



## Customer Services Bulletin

November 2020



### **Re: Tracker Technical Bulletin No. 201 – Suspected faulty Tracker system.**

Dear Colleague,

In order to continue to provide you and your customers with the highest possible levels of service we ask that you adhere to the following procedure.

We have attached Tracker Technical Bulletin No. 201 which describes the procedure that should be followed in the event of a suspected faulty, factory fitted Tracker system. This relates specifically to:

- Tracker Caravan Monitor & Alarm system currently installed in Unicorn and Alicanto Grande
- Tracker Alarm, currently installed in Phoenix dealer specials

All these products carry a 3-year parts warranty.

It is important that you read and retain this document.

Under no circumstances should a unit from another caravan be used to replace a faulty unit.

All Tracker units are serialised and once fitted and registered must remain with the original vehicle unless replacement is authorised by Tracker. Failure to comply with these instructions will invalidate all warranties.

Several caravans that were built Nov/Dec 2019 have been supplied to dealers with Tracker unit serial numbers that do not match the details given to the customer and in some cases the remote controls have been omitted from the customer packs. If you experience any of these issues, under no circumstances should units be swapped but you should contact Tracker.

Best regards

Chantelle Kimmins

Customer Service Manager

Reference number: **201**

**Tracker Monitor & Caravan Alarm**

Date: **23/11/2020**

**Subject: Tracker Caravan Alarm Fault Finding**

This document describes the procedure that should be followed in the event of a suspected faulty Tracker Monitor & Caravan Alarm system.

**Note:** Under no circumstances should a unit from another caravan be used to replace a faulty unit.

All Tracker Caravan units are serialised and once fitted and registered must remain with the original vehicle unless replacement is authorised by Tracker. Failure to comply with these instructions will invalidate all warranties.

In the first instance, click on the link below which will provide you the following useful information to determine the cause of fault.

- Fault-finding flow chart
- Diagnostic fault-finding matrix
- PIR Coding documents
- TD112 V1 Tracker Caravan Monitor product

[Tracker Monitor and Caravan Alarm Diagnostic Files](#)

If you are unable to open the hyperlink by clicking on it, you can copy the link into your search bar.

Use the fault-finding documents to establish the cause of the fault.

If the fault is identified with the Tracker system contact the Tracker Technical Support Team on 020 8338 0082 or via e-mail at [Help@TRACKER.co.uk](mailto:Help@TRACKER.co.uk) for any warranty claims, standard warranty rules applies.

The Tracker Technical Support Team will triage the issue and if they consider there is a valid warranty claim, will issue a warranty code which should be clearly marked on the product box when returning the item.

N.B. All warranty claims for parts must be returned to Tracker complete, alarm units must be accompanied both remote fobs and any accessory items and bearing the warranty code.

Tracker will send replacement parts and pay labour at £35 + VAT per hour based on the following rectification work and associated times:

- Faulty PIR 0.5 hr; faulty siren 0.5 hr; faulty remote 0.5 hr
- Full system replacement 1.0 hr

Subject to receipt of faulty part(s) and invoice quoting the warranty code sent to [help@tracker.co.uk](mailto:help@tracker.co.uk) and the part(s) testing as faulty, Tracker will pay the claim.

#### **Bulletin status**

**Redundant Bulletins:** 001 – 106, 108 – 123, 125 – 126, 128 - 135, 140 - 145, 148, 150, 151, 154, 156, 171 – 173, 175 – 178, 180, 185 are now redundant or superseded by the following documents:

OP60 issue 01 TRACKER Stolen Vehicle Recovery Products Installation standards  
OP61 issue 01 TRACKER Vehicle Asset Management Products Installation standards

**Valid Bulletins:** 107, 120, 124, 127, 136 to 138, 141, 146, 147, 149, 152, 153, 155, 157 to 170, 174, 179, 181 to 184, 186, 189, 190

#### **Instructions**

Please ensure that all relevant staff understand this bulletin & record this in your staff training records. File this information where it can be easily accessed by authorised technicians.

#### **Contacts**

Back/extra bulletin copies  
✉ [business@tracker.co.uk](mailto:business@tracker.co.uk)

Technical Help Desk  
☎ 020 8338 0082

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