original vehicle for its lifetime. When the vehicle is sold, the new owner can register with TRACKER by paying a small registration fee and a Tracker for Mercedes-Benz subscription.

To transfer ownership of your Tracker or Tracker Plus for Mercedes-Benz system, please speak to your local Mercedes-Benz retailer or call **01895 234 567**.

DON'T FORGET!

As the tracking unit is not transferable from your existing vehicle to your new one, make sure that you continue to have total peace of mind by purchasing and fitting a new system for your new vehicle. For details of our customer loyalty scheme, please see overleaf.

Please speak to your local Mercedes-Benz retailer to arrange your new installation.

Additional customer benefits

For other available offers please visit:
www.tracker.co.uk/mboffer

All Tracker and Tracker Plus for Mercedes-Benz customers will be able to take advantage of:

VIP Theft Recovery Service

Upon recovery of your vehicle, your car will be recovered back to your chosen Mercedes-Benz retailer, where it will be given a full vehicle health check and a valet free of charge. You will then be able to collect your car at your convenience with the knowledge and peace of mind that comes with knowing that it is clean, secure and safe.

Discounts off Mercedes-Benz World Experiences - the home of Mercedes-Benz

Located on the famous Brooklands site in Weybridge, Surrey, Mercedes-Benz World is an unforgettable day out, not just for motoring fans but for the whole family.

Put your driving skills to the test out on the handling circuit in a range of Mercedes-Benz vehicles, or let the Silver Arrows Display Team show you how it's done.

Off the track, you can explore fascinating exhibitions, get up close to legendary Mercedes-Benz vehicles, and enjoy a bite to eat at Café 1886 or the Gullwing Restaurant.

Mercedes-Benz owners...
The club for all things Mercedes-Benz

Mercedes-Benz Owners (MBO) is a community based membership organisation offering an array of benefits for any Mercedes-Benz owner or enthusiast.

By becoming part of Mercedes-Benz Owners, you will immediately receive the following benefits:

- Preferential rates on car insurance
- Discount on parts, service & repairs
- Part finding service
- Monthly Mercedes-Benz Owners magazine
- 35% discount on RAC membership
- Access to the Online Members Area
- Member helpline
- Free classified advertising

When you choose to replace your car, your chosen Mercedes-Benz retailer will supply you with a brand new Mercedes-Benz vehicle tracking unit and your choice of subscriptions at a discounted price.

It gets even better...

If you are part way through an annual subscription when you replace your vehicle, TRACKER will transfer the remaining months to your new Mercedes-Benz vehicle tracking unit until your renewal date or extend your renewal date to include the remaining months, at which point you have the option of continuing to pay for an annual subscription or opt for the one-off long term subscription of your choice.

All information is correct at time of going to print, all Mercedes-Benz vehicle tracking products require an active subscription.



Frequently asked questions

What should I do with my Registration Document?

When you receive your Registration document, please check the accuracy of all details and notify TRACKER immediately if you need to make any amendments by calling 01895 234 567. Keep this document somewhere safe – but remember not to leave it with your vehicle

How can I transport my vehicle without triggering the unit?

If you know that there will be a situation whereby your vehicle could generate a false movement alert, please call the TRACKER Control Desk on: **0800 911 900**. TRACKER can then suspend all or part of the TRACKER service for an agreed duration.

How do I know my system is working?

The installer will have tested your TRACKER unit at the time of installation.

You can request an audit at any time (for current costs please call our Technical Support Team on 01895 234 567). Your TRACKER unit can be tested at your home or place of work providing there is suitable off road parking and a sheltered area to work on the vehicle.

When should I have my unit re-tested?

- After the vehicle has been repaired following an accident
- Following major alterations, particularly to the electrical system
- After theft recovery

For more information contact our Technical Support Team on

01895 234 567



Will my vehicle require Tracker for Mercedes-Benz identification stickers?

No. A major security feature of the system is that the presence of the Tracker for Mercedes-Benz unit is not disclosed to the thief. In fact, identification stickers are an encouragement to thieves to damage the vehicle, as they may hurriedly attempt to locate the unit. For this reason, we also strongly advise that you use your discretion when notifying others that your vehicle has a Tracker for Mercedes-Benz fitted. We do provide stickers for placement on your V5 and service book, but these items should not be kept in your vehicle.

What happens if I change my vehicle registration number to a personalised number plate?

You should immediately advise TRACKER Customer Services of any changes to your vehicle or personal details – just call 01895 234 567.

Can my tracking unit be transferred from one vehicle to another?

No. For security reasons and avoidance of any possible false alarms, the unit stays with the original vehicle for its lifetime. When you sell your vehicle, the new owner can benefit from the unit once he or she has registered with TRACKER and paid the subscription and registration fee.

Please note: the TRACKER subscription is non-transferable to the new vehicle owner.

Does my unit require a subscription?

Yes, customers are required to have a live subscription to be covered by TRACKER. Please contact the subscriptions team on **01895 234 567** for more information.

Will my Tracker or Tracker Plus for Mercedes-Benz work in Europe?

Depending on the type of unit you have installed, it will provide partial or full European coverage. If you would like more information on European coverage, please visit www.TRACKER.co.uk or call 01895 234 567.

What is the Guard and Recover Service?

Once your vehicle has been located, TRACKER will arrange for a uniformed guard to stay with the vehicle until the recovery company arrive to pick it up. They will then return it to you anywhere in mainland Great Britain.
(Terms and conditions apply).

Do you offer the Guard and Recover Service in Europe?

No. This service is only available in mainland Great Britain.

What happens when my stolen car is recovered?

Your car will be taken to a Mercedes-Benz retailer of your choice where it will undergo a full Mercedes-Benz vehicle health check and valet free of charge.

Frequently asked questions

How do I renew my subscription?

If you have opted to pay the Annual Subscription by continuous direct debit or credit card, subsequent annual payments will be debited from your account unless you notify us of cancellation or that you have sold your vehicle.

Please note: the TRACKER subscription is non-transferable, therefore your subscription cannot be transferred over to the new vehicle owner. However, as a valued customer, you can transfer the remaining months of your annual subscription to your new unit.

What happens to my unit if my vehicle battery is disconnected?

If your vehicle battery is disconnected, this will generate an alert informing TRACKER. It is vital therefore that you inform TRACKER on 0800 911 900 prior to disconnecting your vehicle battery to avoid any false alerts.

If the vehicle battery is disconnected the non-rechargeable backup battery will operate unassisted for a month. Please be aware that after this time, the non-rechargeable backup battery will go flat and a chargeable service call will apply in order to replace this.



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