Stolen Vehicle Assistance

If your vehicle is ever stolen, this App (with your permission) will provide its location to the police to help them track it down.

Description

If your vehicle is stolen, contact local law enforcement immediately to file a stolen vehicle report. Once this report has been filed, Uconnect Care can help locate your vehicle. The Uconnect Care Agent will ask for the stolen vehicle report number issued by local law enforcement. Then, using GPS technology and the built-in wireless connection within your vehicle, the Uconnect Care Agent will be able to locate the stolen vehicle and work with law enforcement to help recover it. (Vehicle must be within the United States, have network coverage and must be registered with Uconnect Access with an active subscription that includes the applicable feature).

Stolen Vehicle Assistance is a secure process that can only be done with your permission. Law enforcement gets involved only after you file a stolen vehicle report with them.

How It Works

- 1) If your vehicle is stolen, contact local law enforcement as soon as possible. They will work with you to file a stolen vehicle report.
- 2) Next, contact Uconnect Care to inform them that your vehicle has been stolen. The Uconnect Care Agent will ask for the stolen vehicle report number (as issued by your local law enforcement).

Uconnect Care can be reached by calling 855-792-4241.

If you have downloaded the Uconnect Access App you can touch the operator button on your smartphone and select Uconnect Care to make the call.



- **3)** Uconnect Care will authenticate that you are the owner of the vehicle, and contact the law enforcement with whom you filed the stolen vehicle report with.
- 4) Your local law enforcement will work with Uconnect Care to track and attempt to recover the vehicle. You will be contacted by law enforcement if your vehicle is recovered. While the investigation is ongoing, you should also contact your insurance company to inform them of the situation.

Requirements

- Vehicle must be properly equipped with the Uconnect Access System
- Vehicle must be in range of a usable and authorized cellular signal
- Vehicle must be registered with Uconnect Access and have an active subscription that includes the applicable feature or App

Disclaimers

• No security system is invincible, and vehicle thieves may develop ways to prevent your vehicle from being located

FAQs

- What do if my vehicle is stolen? > First, call local law enforcement as soon as possible. They will work with you to file a stolen vehicle report. Then call Uconnect at 855-792-4241 and tell them what happened. They will help you through the process.
- 2) Can someone track my vehicle? > To ensure your privacy, and the privacy of others using your vehicle, you must involve local law enforcement to have Uconnect locate your vehicle. This helps to ensure that someone is not tracking your vehicle for purposes other than at your request to locate it in the event it is stolen.
- 3) How will I know if my vehicle is recovered? > After you provide the Uconnect Care Agent with the stolen vehicle report, they will work together to try and locate your vehicle.
- 4) Can Uconnect Access lower my insurance rates? > Some insurance providers do offer lower rates on vehicles equipped with systems that can deter auto theft. When shopping for insurance, be sure to inform them of your Uconnect Access system (Stolen Vehicle Assistance requires a subscription).