

TRACKSTAR

SUMMER

NEWSLETTER

July 2022

WHERE ARE THE CAR THEFT
HOTSPOTS IN THE UK?

HOW TO GET THE MOST OUT OF
YOUR APP?

HAVE AN S5? CHECK OUT OUR
BEST PRACTICE GUIDE

**WE
TEST-DROVE
THE MUSTANG
MACH-E**



Your Trackstar is Thatcham Approved. This means it has stood up to rigorous testing in all situations and can be consistently relied upon by us, the police and of course you as a customer to track your vehicle if the worst should happen and it is stolen.

Alongside the Trackstar system is the MyTrackstar companion app, available from the iOS app store and the Google Play Store. The app allows you to manage your account, change your registration, deactivate false alerts, pair new tags (For new model Trackstar S5 systems installed after January 2020) view past journeys, set geofences, report a theft and enter service mode for a set period of time, to prevent you receiving alerts whilst your vehicle is worked on in the garage.

Whilst the app is not a live tracking app, you can use it to view the last location uploaded to the app following ignition off, dependent on local cell signal in the area which your car is located. To get yours, search for "MyTrackstar" in the app store



This summer we attended Fully Charged Live 2022 to see how brands across the world are revolutionising the electric car space.

Whilst some extremely innovative and exciting offerings were to be had, we made a bee-line directly for the Ford stand! Why? Because in January of this year, the first Mach-e fitted with fully connected stolen vehicle tracking, a service provided by our parent company Teletrac Navman, hit the roads.

What can we say?! If you're looking for excitement, the Ford Mustang Mach-e is certainly the place to go! With clean lines inside and out, and sporting the unmistakable Mustang lights and emblem, this car is sure to become a behemoth in the EV world. There are currently 3 levels to choose from, all of which offer explosive acceleration and go-kart-like handling, juxtaposed with incredibly comfortable bucket seats. The top model also boasts an impressive range of up to 379 miles!

The Mustang Mach-e is the first Ford EV to feature Teletrac Navman stolen vehicle services but will soon be followed by other Ford models.

Prices start from £47,530 OTR and for that price, we think it is going to make the top of the list for thousands of people across the country! It's definitely on ours!



Which counties experience the most vehicle thefts?

With 1 theft every 5 minutes in the UK, naturally some areas of the UK are going to be hit harder than others. Using our own theft and recovery statistics we looked at the top 10 vehicle theft hotspots in the UK, making up 78% of the total thefts we deal with.

Speak about vehicle theft and one might conjure images of a shady person, dressed all in black, skulking around in the dead of night holding a crowbar, but the statistics tell a different story! We've discovered that a vehicle theft is 80% more likely to occur during the day and vehicles are 21% more likely to be stolen from home.

Whilst thefts following a burglary are a possibility, vehicles were 26-times more likely to be stolen without the keys, suggesting relay or jamming attacks, in which the thief either clones the wireless signal emitted from the key, or jams your key's signal, preventing the vehicle from locking and allowing easy access to the vehicle's OBD2 port, facilitating the programming of new keys!

Unsurprisingly, London came in at number 1, with 29% of all thefts within our top 10 list, but perhaps the others in the table below will surprise you!

1. London	-	29%
2. Greater Manchester	-	10%
3. West Midlands	-	10%
4. South Yorkshire	-	7%
5. West Yorkshire	-	6%
6. Staffordshire	-	5%
7. Essex	-	3%
8. Lancashire	-	3%
9. Surrey	-	3%
10. Bedfordshire	-	2%



S5 BEST PRACTICE

The Thatcham approved Trackstar S5 is designed to combat the 96% of thefts that occur without keys present, most commonly through Relay attacks. Because these types of theft are keyless, the S5 system knows when a relay or OBD2 attack has taken place and can alert you immediately, drastically increasing Trackstar and Police response times.

These best practice tips will ensure your S5 is always in best working order, ready to activate and save your vehicle, plus a hefty insurance excess.



Batteries

Your Trackstar S5 driver recognition tag (DID) uses CR2032 button batteries, which should last for roughly 1 year with regular, daily use. After 1 year, or if you start to receive false “driving without tag” alerts to your app or phone, replace these by prying the front and back of your tag case apart. You should avoid Duracel brand batteries as their childproof coating can interfere with your batteries connection to your tag.

Keys

Your S5 tag is designed to be attached to your keys. By attaching the tag to your keys, you can be assured that you won't leave them in your vehicle, preventing an alert in the event of a relay attack.

Pairing

If you order replacement tags from Trackstar.co.uk you will need to pair them. This can be done quickly and easily in the app by heading to the account section, pressing tags, then the plus icon and entering the code found on the clear bag your tags arrived in. Lost the bag? You can also obtain your code by scanning the QR code found on top of the circuit board inside your tag casing.

Questions?

You can email us at trackstarsupport@teletracnavman.com

Why not Live Chat with us instead at www.trackstar.co.uk - available Monday - Friday 09:00 - 17:00 (excl. bank holidays)

Need to report a theft? Use your MyTrackstar app or call our Emergency theft line on 0344 561 9990 (please note, this line can ONLY assist with real theft enquiries and cannot help with non theft queries)