

**Protect your Volkswagen vehicle**  
with Vodafone Automotive VTS S5

**User Guide**



Together we can  
**Vodafone**  
**Automotive**

## Vodafone Automotive VTS S5

### Let's take a closer look

Thanks for choosing Vodafone Automotive VTS S5 to ensure your Volkswagen is protected at all times. The service is available 24/7 across 40 countries in Europe\*, in your local language, even if you are abroad.

It also provides you with an easy remote access to security and convenience features through the My Connected Vehicle mobile app.

Vodafone Automotive VTS S5 is activated after you have completed your details in the Customer Portal and your Volkswagen retailer has installed the device. The service includes My Connected Vehicle mobile app and it is fully covered by a comprehensive 3 year warranty on new vehicles.

This guide is designed to help you understand how to use your device and My Connected Vehicle Mobile App.

Vodafone Automotive VTS S5 is Thatcham accredited (S5 category) and recognised by the majority of leading insurers.

\*Countries covered: list available on our website - [automotive.vodafone.com](https://automotive.vodafone.com)



# Vodafone Automotive VTS S5

## How does it work?

The system is installed covertly into your Volkswagen and comes supplied with two Automatic Driver Recognition (ADR) Cards. The active ADR Cards allow the system to automatically recognise you as the authorised driver. This is why you need to carry one of the ADR Cards with you every time you drive your vehicle.

### System arming and disarming

Once you have activated the ADR Cards, the system will automatically arm/disarm upon recognition of the ADR Card that you must always keep with you.

If you switch on the ignition of your Volkswagen 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.

Should you forget your ADR Card in the vehicle, the system will automatically arm after 30 minutes, this to ensure your vehicle is protected. In order to avoid the generation of false alerts, please briefly press the ADR button when returning to the vehicle.

### Alerts you can trust

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.

For additional security, the system regularly performs an automatic health check and an internal battery allows the system to function in the event of a power loss.

### Special Modes

You can use the special mode function on the My Connected Vehicle Mobile app included in your service, so that automatic alerts are deactivated for a limited period of time. Special modes include:

- Garage mode: This mode inhibits the alerts that would be generated by unexpected tampering with the car. For example, if the car were being serviced; the battery being disconnected; or dealer device maintenance is required.
- Transport mode: This mode inhibits the alerts that would be generated by unexpected movement of the car whilst the ignition is switched off. For example, if the car were to be transported.
- Protection Deactivation: The security system can be temporarily disarmed in case of missing ADR Cards or low battery. Protection against theft becomes very limited with protection deactivation mode on.

Please note that excessive false alerts may result in a charge.

## 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, our 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, your first point of contact is always your UK Secure Operating Centre who will liaise with the relevant Police force to help locate and 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.

\*Countries covered: list available on our website - [automotive.vodafone.com](https://www.vodafone.co.uk/automotive)



# My Connected Vehicle Mobile app

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

## How to access My Connected Vehicle

- Once you have completed the registration to our service via the dedicated Customer Portal, you will receive the credentials to access your mobile app.
- You can then download the My Connected Vehicle app.

Your My Connected Vehicle mobile app can be easily downloaded at:



for iPhones and iPad



for Android smartphones

## Key Features



**LIVE VEHICLE LOCATION**  
Including satellite Google Maps viewing



**VEHICLE FINDER ROUTE (DRIVING AND WALKING)**  
Can't remember where you parked? Vehicle finder shows you the quickest way to get back to your vehicle



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



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



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



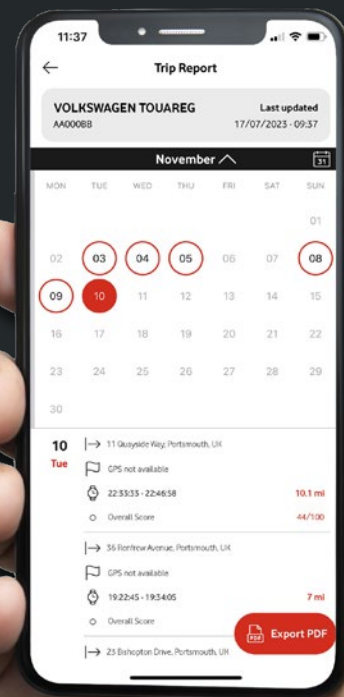
**GEOFENCE**  
Set a geofence zone and receive an in-app notification if your vehicle enters or leaves that area



**SELF-DIAGNOSIS**  
Perform your own system health check



**DECLARE A THEFT**  
Direct to the Vodafone Automotive Secure Operating Centre





# Important information

## Warranty conditions

This product is guaranteed for 36 months on a new vehicle and devices fitted to vehicles over 12 months old will benefit from a 2-year warranty. The Vodafone Automotive VTS S5 warranty will be null and void if the product shows signs of tampering, incorrect installation, damage caused by falling or transport, negligence, and anything else not imputable to manufacturing defects. In the event of improper installation of the system, the manufacturer, Vodafone Automotive SpA, via Astico 41, 21100, Varese, Italy, shall not be liable to compensate for damages:

- Of any kind and direct or indirect
- To things or to persons.

To benefit from warranty coverage, contact your authorised dealer with adequate documentation showing the date of purchase. The manufacturer shall not be liable for any faults or malfunctions in the anti-theft device and/or in the electrical system of the vehicle due to incorrect installation and/or to failure to comply with the indicated technical specifications.

## 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.

## 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(s)

## Protecting your data

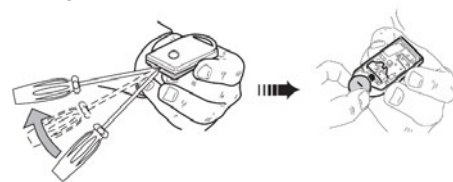
The principles of transparency, accountability and relevance are among pillars on which Vodafone Automotive's organisation, procedures and technologies are founded, as requested by EU's General Data Protection Regulation (GDPR). Please refer to the Terms & Conditions for further details.

## 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 (3V), 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
- You may need to call into Vodafone Automotive Customer Services to reprogram the ADR Card back on to the system

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.



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#### WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT DIRECTIVE

(Applicable in the European Union and other European countries with separate collection programs)

The system is internally equipped with a battery of Ni-Mh not accessible and replaceable only by the manufacturer. This symbol on the product or its packaging indicates that this product should not be disposed of with other household waste. Dispose of your waste equipment by handing it over to the authorized collection centre for the recycling of electrical and electronic waste. The separate collection and recycling of waste equipment will help to conserve natural resources and ensure that it is recycled in a manner that protects the environment and people's health. For more information about where you can drop the equipment for recycling, please contact the body responsible for the city office, waste disposal service or the dealer from whom you purchased the product.



VODAFONE AUTOMOTIVE is committed to reducing the use of natural resources.

Help us to preserve them, by downloading the complete manuals if needed at: [automotive.vodafone.com](https://automotive.vodafone.com)

#### Contact Vodafone Automotive

##### Phone

Customer Services – general queries  
Monday-Friday, 8.30am-5.15pm

Stolen Vehicle helpline  
24/7

**+44 (0) 333 1 222 222**

[automotive.vodafone.com/uk](https://automotive.vodafone.com/uk)

##### Email

Customer Services – general queries  
Monday-Friday, 8.30am-5.15pm

**[automotivecustomercare@vodafone.com](mailto:automotivecustomercare@vodafone.com)**

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