

*Stolen Vehicle Recovery and much more!*

**OWNERS  
MANUAL**



**guidepoint**<sup>TM</sup>  
Stolen Vehicle Recovery Systems

# SYSTEM INFORMATION

## IF YOUR VEHICLE IS STOLEN:

1. Report the theft to police or call **I-877-GPS-FIND (I-877-477-3463)**.
2. Provide us your username, password and the police stolen vehicle report number.
3. Our trained professionals will provide law-enforcement authorities with your vehicle's location, speed and direction.
4. Once the vehicle has been recovered, the authorities will contact you directly.

In any theft situation, be sure to let law-enforcement personnel know that you have a GPS tracking device in your car and that Guidepoint is available to assist in the recovery process.

Guidepoint Activation Code:

477048342

Guidepoint ESN#:

Place sticker here or write ESN above.

**DO NOT ATTEMPT TO RETRIEVE THE VEHICLE YOURSELF!**

# WELCOME

Thank you and congratulations on your purchase of a Guidepoint System (GPS) – the complete solution for stolen vehicle recovery, driver safety and travel convenience. By choosing Guidepoint, you've opened up a whole new world of services you can access while in your vehicle, at home, or on the road. Track your vehicle online. Get roadside assistance. Summon emergency help, make reservations, get turn by turn navigation assistance ... and much more.

Plus, you'll have the peace of mind that comes with knowing your vehicle – and its passengers – are always protected. Guidepoint was rated the **#1 Stolen Vehicle Tracking System in North America** by two separate independent consulting and research firms, Frost & Sullivan and ABI Research. With Guidepoint, you'll be able to travel safe, travel smart and travel easy anywhere in the U.S., Canada or Mexico.

Call a Guidepoint activation specialist at: **877-GPS-FIND** (877-477-3463) today to activate your system and find out about special services and promotions only for Guidepoint members.

You drive. We'll do the rest.

Best regards,



Founder & CEO



# ACTIVATING YOUR NEW GUIDEPOINT

When your system was installed, you became a Guidepoint member and your unit's electronic serial number (ESN) was temporarily registered with Guidepoint. To activate the recovery features of your system, you must complete the registration process within 72 hours of installation; otherwise, your temporary registration will expire and your Guidepoint may not function unless it is reprogrammed by an authorized Guidepoint technician.

**WARNING:** Failure to register and activate your system within 72 hours will result in a \$99 re-programming and processing charge. Access to your Guidepoint services, including stolen vehicle recovery will not be available until your system has been fully activated. Additionally, your theft protection warranty will not apply until your system has been activated.

## How To Activate and Register Your New Guidepoint

1. Within 72 hours of installation, call the Guidepoint Response Center to speak with an activation specialist at: **1-877-GPS-FIND** (1-877-477-3463).
2. Please have the following information handy:
  - Electronic Serial Number (ESN)
  - Activation Code
  - Make, Model, Year & Color of your Vehicle
  - Vehicle Identification Number (VIN)
  - License Plate Number
  - Mileage
3. You will also need the following information:
  - Complete mailing address
  - Email address
  - Up to three (3) contact phone numbers
  - The name of any other authorized user
  - Valid credit/debit card number

**ADVISORY NOTICE:** When selecting your member ID/User Name and Password, we recommend a combination that will be easy for you to recall under stress or in the event of an emergency.

**ADVISORY NOTICE:** Guidepoint Member Service Representatives are available for you 24/7 in our Fort Worth, Texas, Support Center. However, our Activation Department is open Mon-Fri 8am – 10pm and Sat 8am – 4pm, Central Time. Please call for your activation between these hours.

# KEEPING GUIDEPOINT CURRENT / RENEWALS

It's critical that you keep us up-to-date **whenever** there is a change to your contact information or ownership of your Guidepoint registered vehicle. This will allow us to work more effectively with law enforcement or if we need to deliver services such as automatic theft notification, emergency dispatch or low-battery alerts. Additionally, all Guidepoint owners **must contact the company at least once per year** to ensure their information is up to date. You will be sent a renewal notice each year as a reminder to contact Guidepoint. Call **1-877-GPS-FIND** if any of the following information changes during the course of the year:

1. **Mailing Address**
2. **Contact Telephone Numbers**
3. **Email Address** (*if provided*)
4. **Vehicle Ownership**
5. **Authorized Guidepoint Users**

**WARNING: Certain services may be suspended and/or deactivated if you fail to respond to annual renewal notices. No purchase is necessary; however, you must respond to notices in a timely fashion to ensure continued service.**



# STOLEN VEHICLE RECOVERY

Guidepoint is the ultimate GPS solution for stolen vehicle recovery. We can track your vehicle's location, speed and direction throughout the U.S., Canada and Mexico – so thieves won't be able to “get away” by driving out of police coverage areas. Guidepoint combines Global Positioning Satellites, Advanced Wireless Technology, the Web and the trained professionals in our 24/7/365 Response Centers to recover stolen vehicles fast.

## **GPS-SVL Features:**

### **GPS Vehicle Locator**

Real-Time Internet tracking by our 24/7/365 Response Center for faster recovery.

### **Nationwide Coverage**

GPS Satellite Technology and our Nationwide Wireless Network provide complete coverage throughout the U.S., Canada and Mexico.

### **Police Notification**

Guidepoint professionals work directly with law enforcement to track and recover your stolen vehicle.

### **Visual Theft Deterrent**

The Guidepoint access panel provides a visual indicator that your system is on and your vehicle is protected

### **E-Call**

Emergency service is only a call away. Call from any phone and the Guidepoint Response Center will dispatch the appropriate emergency service for you.

### **Limited Theft Protection Warranty**

If we can't locate your stolen Vehicle within 24 hours you are eligible to a purchase price refund up to \$1000, (see page 17 for details).

### **Transferable\***

Your Guidepoint can be transferred to your next vehicle.

*\* Subject to Administrative Fee*

**DO NOT ATTEMPT TO RETRIEVE THE VEHICLE YOURSELF!**

# EARLY THEFT ALERT & EMERGENCY HELP

The Guidepoint GPS-I Early Theft Alert package includes: automatic theft notification and emergency help for added security, safety and peace of mind. If your vehicle is moved without authorization - we'll alert you and, if necessary, contact the authorities. Includes all Guidepoint SVL features, plus:

## Security Fence

Your Guidepoint automatically sets an electronic security zone around your vehicle each time you leave it.

## Automatic Theft Notification

Guidepoint will personally contact you in the event of any security fence violation.

## Online Tracking

Log onto [guidepointsystems.com](http://guidepointsystems.com) and instantly view your vehicle's location, speed and direction. (Requires purchase of service plan).

***If your vehicle is ever stolen, call 1-877-GPS-FIND. The professionals in our response center will work with law enforcement to track and recover your vehicle. Most recoveries are made within 2 hours, and a fast recovery means less damage to your vehicle.***

***The Guidepoint ETA (GPS-I) is intended for theft and emergency situations only. A \$25 service fee will be assessed after 3 non-theft alerts or non-emergency calls. Guidepoint's 24/7/365 Response Center will not provide specific vehicle location information to anyone other than proper law enforcement authorities.***



## OPTIONAL SERVICE PLANS

Your new Guidepoint sets the standard for Stolen Vehicle Recovery Systems but when you equipped your vehicle with Guidepoint you actually equipped it with a high-tech computerized device with state-of-the-art software and wireless “connectivity”. Your new Guidepoint has the ability to access a variety of maintenance, safety and convenience services when you upgrade to a GPS Service Plan.

Monitor your vehicle. Get help fast in an emergency. Get instant directions and road information. Make restaurant or hotel reservations. Check to see where your son or daughter has taken the family car. Guidepoint is your internet-based GPS System that can make you and your vehicle smarter and completely change your in-vehicle experience.

Upgrading your service is easy, and best of all ... it's affordable. Choose the service that's right for your family. Change or upgrade your plan at anytime with a simple telephone call.

Call **877-GPS-FIND** (877-477-3463) today to activate your system and one of our trained activation specialists will assist you in selecting the plan that's right for you based on your specific driving habits and lifestyle. Our activation specialists will also tell you about any promotions or special discounts that may be available for new or existing Guidepoint members.



# SAFETY & CONVENIENCE PLANS

## GPS PLUS PLAN

Safety and security starts here. You'll have "no worries" with the PLUS plan. If you're ever in an emergency, or feel threatened in any way, just press the OnCall™ button in your vehicle and we'll respond with whatever help you need. Plus, we'll call you if your battery is running down or if your vehicle is moved without authorization. The Extended Service Plan (ESP) warrants your hardware for as long as you're on the plan and also extends your Theft Protection Warranty. Includes all GPS-ETA features, plus:

- OnCall™ Alert/Panic Button
- Low-Battery Notification
- Extended Service Plan (ESP)
- Extension of your Theft Protection Warranty

## GPS PREMIUM PLAN

The PREMIUM Plan lets you track your vehicle anytime via your PC, web enabled cell or PDA. With this plan, if you need your vehicle's location and don't have computer access, just call our 24/7/365 Guidepoint Response Center and we will perform the locate for you. You'll also get free turn-by-turn directions and navigation assistance anytime of the day or night from our support center. The Premium plan also comes with Guidepoint's Nationwide Roadside Assistance which includes, towing, gas delivery, jump start assistance and more. Includes all PLUS Plan benefits plus:

- 100 FREE "online" tracking locates each year
- 24/7 Assisted Vehicle Locator
- 24/7 Assisted Vehicle Navigation
- Nationwide Roadside Assistance - up to \$50 per occurrence towing, gas delivery, etc.



# SAFETY & CONVENIENCE PLANS (CONT.)

## GPS PLATINUM PLAN

You drive. We'll do the rest. The GPS Platinum Plan offers the ultimate in driver safety and convenience. You'll get unlimited online tracking, premium roadside assistance and the best concierge services on the road. Need hotel reservations? Traffic updates? Towing help? Get it all with the Platinum Plan. The Platinum Plan includes all Premium Plan benefits plus:

- **Unlimited Online Tracking**
- **Concierge Services**
- **Remote Door Unlock\***  
*(\*requires additional parts & labor)*
- **Towing Service**
- **Lock-out Help**
- **Tire Service**
- **Battery Service**
- **Winching**
- **Premium Report Suite**
- **Trace Map Report** - shows vehicle's last 30 locations & draws a route map between locations.
- **Activity Report** - shows vehicle's locations between dates specified by you.

## GPS-5000: \$5000 THEFT PROTECTION WARRANTY

Upgrade your theft protection warranty. If your vehicle is stolen and not recovered within 30 days or deemed a total loss due to theft, you could receive up to \$5000 in benefits toward the purchase of a replacement vehicle. For more details, please call 1-877-GPS-FIND to receive a copy of GPS-5000 coverage, terms and conditions. *(Not available where prohibited. Must be purchased within 14 days of vehicle purchase and/or activation of Guidepoint System).*

# GUIDEPOINT SPECIAL EDITION PACKAGE – (GPS-1 SE)

## GPS – ISE

Stolen Vehicle Recovery, Early Theft Alert Notification, Theft Guarantee, 24/7 Response Center Service for emergencies and Online Tracking and Control Service all-in-one complete package that's perfect for families with teen drivers or elderly parents.

**Guidepoint's GPS-ISE Special Edition includes the following:**

- **GPS Vehicle Locator**
- **Police Notification**
- **Nationwide Coverage**
- **Visual Theft Deterrent**
- **E-Call**
- **Limited Theft Protection Warranty**
- **Security Fence**
- **Automatic Theft Notification**
- **Excessive Speed Notifications**
- **Geographic Boundary Alerts**
- **Arrival/Departure Notifications**
- **Online Vehicle Tracking\***

\*The GPS-I SE Tracking Plan comes with 500 Online Vehicle Locates per year. And if that isn't enough, additional locates can be easily purchased as needed.



## FAQ'S

### **Q: How does Guidepoint work?**

**A:** Your Guidepoint uses GPS satellites to get a location and other vehicle information. The vehicle information is transmitted, via wireless networks, to our network and the information made available, via the Web to our 24/7 Response Center. In this way the unit can track your car anytime and anywhere in the United States, Canada or Mexico. We have service plans, available to you, that will allow you to track your vehicle via your Personal Computer, PDA, Cell Phone, or any other web-enabled device.

### **Q: Does my Guidepoint require maintenance?**

**A:** Your Guidepoint is tested and certified at the time of installation. We recommend an inspection of your Guidepoint after one year. You can schedule a maintenance visit with your local service center every year. Call **I-877-GPS-FIND** (877-477-3463) for more details.

### **Q: How do I get service for my Guidepoint?**

**A:** Call **I-877-GPS-FIND** (877-477-3463), provide your user name and Password or ZIP Code and one of the Guidepoint Response Center specialists will put you in touch with the Service Center closest to you.

### **Q: Does my car need to be running for my Guidepoint to work?**

**A:** No. The Guidepoint unit draws a very small amount of power from your battery and is operational whether your vehicle is running or not.

### **Q: What should I do if my vehicle is involved in an accident?**

**A:** If your vehicle sustains severe damage as a result of an accident, please call us at **I-877-GPS-FIND** (877-477-3463) to check the unit on the network and, if necessary, schedule an inspection to ensure your Guidepoint is working properly.

**Q: If I sell my vehicle, can I transfer my Guidepoint to my new vehicle?**

**A:** Absolutely. Please call 1-877-GPS-FIND (877.477.3463) and we'll tell you how to transfer the unit, including contacting your local service center and any transfer fees, which Guidepoint may waive. Plus, if you decide to sell your vehicle with the Guidepoint still in it the Guidepoint unit may very well enhance your vehicle's resale value.

**Q: Can I get an insurance discount if I have a Guidepoint?**

**A:** Many insurance companies offer a discount of up to 35% to vehicle owners who have a GPS-tracking device such as Guidepoint installed. Give the insurance certificate on page 18 to your insurance agent to see if you qualify for a discount.

**Q: Why does Guidepoint send out renewal notices annually?**

**A:** We send annual notices and reminders to every Guidepoint member. Because Guidepoint regularly deals with first-responders (Police, Fire & Paramedics), we need to have current member contact information to deliver emergency services. Additionally, we need to have current information on vehicles in order to work effectively with law-enforcement and recovery personnel. Under the terms of your membership we need to hear from you at least once a year. If you don't contact us annually, we reserve the right to suspend your Response Center related services.

**Q: Does a Guidepoint Early Theft Alert customer need to go on a service plan to renew their features?**

**A:** No. Members DO NOT have to upgrade at the end of the year to maintain the Guidepoint Early Theft Alert features. There are two (2) exceptions to this – the theft protection and hardware warranties, which have a one-year term will expire one year after installation/activation. All other Early Theft Alert features (like the Security Fence) will continue with no monthly or annual charges, provided the member calls the Support Center at least once each year to keep his or her contact information current. Call **1-877-GPS-FIND** (877-477-3463) and ask for the Renewals Department if you have questions.



# ONLINE TRACKING PLANS

## T-1: LIMITED TRACKING PLAN

Locate your vehicle up to five times each month on Guidepoint's secure, easy-to-use Website. Additional locates can be purchased online or via our 24/7/365 Response Center. Also includes:

- **Stolen Vehicle Recovery Service**
- **Emergency Assistance (e-call)**

## T-2: UNLIMITED TRACKING PLAN

The T-2 plan allows for unlimited tracking of vehicle, with some basic reporting tools as well as user-friendly features to track vehicle mileage and alert you if your battery is running down. **Includes all T-1 features, PLUS:**

- **Unlimited Tracking**
- **Virtual Odometer**

## T-3: PREMIUM TRACKING & VEHICLE MANAGEMENT PLAN

The T-3 plan allows users to track and manage their vehicles remotely. Includes a variety of reports to show the vehicle's current and historical locations, as well as, tools to notify you when a vehicle arrives or departs from a specific locations. **Includes all features of T-2 plan, PLUS:**

- **Stop Reporting**
- **Automated Vehicle Reporting**
- **History Reports**
- **Landmarking**

For a full description of online tracking features and benefits, call: **877-GPS-FIND** (877-477-3463) or visit the Guidepoint website at: ([www.guidepointsystems.com](http://www.guidepointsystems.com))

# OPERATING INSTRUCTIONS

Your Guidepoint unit has many baseline features that are designed to work seamlessly with the operation of your vehicle. These include:

## **Security Fence**

Your vehicle's security fence will be installed in passive-arming/ disarming mode. Each time you turn the ignition off and remove the key, the security fence is automatically armed and set with a one-mile radius around the vehicle. The fence is deactivated when the ignition is turned on by key.

## **OnCall Button**

If you need urgent or emergency help, your Guidepoint's OnCall button can be used to alert the 24/7/365 Guidepoint Response Center. Upon receiving your alert, the response center will contact you at your designated contact numbers. *(Requires an upgraded service plan.)*

## **Sending an OnCall™ Alert**

Push the button with the picture of the phone on it and hold down for three seconds or until the blue light begins to flash.

## **Blue LED**

The blue light on your access panel serves two primary functions. First, it will blink when the ignition is turned off in order to serve as a theft deterrent. Also, the light will flash when an OnCall alert is sent to the Response Center. Please note: If your blue light does not flash, that does not mean the system is not armed. If your light does not flash when the key is turned off, please contact: **I-877-GPS-FIND** (877-477-3463).



# ACCESSING YOUR GUIDEPOINT SERVICES

All Guidepoint Services can be accessed 24 hours a day, 7 days a week, 365 days a year by calling: **1-877-GPS-FIND** (877-477-3463) or visiting the Guidepoint website at: ([www.guidepointsystems.com](http://www.guidepointsystems.com)). The service plan you purchased will determine what services you have access to.

## There are two ways to contact the Guidepoint Response Center:

1. From any phone, call: **1-877-477-3463** (877-GPS-FIND).
2. GPS Service Plan Subscribers, with upgraded service plans, can also send an On-Call Alert by pushing the On-Call button in your vehicle. When the Response Center receives your alert, you will be contacted at your designated phone number – usually within two minutes. When contacting the Response Center, please have your user name and password available. Once you have connected to the Response Center you will have access to any of the services that you have purchased.

## Connecting to the Guidepoint Web Site

1. Open either your Internet Browser, Internet Explorer or Netscape, for example.
2. Enter the address: [www.guidepointsystems.com](http://www.guidepointsystems.com) and press the Enter key.

## Logging into the Guidepoint Website

1. Click on the member login button.
2. Enter your username in the blank username field.
3. Enter your password in the blank password field.
4. Click the login button. You will be redirected to the map view screen.

## Locating your Vehicle *(requires a Service Plan upgrade)*

1. Click the Locate button just below the map. Once your vehicle has been located, the mapview will display your vehicle on the map as well as its speed and direction of travel.

## Remote Door Unlock *(requires a Service Plan upgrade)*

1. Click the Unlock button on the left hand menu.
2. Confirm the Unlock Doors command by clicking the Unlock Doors button that appears.

## Vehicle History Reports *(requires a Service Plan upgrade)*

1. Click on the History Report button on the left hand menu.
2. Select the Report Type by clicking on the report type pull down menu.
3. Select the Date Range you want to report. Vehicle History is only available for the past 12 months.
4. Select the Report Format from the View Report as pull down menu.
5. Click on Generate Report button history - reports consist of vehicle location that were generated every time the “Find Me” button was clicked.



# LIMITATIONS

## **Electrical**

The Guidepoint System installed in your vehicle relies on the battery of your vehicle and will not operate if the battery is disconnected or discharged. This does not prevent an assistant from providing you some of the services for which you are entitled, but we may rely on your verbal information regarding the location of your vehicle. A backup battery system is available.

## **Cellular Communication Limitations**

While you are in your vehicle, you are relying on cellular technology for communications with the Guidepoint Response Center. Your cell phone provider's coverage may limit your ability to communicate with the Guidepoint Response Center. If you request Guidepoint assistance outside your cellular communication service area or if your cellular provider's system is busy due to reaching maximum call capacity, the Guidepoint Personal Assistant may not be able to assist you.

## **GPS Positioning Capabilities and Limitations**

Vehicle location is available by receiving and interpreting signals transmitted by satellites. Your Guidepoint is designed to receive those satellite transmissions every second and store data in the unit for retrieval, via our wireless network, in real-time. When signals experience obstruction, real-time location capabilities can be impaired or completely lost. Obstructions can occur when your vehicle is driven into areas with tall buildings, tunnels, parking garages or underpasses. In addition, trees and other objects can also affect GPS location capabilities. If we are unable to retrieve real-time location data, we may be able to retrieve recent historic data from the unit and/or we may depend on you to provide verbal information about your location in order to provide services.

All Guidepoint Systems require a constant 12-volt power source as well as cellular and GPS Satellite service to be available and operating for your Guidepoint features to function properly.



# THEFT PROTECTION WARRANTY PROGRAM

## GuidePoint Systems – Theft Protection Warranty

Guidepoint's Theft Protection Guarantee is intended to compensate the vehicle owner if we are unable to locate your Guidepoint-equipped vehicle as described below, and it is not recovered by the authorities within 30 days. This theft protection plan is a warranty and is not insurance. If your Guidepoint-equipped vehicle is stolen within the warranty period, and Guidepoint cannot provide an accurate vehicle location for recovery purposes within 24 hours of your filing a police theft report and, concurrently, providing it to the Guidepoint Response Center, Guidepoint will pay you an amount equal to the purchase price paid for your Guidepoint product, up to \$1,000. For purposes of this warranty, the price paid does not include any fees for finance, lease, tax or other charges including installation or upgraded service fees. The one-time payment of an amount equal to the purchase price of your Guidepoint shall be the complete and final remedy available to the purchaser. The term of this guarantee is for one year from the date of purchase of the system. While Guidepoint has created this plan as a way of showing appreciation to its members, and demonstrate confidence in our abilities, Guidepoint reserves the right to change, alter, modify, or discontinue all or part of this theft protection plan without prior notice. This theft protection plan does not cover losses arising from the theft of items within the automobile or any damages arising from, related to, and/or incidental or consequence of a vehicle theft except as specifically delineated below.

## Conditions of the Theft Protection Warranty Program

The system must be installed by an authorized Guidepoint Dealer and must have been activated and registered (activated) with Guidepoint prior to the report of the vehicle theft. The vehicle in which the system is installed must be insured for theft by a licensed insurance underwriter in the state the vehicle is registered. The theft protection warranty is nontransferable and not assignable.

## Terms of Payment

You may request payment if the covered vehicle is considered a theft by your insurance company and the vehicle is not recovered or if the vehicle is recovered within 30 days and deemed a total loss. You, the Guidepoint member, the insured, must have settled all claims arising from this theft and there are no pending legal actions as a result of this theft.

## How to file a Request for Payment

If the above conditions are met, make your request for payment by submitting the following to GPSi, LLC. The request for payment must be received by Guidepoint no later than sixty (60) days after the vehicle is reported stolen.

1. A copy of the retail sales receipt for the purchase for the system, clearly showing the ESN of Guidepoint System and the year, make and model and VIN (vehicle identification number) of the vehicle in which the Guidepoint system was installed.
2. A date/time stamped proof of report of theft (for the stolen vehicle where a Guidepoint unit was installed) from the appropriate law-enforcement agency.
3. Copies of the paid total loss insurance claim and reimbursement check from the insurance company.

Send the above items to Guidepoint by certified mail at the following address:

## GPSi, LLC - Guidepoint

25307 Dequindre Rd.  
Madison Heights, MI 48071  
Attn: Company Controller

# WARRANTY

A Guidepoint System sold to an “end user consumer” by an authorized dealer of Guidepoint and installed by an authorized dealer/service partner of Guidepoint is warranted by Guidepoint to the original retail end user consumer purchaser to be free from defects in workmanship and materials for one (1) year from the date the system was originally installed.

This warranty is non-transferable, non-assignable and is completely void when the system is removed from the vehicle in which it was originally installed. If the vehicle in which the system was originally installed is transferred, the warranty no longer applies. This warranty does not apply to any product damaged by accident, physical or electrical abuse, improper installation, tampering, fire, flood, lightening or other acts of God. Should a product be found to be defective during the warranty duration Guidepoint will repair or replace the product or any part of the product that Guidepoint agrees is defective without charge to the retail end user consumer purchaser of the product during the warranty period.

In order for the product to be repaired or replaced under the terms of this warranty the defective product must be returned to an authorized Guidepoint dealer accompanied by a copy of the original retail sales receipt. The date of purchase and year, make and model of the vehicle and VIN (vehicle identification number) in which the system was originally installed. This data must be clearly indicated on the sales receipt. Guidepoint shall not be held responsible for any removal and or installation charges of a defective product, damage to or theft of the vehicle or its contents, or any consequential damages caused by any failure of the product or service to function properly. Under no circumstances should this warranty, or product covered by it the warranty, be considered an insurance policy against loss. Guidepoint neither assumes nor authorizes any person or organization to make ANY WARRANTIES, or assume any liability, in connection with the sale, installation, or use of this product. This is the complete Guidepoint warranty and no other warranty exists.

The warranty identified in the form is exclusive and Guidepoint makes no other warranties expressed or implied for any goods or services provided by Guidepoint. Guidepoint specifically and expressly excludes any, and all, other warranties. The member’s sole and exclusive remedy for any and all claims against Guidepoint arising out of the members’ use of any Guidepoint system or component shall be a delineated in the warranty set above. Guidepoint shall not be held liable to any member or any other person or entity for any direct or indirect consequential, special or exemplary damages arising out of or in connection with the member’s use of, or inability to use, or misuse of any Guidepoint provided product. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. The warranty gives you specific legal rights and you may also have other rights which vary from state to state.

# TERMS & CONDITIONS OF YOUR GUIDEPOINT SERVICE

This is an Agreement between the member ("Subscriber") and Guidepoint Systems ("Guidepoint"), a division of GPSi, LLC, for the provision of Guidepoint Service ("Service"), including Stolen Vehicle Locator (Recovery Service) ("Guidepoint SVL"), Guidepoint Early Theft Alert Service, ("Guidepoint ETA") or a Guidepoint Service Plan ("GPS Service Plan" or "Service") for a period of time as further defined below.

**1. Service.** Subscriber may purchase Service from GPSi or its agent in one of the following plans: Guidepoint SVL, which provides stolen vehicle locator & recovery assistance to the Subscriber as long as the vehicle is owned by the Subscriber and all other terms and conditions are met; Guidepoint ETA, which provides early theft alert services and emergency assistance to the Subscriber as long as the vehicle is owned by the Subscriber and all other terms and conditions are met; or a GPS Service Plan, which has term of one year and is self-renewing, provided all other terms and conditions are met.

**2. Availability.** Service is available to the Subscriber for the Subscriber's Guidepoint System Service Plan (a) only within the 48 contiguous United States, Alaska, Hawaii and Canada, (b) if the Guidepoint hardware is installed by an authorized dealer or an authorized installer and (c) Service is also limited by the electrical system design and architecture of your vehicle. The Guidepoint System will not function if the battery of the vehicle is discharged or disconnected, and it may be inoperative if the vehicle is in an accident where the Guidepoint System or the vehicle electrical system components are damaged. (d) Global Positioning capabilities used to deliver Service will not be available if satellite signals are obstructed. (e) Some emergency Services are provided by existing governmental emergency services providers. Guidepoint will use reasonable efforts to contact the appropriate emergency services provider and request assistance but cannot promise that they will respond to the call in a timely manner or at all.

**3. Activation and Use of Service.** Orders for activating, reactivating, changing, transferring or terminating service will be accepted by Guidepoint only from Subscriber or Subscriber's authorized agent (referred to as "authorized user"). If required by a specific Guidepoint Service Plan, Subscriber agrees to initiate and maintain service with Guidepoint. Subscriber is responsible for ensuring that the Vehicle and Guidepoint hardware are properly maintained. Subscriber agrees that Services can be used only by Subscriber or Subscriber's authorized user and only in relation to the vehicle that is equipped with the Guidepoint system. Subscriber must provide the name of his authorized user or users at the time of activation or through other direct contact with the Company. Guidepoint, at its discretion, may limit the number of authorized users allowed for Subscriber account; however, additional authorized users may be purchased by Subscriber. Additionally, Subscriber agrees not to use the Service for any unlawful or abusive purpose or in such a way as to create or risk damage to Guidepoint business, reputation, employees, facilities, third parties or to the public generally and in such cases, Subscriber agrees that Guidepoint in its sole discretion may terminate service.

**4. Transferability of Service.** Guidepoint hardware and services may be transferred between Vehicles with authorization from GPSi and then, only if the following conditions are met: Subscriber agrees to have hardware removed from original vehicle and reinstalled in another vehicle only by an authorized Guidepoint dealer or installer; Subscriber agrees to pay all costs due to authorized dealer or installer for transfer of hardware; Subscriber agrees to pay GPSi or its designated agent a transfer fee, which may be waived at GPSi's discretion. Upon the sale of Subscriber's Guidepoint-equipped vehicle, Subscriber may transfer any remaining term of Guidepoint service to a subsequent purchaser of Subscriber's Guidepoint-equipped vehicle, provided Subscriber delivers notice to Guidepoint and the subsequent purchaser completes and executes a Guidepoint Service Plan Agreement and agrees to abide by its terms. Service may not otherwise be sold or transferred by Subscriber. Subscriber may be charged a transfer fee and/or be required to upgrade to a higher Service Plan and will not be entitled to a refund if certain services are not available on the vehicle to which service is transferred.

**5. Term/Rates/Termination/Declination of Service.** a. Subscriber is responsible for all hardware charges, installation fees, and Service fees as set forth in this agreement or Subscriber's Vehicle purchase agreement and Service will commence on the Service Activation or Subscription Date. b. Subscriber agrees that the Standard Term for Guidepoint SVL and Guidepoint ETA services are for the term of his or her ownership of the vehicle and as long as all other terms and conditions are met. c. Subscriber agrees that the Standard Term for all GPS Service Plans is 12 months with automatic and perpetual renewal each year on the same payment terms, unless modified or terminated in the manner provided below. Guidepoint reserves the right to modify any and all terms including but not limited to rates, GPS Service Plan features and benefits, special promotions and other such programs. Unless otherwise provided, charges for a GPS Service Plan are payable in advance upon execution of this Agreement. d. If Service is declined by Subscriber for any reason, or if this Agreement has expired, is terminated or cancelled, or if Subscriber's account is past due, Guidepoint is not obligated to provide Service to Subscriber, the Vehicle, its purchaser or its occupants. Any voluntary provision of Service by Guidepoint in such cases will not be considered a waiver of this provision of such voluntary Service. In the event of a declination of Service, the Vehicle purchaser is not entitled to any refund. e. Subscriber or Guidepoint may terminate this agreement upon delivery of notice, oral or written, at any time and for any reason. If Subscriber or Guidepoint terminates Service prior to completion of the fixed term, Subscriber shall be financially responsible to Guidepoint for the amount described in paragraph f. Subscriber acknowledges that except as otherwise set forth is not entitled to a refund for the cost of the Guidepoint equipment, its installation or the unused portion of the Guidepoint Service. GPSi reserves the right to provide credits and/or refunds to members who have purchased an annual GPS Service Plan; however, the provision of such credits or refunds does not constitute the waiving of any right to unused fees. Subscriber who has purchased a Guidepoint ETA or GPS Service Plan is required to provide Guidepoint with current and up-to-date contact information, including telephone, address and user information, throughout the course of the year. Subscriber will be sent a renewal notice during the year and is required to respond to update and/or confirm contact information. Failure to perform on this requirement by Subscriber may result in suspension of response center and related services. g. Subscriber who has purchased a Guidepoint ETA or GPS Service Plan is required to contact Guidepoint once per month for a system check to ensure his or her system is properly functioning. GPSi may waive the monthly system-check requirement for any member at its sole discretion. Failure to perform on this requirement may result in suspension of response center and related services. h. If Subscriber elects to upgrade from Guidepoint SVL or Guidepoint ETA to a GPS Service Plan or selects Service with greater than the Standard Term, Subscriber acknowledges that it may be charged a special lower rate (subject to change as provided in below) in exchange for Subscriber's Agreement to subscribe for a fixed term of longer fixed term than provided as the Standard Term. If Subscriber terminates this Agreement prior to the end of the fixed term or longer fixed term, or Guidepoint terminates service to Subscriber prior to the end of the fixed term or longer fixed term or for nonpayment to other default in Subscriber's obligations, Subscriber agrees to pay Guidepoint (in addition to any other amounts then owing under this or any other Agreement between Subscriber and Guidepoint) a cancellation fee in line with GPSi's written credit and refund policy at the time. Such amount shall be paid or retained by Guidepoint in the case of a prepayment as Liquidated Damages due to the difficulty of determining the actual damages caused by the early termination of this Agreement.

# TERMS & CONDITIONS

i. Except as otherwise provided, Guidepoint reserves the right to modify the charges for or scope of services at any time during the term of this Agreement upon 30-day advance notice to Subscriber. Acceptances by Guidepoint of advance payments by Subscriber shall not be deemed a waiver of Guidepoint's right to modify its charges at any time and shall not relieve Subscriber of its obligation to pay such modified charges. In case of any modification of charges, Subscriber shall have the right to terminate this agreement without payment of any damages, as noted above, by written notice delivered to Guidepoint within 15 days after such Subscriber is informed of the proposed modification; provided, however, that upon receipt of Subscriber's election to terminate this Agreement, Guidepoint shall have 15 days to notify Subscriber of its intent not to modify Subscriber's charges, in which case this Agreement shall remain in full force and effect and binding on Subscriber for the full term at the charges applicable to Subscriber without effect of the proposed modification.

j. Should Subscriber default in the payment of any sum hereunder, breach any representations herein, fail to perform any of its obligations at the time and in the manner specified in this Agreement or under any other Agreement between Guidepoint and Subscriber, or fail to maintain the Guidepoint hardware without damage or interference with Guidepoint business or call center, or should Subscriber be subject of any proceeding under the Bankruptcy Code or become insolvent, Guidepoint shall have the right to discontinue Service at any time without notice and/or terminate this Agreement. In either case, Subscriber shall remain liable for the payment of all charges incurred under this Agreement through the date of termination, which shall be immediately due and payable. Further, Subscriber may be subject to reactivation charges if service is subsequently recommended. These remedies are not exclusive but are in addition to all remedies provided by law in the event of Subscriber's default. Subscriber will reimburse Guidepoint for attorney's fees, costs of investigation or collector and similar expenses incurred by Guidepoint in the enforcement of any right or privilege hereunder.

**6. Renewals, Extensions, Suspensions, Downgrades and Upgrades.** a. This Agreement shall continue for the Standard Term of the Service selected, unless otherwise mutually agreed to by Subscriber and GPSi. b. Unless otherwise agreed, Subscriber may upgrade or downgrade to a different Service, renew or extend the term of this Agreement by providing oral or written notice to Guidepoint. Subscriber may downgrade Service during the Standard terms (as defined in paragraphs 5b and 5c) but Subscriber is not entitled to a refund. In the case of frequent changes (more than one every three months), an administrative charge may be assessed. In all such cases, Subscriber consents to Guidepoint charging any additional fees to Subscriber's credit card, Subscriber's credit card account on file, bank checking account on file or any other account provided to GPSi for payment of fees. c. Where Guidepoint SVL, Guidepoint ETA and GPS Service Plan services are provided, suspension of Service is not permitted during the Standard Terms, provided Subscriber complies with all requirements outlined herein. Otherwise, Service may be suspended once during a twelve (12) month period, for a time period not to exceed six (6) months. Subscriber may be charged an administrative fee for suspension of service. In such cases, Subscriber consents to Guidepoint charging Subscriber's credit card, Subscriber's credit card account on file, bank checking account on file or any other account provided to GPSi for payment of fees.

**7. Billing and Payment of Charges.** Subscriber is responsible for payment of all charges for services furnished by emergency or other service providers, including ambulance, medical, hospitalization, police, security or other services. Subscriber is also responsible for payment of all charges for services provided by roadside assistance suppliers, including towing and other assistance, that are over and above those offered in Subscriber's Service at time of request. Subscriber shall be responsible for payment of all charges related to merchandise purchased from Guidepoint or, in the event of cancellation of Service, for promotional merchandise received from GPSi or its agent. Subscriber is responsible for cellular telephone charges relating to emergency services provided by Guidepoint on behalf of Subscriber, together with usage charges, if any, for all calls to the Guidepoint Center processed with respect to Subscriber's Vehicle. Monthly billing or other usage charges for Guidepoint Services selected by Subscriber are calculated from the beginning of the month, with charges prorated (if necessary). If a Subscriber has authorized charges to be made against a credit card account, Guidepoint will charge amounts due to the credit card account prior to the due date. No additional notice to, consent, or authorization of Subscriber shall be required for such charge. If Subscriber has not authorized charges to be made to a credit card account, or if charges made to the credit card account are not paid, payment must be received on or before the due date. Subscriber agrees that (a) time is of the essence, (b) it would be impractical to fix the exact amount of Guidepoint's damages if Subscriber fails to pay promptly, and (c) in the event of such failure, Subscriber shall pay Guidepoint one and one half percent (1.5%) per month of any amount not paid when due, which fee shall be paid for every month the amount is unpaid and shall be prorated on a daily basis for each day that payment is overdue, provided such charge is permitted according to any applicable law and further provided such charges will not be compounded monthly. Acceptance by Guidepoint of checks or drafts shall not constitute a waiver of Guidepoint's right to payment by legal tender, and acceptance of late or partial payments or payments marked Paid in Full or similar notations shall not waive any rights of Guidepoint hereunder. Subscriber may, at the option of Guidepoint, be charged a returned check fee of \$30.00 for any check returned for insufficient funds. Inquiries about or objections charges must be in writing and must be received by Guidepoint from Subscriber no later than the due date; PROVIDED, however, all amounts due Guidepoint, including disputed amounts, must be paid to Guidepoint on or before the due date. Guidepoint will make good faith efforts to resolve disputes in accordance with Guidepoint procedure.

**8. Sales Taxes, etc.** In addition to the costs of services provided under this Agreement, Subscriber shall pay any applicable sales, use, public utility gross receipts of other taxes, interconnect costs, fees or charges imposed on Guidepoint as a result of the purchase of Guidepoint hardware or providing services to Subscriber. Such taxes will be added to Subscriber's bill when imposed to required by law and any such taxes, fees or charges paid by Guidepoint will be reimbursed by Subscriber.

**9. Warranties.** THE GUIDEPOINT HARDWARE IS COVERED BY THE WARRANTY. GUIDEPOINT, ITS SUPPLIERS, AND WIRELESS DATA CARRIERS MAKE NO WARRANTIES, EXPRESS OR IMPLIED, REGARDING SERVICE EXCEPT AS SPELLED OUT BELOW. THIS INCLUDES ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL SUCH WARRANTIES ARE EXPRESSLY EXCLUDED. a. WARRANTY FOR THEFT PROTECTION. Guidepoint's Theft Protection Warranty is intended to compensate the vehicle owner if we are unable to locate your Guidepoint-equipped vehicle, and it is not recovered by the authorities. This theft protection plan is a warranty and is not insurance. If your Guidepoint-equipped vehicle is stolen within the warranty period, and Guidepoint cannot provide an accurate vehicle location for recovery purposes within 24 hours of the member providing a police theft report to the Guidepoint Response Center, Guidepoint will pay you the member an amount equal to the purchase price paid for the member's Guidepoint product, up to \$1,000. For purposes of this warranty, the price paid does not include any fees for finance, lease, tax or other charges including installation or upgraded service fees. The one-time payment of an amount equal to the purchase price of the member's Guidepoint shall be the complete and final remedy available to the purchaser. The term of this warranty is for one year from the date of purchase of the system. While Guidepoint has created this plan as a way of showing appreciation to its members and demonstrate confidence in our abilities, Guidepoint reserves the right to change, alter, modify, or discontinue all or part of this theft protection plan without prior notice. This theft protection plan does not cover losses arising from the theft of items within the automobile or any damages arising from, related to, and/or incidental or consequence of a vehicle theft except as specifically delineated elsewhere in this owner's manual.



# TERMS & CONDITIONS

**10. Limitation of Liability.** NOTWITHSTANDING ANYTHING CONTAINED HEREIN, NONPERFORMANCE HEREUNDER BY GUIDEPOINT, ITS SUPPLIERS, AND/OR THE WIRELESS DATA CARRIER SHALL BE EXCUSED IF CAUSED BY ACT OR OMISSION OF A THIRD PARTY SERVICE PROVIDER, EMERGENCY SERVICES PROVIDER, EQUIPMENT FAILURE, ACTS OF GOD, STRIKES, EQUIPMENT OR FACILITY SHORTAGE, OR OTHER CAUSES BEYOND WIRELESS DATA CARRIER'S AND/OR GUIDEPOINT'S CONTROL. IN ADDITION THE LIABILITY OF A WIRELESS DATA CARRIER AND/OR GUIDEPOINT, ITS SUPPLIERS, FOR ANY MISTAKE, OMISSION, INTERRUPTION, DELAY, ERROR, DEFECT OR OTHER FAILURE IN THE SERVICE FURNISHED SHALL IN NO EVENT EXCEED THE AMOUNT OF THE PRORATED MONTHLY CHARGES TO SUBSCRIBER FOR SAID SERVICE DURING THE PERIOD SO AFFECTED, PROVIDED THAT NO LIABILITY SHALL RESULT FOR OUTAGES OF 24 HOURS OR LESS IN NO EVENT SHALL GUIDEPOINT, ITS DEALERS OR THE WIRELESS DATA CARRIER BE LIABLE TO SUBSCRIBER, SUBSCRIBER'S EMPLOYEES, OR SUBSCRIBER'S OR ANY THIRD PARTY FOR ANY COST, DELAY OR INCIDENTAL, GENERAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE SERVICES PROVIDED UNDER THIS AGREEMENT. GUIDEPOINT SHALL NOT BE LIABLE TO SUBSCRIBER, ITS EMPLOYEES, DEALERS, OR ANY THIRD PARTY FOR INJURIES TO PERSONS OR PROPERTY ARISING FROM SUBSCRIBER'S USE OF THE GUIDEPOINT HARDWARE OR THE SERVICE OR THE INSTALLATION, REPAIR OR MAINTENANCE OF THE GUIDEPOINT SYSTEM BY OTHER THAN AN AUTHORIZED GUIDEPOINT DEALER OR INSTALLER. SUBSCRIBER AGREES TO INDEMNIFY AND HOLD HARMLESS THE WIRELESS DATA CARRIER, GUIDEPOINT ITS SUPPLIERS AND DEALERS AND THEIR RESPECTIVE OFFICERS, EMPLOYEES AND AFFILIATES FROM AND AGAINST ANY AND ALL COSTS, EXPENSES, ACTS, ACTIONS OR CLAIMS, ARISING OUT OF OR IN CONNECTION WITH THE ACTIVITIES CONTEMPLATED BY THIS AGREEMENT. WHETHER BROUGHT BY SUBSCRIBER'S EMPLOYEES OR THIRD PARTIES, EVEN IF OCCASIONED BY THE SOLE NEGLIGENCE OF GUIDEPOINT, DEALER OR THE WIRELESS DATA CARRIER. IN THE EVENT SUBSCRIBER HAS AUTHORIZED GUIDEPOINT TO CHARGE AMOUNTS DUE AGAINST ITS CREDIT CARD ACCOUNT, THE INDEMNIFICATION AND HOLD HARMLESS AGREEMENT CONTAINED IN THIS PARAGRAPH SHALL EXTEND TO CLAIMS EXPENSES, LIABILITIES OR DAMAGES ARISING IN CONNECTION WITH USE OR OWNERSHIP OF THE CREDIT CARD ACCOUNT OR FORM ISSUER'S REFUSAL TO PAY AMOUNTS CHARGED TO SUCH CREDIT CARD ACCOUNT SUBSCRIBER FURTHER AGREES TO PAY GUIDEPOINT'S, DEALER'S AND/OR THE WIRELESS DATA CARRIER'S REASONABLE ATTORNEYS' FEES AND COSTS (1) ARISING FROM ANY ACTIONS OR CLAIMS FOR WHICH THIS PARAGRAPH PROVIDES THE GUIDEPOINT INDEMNIFICATION, OR (2) INCURRED IN CONTESTING THE APPLICABILITY OF THIS PARAGRAPH.

**11. Vehicle Tracking and Privacy on your Guidepoint System.** Subscriber understands and agrees that in conjunction with employee training, quality control and the provision of service Guidepoint may monitor and/or electronically record conversations. Subscriber consents to Guidepoint using Subscriber information to administer subscription services, offer new products or services, respond to regulatory and legal requirements including credit reporting and fraud prevention, and electronically tracking Subscriber's Guidepoint-equipped vehicle in conjunction with providing services or to locate Subscriber's vehicle if Subscriber is in default of this Agreement or any finance or lease Agreement. Subscriber consents to Guidepoint providing Subscriber information and location to law enforcement and/or emergency services personnel or in response to a subpoena or other such legal process.

**12. User Name and Password.** Subscriber acknowledges that he/she accepts full responsibility for the use and protection of the Subscriber's Guidepoint User Name and Password. Subscriber may change his/her User Name and Password at any time by contacting the Guidepoint response center. However, Subscriber accepts full responsibility for all Guidepoint services provided in conjunction with the use of the Guidepoint User Name and Password by Subscriber or third parties with whom subscriber has made User Name and Password available. These charges may include the full retail value of products or services delivered in the name of the customer, including, but not limited to, such items as roadside assistance, towing, merchandise, reservations or other items.

**13. No Agency Created.** This Agreement does not in any way create the relationship of principal and agent, joint venture, partner, or employer and employee between Guidepoint and Subscriber and under no circumstances shall Subscriber hold itself out to be or in any way be considered an agent of Guidepoint.

**14. Assignment.** Guidepoint may assign in whole or in part, its right or duties under this Agreement, without notice to Subscriber, and upon such assignment Guidepoint shall be released from all liability hereunder. Subscriber may assign this Agreement only upon the prior written consent of Guidepoint. Subject to this restriction, this Agreement shall apply to, inure to the benefit of, and be binding upon the heirs, successors, subcontractors, and assignees of the respective parties.

**15. Notices.** Notices to Subscriber shall be deemed given if deposited in the U.S. mail addressed to the Subscriber's last known address. Notice to Guidepoint shall be deemed given when received by Guidepoint.

**16. Severability.** Should any part or portion of this Agreement be found invalid, the balance of the provisions shall remain unaffected and shall be enforceable.

**17. Third Party Beneficiary.** Wireless Data Carriers, and Guidepoint's suppliers and Dealers are intended to be third party beneficiaries under this Agreement.

**18. Governing Law.** This Agreement, including all matters relating to the validity, construction, performance and enforcement thereof, shall be governed by the laws of the State of Michigan without regard to its conflicts of laws, promises and applicable federal law, the regulations of the FCC, the laws and regulations of the state where Service is provided, and by any tariff required to be filed by Guidepoint pursuant to such state's law. This Agreement is subject to amendment, modification or termination if required by such regulations or laws.

# VEHICLE INFORMATION / INSURANCE

## Vehicle Registration/Insurance

Make: \_\_\_\_\_ Model: \_\_\_\_\_ Year: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_ Dealership: \_\_\_\_\_

VIN#: \_\_\_\_\_

License Plate: \_\_\_\_\_

Insurer / Telephone #: \_\_\_\_\_

### Insurance Discounts

In some states, your insurance carrier may offer you a discount on the comprehensive portion of your insurance when you have a stolen vehicle recovery and/or a security system installed in your vehicle. We recommend you check with your agent for details. Please be sure to tell your agent that the GPS device on your vehicle is a stolen vehicle recovery device and **there are no monthly or annual fees associated with your Guidepoint Theft Recovery Services.** Guidepoint can provide an affidavit of services to you upon request. Just call **1-877-GPS-FIND** for assistance.



**Stolen Vehicle Recovery**  
**Online Vehicle Tracking**  
**Invisible Geofencing**  
**Early Theft Alert**  
**Towing & Gas Delivery**  
**Emergency Dispatch**  
**Driving Directions**  
**Traffic Condition**  
**Weather Reports**  
**Trip Routing**

... and much more.

**1-877-GPS-FIND**

[www.guidepointsystems.com](http://www.guidepointsystems.com)

*Keep this manual  
in a safe place away  
from your vehicle.*

**guidepoint**<sup>TM</sup>  
*Stolen Vehicle Recovery Systems*

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