verizon

User Guide

Vehicle Diagnostics by Delphi

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Welcome

You are about to experience a powerful device that will deliver a new level of convenience and peace of mind with your vehicle. When combined with Delphi's Connected Car smartphone app or website, you can:

- Check the health and status of your vehicle, decode a "check engine light"
- Find where you parked your vehicle
- Track your vehicle's location in real-time, and create virtual Geo-Fence boundaries anywhere on a map
- Receive alerts for speeding, Geo-Fence boundary crossings and vehicle-related issues
- Make your key fob functions available on your smartphone or online for convenient use anywhere. See connectedcar.delphi.com/fitment for vehicle compatibility.
- Track your driving history and see past trips on a map

Is My Vehicle Compatible?

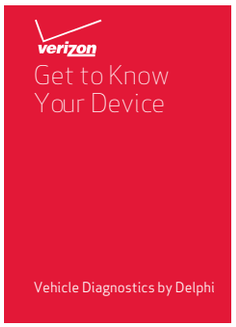
Vehicle Diagnostics Module works with most 1996 and newer vehicles (cars, light trucks, SUVs and minivans) sold in the United States including domestic, Asian and European imports. Before you start installation, please visit connectedcar.delphi.com/fitment to make sure your vehicle is compatible with the Vehicle Diagnostics Module. The compatibility guide will also tell you if a Relocation Kit* is recommended for your vehicle. These can be purchased at verizonwireless.com/accessories.

NOTE: Screen images and icons shown are for reference only. Changes may occur in the future.

* Sold Separately

Package Contents

The package you purchased should contain the following items. Please contact Verizon Wireless if any of the items are missing or damaged.

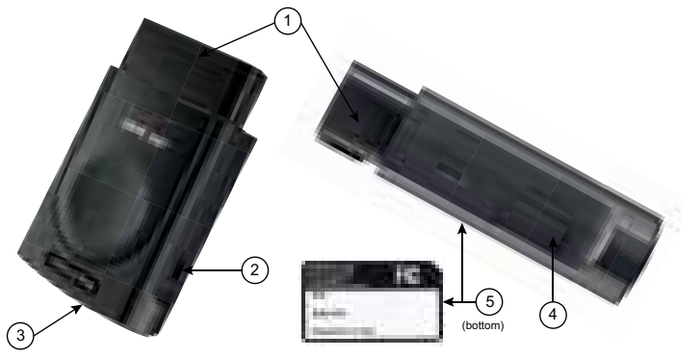


- Vehicle Diagnostics Module
- Get to Know Your Device Guide
- Product Safety and Warranty Guide

If anything is missing, please contact Verizon Wireless Customer Service at (800) 922-0204 or by dialing *611 from your Verizon mobile phone.

Note: The figures are only for your reference. The actual shape and color of the product may differ slightly.

Equipment Overview



1. OBD connector (plugs into vehicle's OBD-II port)
2. Function button
3. Status LED
4. Service connector (manufacturer use only)
5. Label, showing product information

System Requirements

The Delphi Connected Car smartphone app works on:

- Android 2.2 and later
- Apple iOS 5.0 and later

The Delphi website at mycar.delphi.com works with:

- Internet Explorer 7 and later
- Google Chrome
- Apple Safari
- Firefox

Note: Bluetooth® features of this product are only available by using the Delphi Connected Car smartphone app.

Installation Requirements

- A supported vehicle identified in the fitment guide at connectedcar.delphi.com/fitment

- Relocation Kit*, if needed (refer to the fitment guide for a recommendation)

- An activated Vehicle Diagnostics Module with a qualified Verizon Wireless service plan

If you do not have a Verizon Wireless service plan, please visit vzw.com/certifieddevice to activate this product before starting installation. When asked for Device ID, enter the ESN DEC found on the label of the Vehicle Diagnostics Module.

* Sold Separately

First-Time Setup Using Smartphone App

Download Delphi Connected Car App

1. Launch your smartphone's app store—either Google Play Store for Android or Apple's App Store for iPhone.
2. Search for the Delphi Connected Car app and download it to your smartphone.

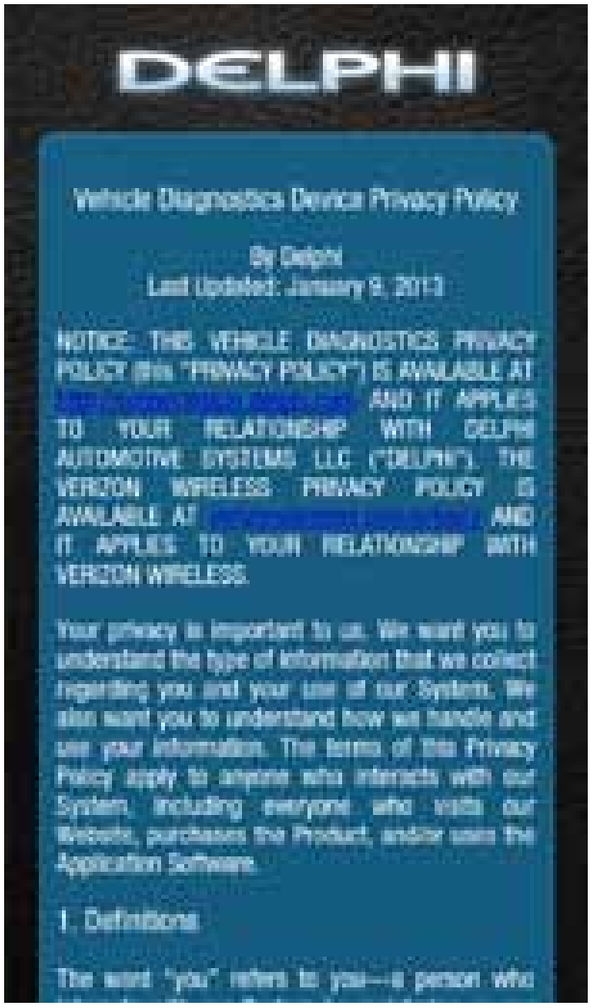
Sign In to Your Delphi Account

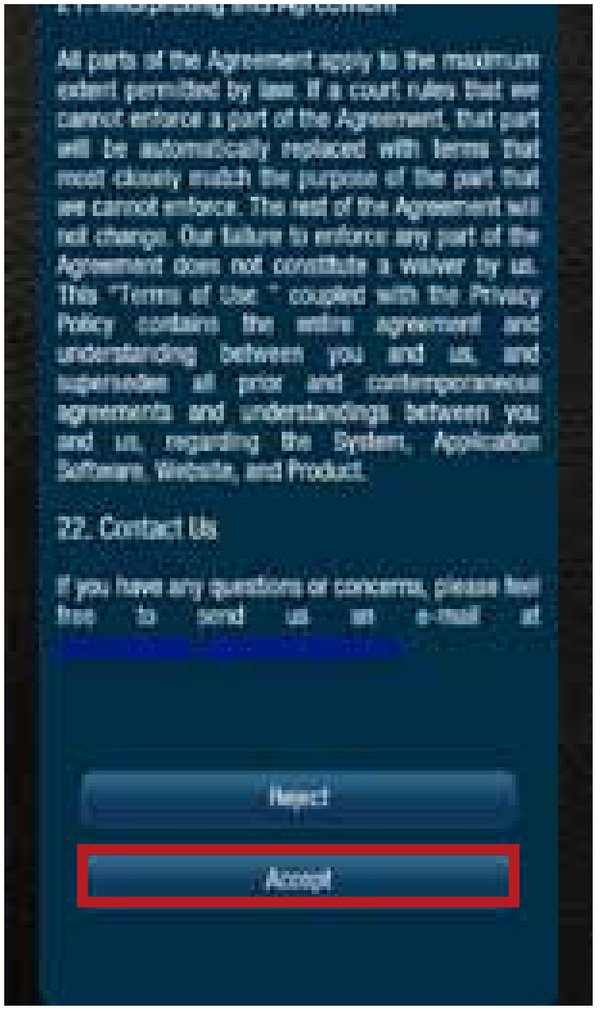
1. Launch the Delphi Connected Car app.

2. In the Username field, enter the Registration Key exactly as it is printed on the Vehicle Diagnostics Module label — including the dash. In the Password field, enter the ESN DEC exactly as it is printed on the Vehicle Diagnostics Module label.

3. Review and accept the privacy and terms of use.

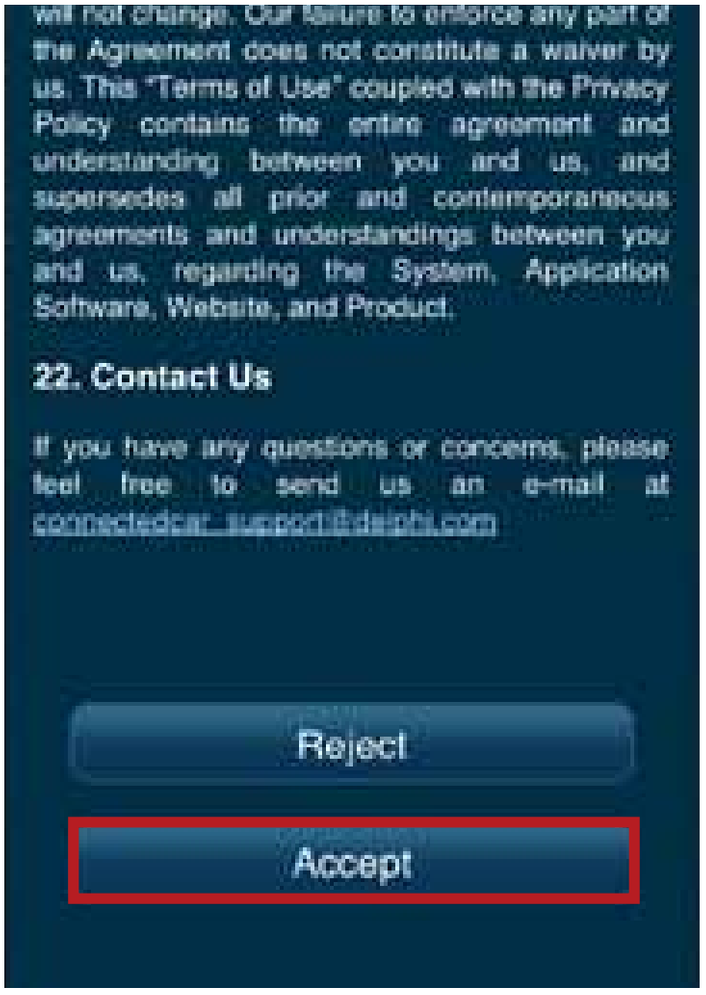
On Android:



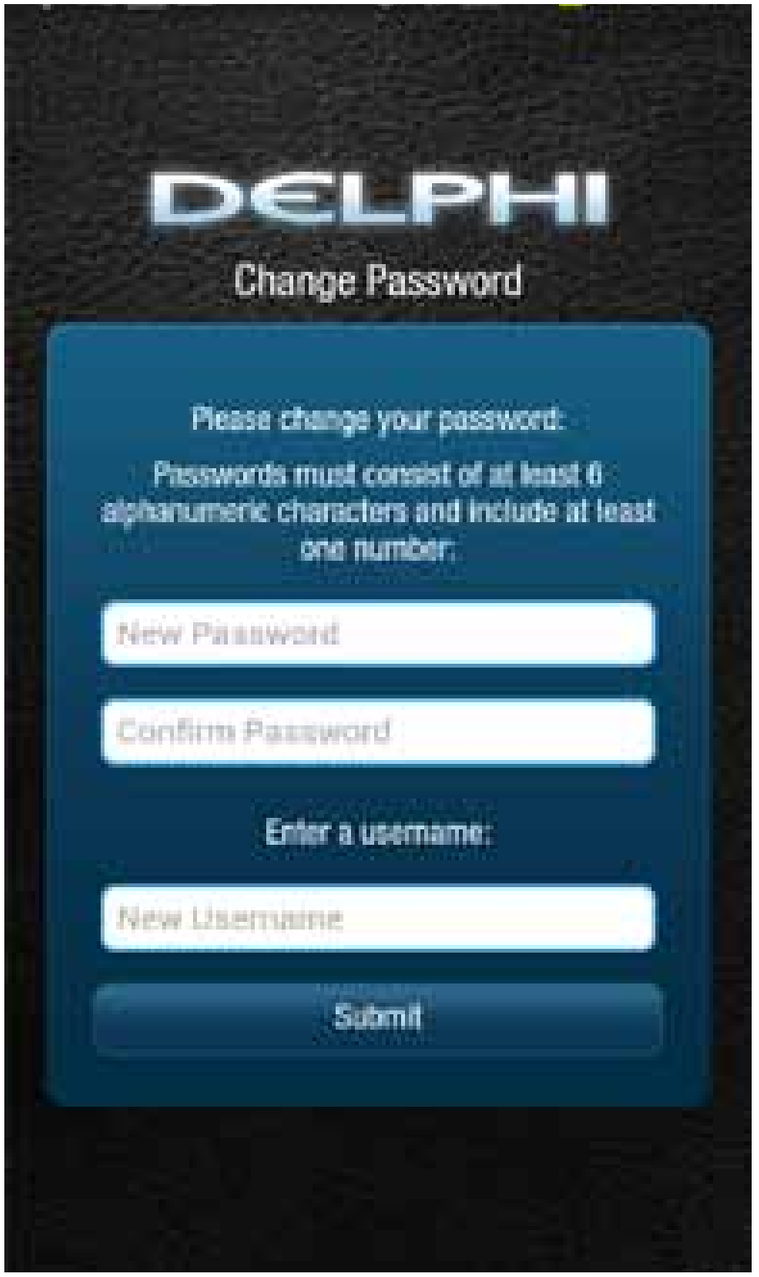


On iPhone:

DELPHI
Vehicle Diagnostics Device Privacy Policy
By Delphi
Last Updated: January 9, 2013
NOTICE: THIS VEHICLE DIAGNOSTICS PRIVACY POLICY (this "PRIVACY POLICY") IS AVAILABLE AT http://connectedcar.delphi.com AND IT APPLIES TO YOUR RELATIONSHIP WITH DELPHI AUTOMOTIVE SYSTEMS LLC ("DELPHI"). THE VERIZON WIRELESS PRIVACY POLICY IS AVAILABLE AT www.verizonwireless.com/privacy AND IT APPLIES TO YOUR RELATIONSHIP WITH VERIZON WIRELESS.
Your privacy is important to us. We want you to understand the type of information that we collect regarding you and your use of our System. We also want you to understand how we handle and use your information. The terms of this Privacy Policy apply to anyone who interacts with our System, including everyone


will not change. Our failure to enforce any part of the Agreement does not constitute a waiver by us. This "Terms of Use" coupled with the Privacy Policy contains the entire agreement and understanding between you and us, and supersedes all prior and contemporaneous agreements and understandings between you and us, regarding the System, Application Software, Website, and Product.
22. Contact Us
If you have any questions or concerns, please feel free to send us an e-mail at connectedcar_support@delphi.com
Reject
Accept

4. When prompted, change your Username and Password, to something easy to remember but difficult for other people to guess. Passwords must be at least six characters long and include at least one number. Usernames must be at least one character long and do not have to include a number.



5. You will see the following screen after successfully changing your username and password.

6. Now you're ready to install the Vehicle Diagnostics Module in your vehicle.

Note: The Delphi Connected Car smartphone app will remain logged in to your vehicle indefinitely, unless you log out using the Log Out feature.

Note: The Delphi Connected Car smartphone app will be updated periodically and you will receive notification of updates via standard Android and iOS app update notifications.

Note: You can review Delphi's complete Terms of Use and Privacy Policy at connectedcar.delphi.com/terms

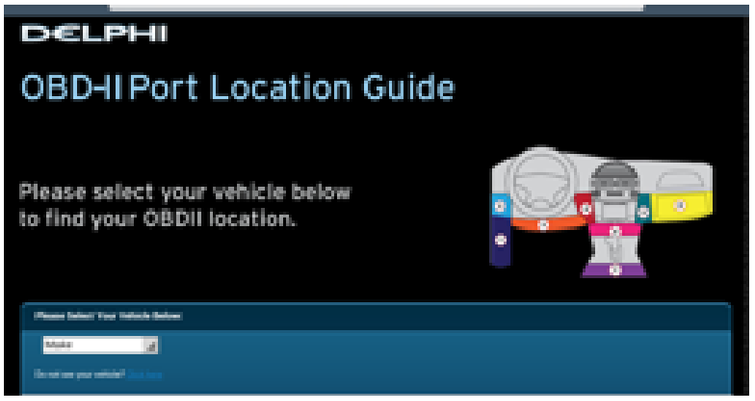
Find Your Vehicle's OBD Connector Port

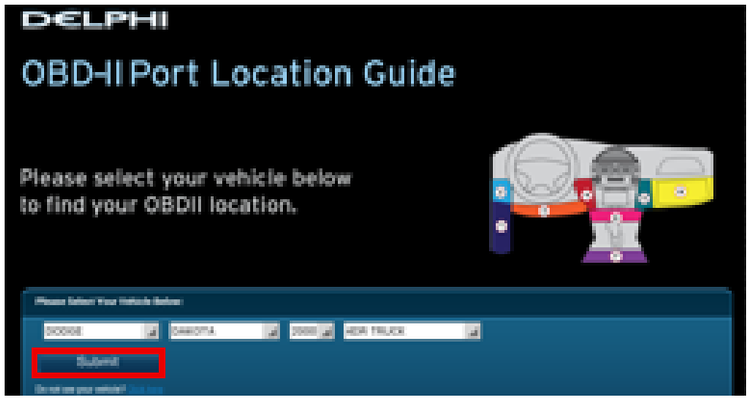
The OBD connector is usually located on or under the dash, on the driver's side. Other possible locations are the center console area or inside the glove compartment.

Need help finding your vehicle's OBD Connector Port?

1. After logging in for the first time, tap OBD LOCATOR.

2. Select your vehicle make from the provided drop-down selector and tap Submit. If you are unable to select your vehicle, you can use the "Click here" link to submit an email for the unlisted vehicle.





3. A description of the location of your OBD II port will be given. Click "View a picture of your OBD-II port" to view an actual photograph of the location of your OBD II port.

4. You will see a picture of the location of your OBD II connector.

Note: If needed, you can access the OBD Locator from the smartphone app or website at any time. In the smartphone app, this feature is located in the Side Menu under Settings › About › OBD Locator

Install Your Vehicle Diagnostics Module

1. Use your Verizon Wireless smartphone to check that you have a strong signal where your vehicle is parked. Don't have Verizon coverage? Visit Verizon's interactive coverage map: verizonwireless.com/maps.

2. Make sure your vehicle is parked outside in a safe location and the engine is turned off.

3. Now plug the Vehicle Diagnostics Module into the OBD II port (or into the extension cable if it is required). **Make sure that the Vehicle Diagnostics Module is fully seated.**

Helpful Installation Tips:

- If the Vehicle Diagnostics Module seems to be difficult to insert, **DO NOT FORCE IT.** Remove the device and examine both connectors for any bent pins.

- There is only one orientation that the Vehicle Diagnostics Module will plug in.

- Place two fingers behind the plug in your vehicle to hold it steady while plugging in the Module.

- If the Module protrudes into the knee or foot area or prevents an access panel door from closing, Vehicle Diagnostics Relocation Kit may be used to relocate the Module. See connect-edcar.delphi.com/fitment for recommendations on using a relocation kit with your vehicle.

- Wait for the Status LED to turn solid blue.

- To minimize drain on the vehicle battery, the "Install Your Vehicle Diagnostics Module" and "Initiate Vehicle Diagnostics Module Setup" steps should be performed without interruption. The process will take less than 5 minutes.

Note: The first time the Module connects to the Verizon network, it will perform a one-time network setup which will take a few minutes. The Status LED will turn solid white and turn off, followed by a blinking white sequence. When network setup is successfully completed, the Status LED will turn solid blue. See

Understanding the Status LED for more information on the LED color status.

Note: To avoid any unnecessary drain on the vehicle battery, it is recommended to not leave the Vehicle Diagnostics Module in the solid blue state for more than 24 hours.

Initiate Vehicle Diagnostics Module Setup

Stop! Do not proceed until the Status LED is solid blue, indicating activation on the Verizon network is complete.

1. Insert your vehicle's ignition key and turn it to the On position (not ACC/Accessory). Do not start the engine!

Note: Typically, all of the warning lamps on the dashboard will illuminate briefly in this position.

Note: For pushbutton-start vehicles, the procedure is typically to push the Start button without your foot on the brake (check your vehicle owner's manual to determine how many presses are required to turn the ignition on).

2. Press and hold the Function Button on the side of the Vehicle Diagnostics Module until the Status LED blinks red one time. This will occur after approximately 5 seconds. Then release the Function Button. The LED will blink red several times while vehicle setup occurs.

3. Wait up to 30 seconds for the LED to display a mix of solid and blinking green.

4. Wait until the LED stops flashing green and goes out.

5. When the LED begins to flash blue every 10 seconds, setup is complete.

Stop! Do not proceed if the Status LED never turned green and returned to solid blue. Your vehicle may not be compatible with the Vehicle Diagnostics Module (check fitment guide connectedcar.delphi.com/fitment) or you did not place the ignition in the On position.

Verify Vehicle Diagnostics Module Setup

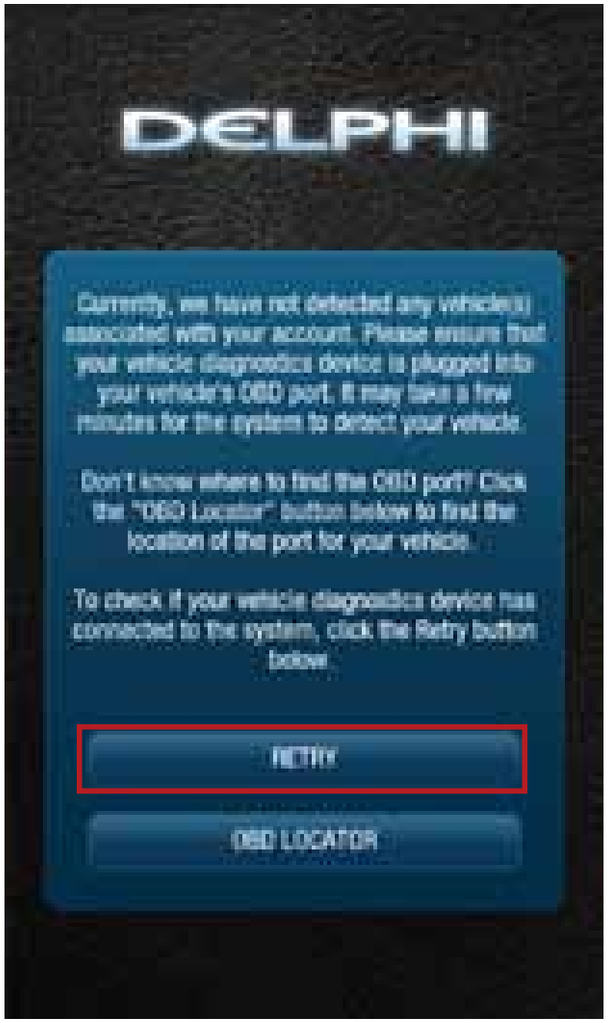
1. Start the engine and let it run for at least 30 seconds.

2. Stop the engine and wait at least 20 seconds.

3. You are now ready to access your vehicle information using the Delphi Connected Car app or website.
   - Open the Delphi Connected Car app and, if needed, sign in using the username and password you created in Sign In to Your Delphi Account.

   - You should see the Dashboard screen.

• If not, tap the Retry button.



• If you still do not see the Dashboard screen, go to the Troubleshooting section of this guide.

First-Time Setup Using Connected Car Website

Launch Your Internet Browser

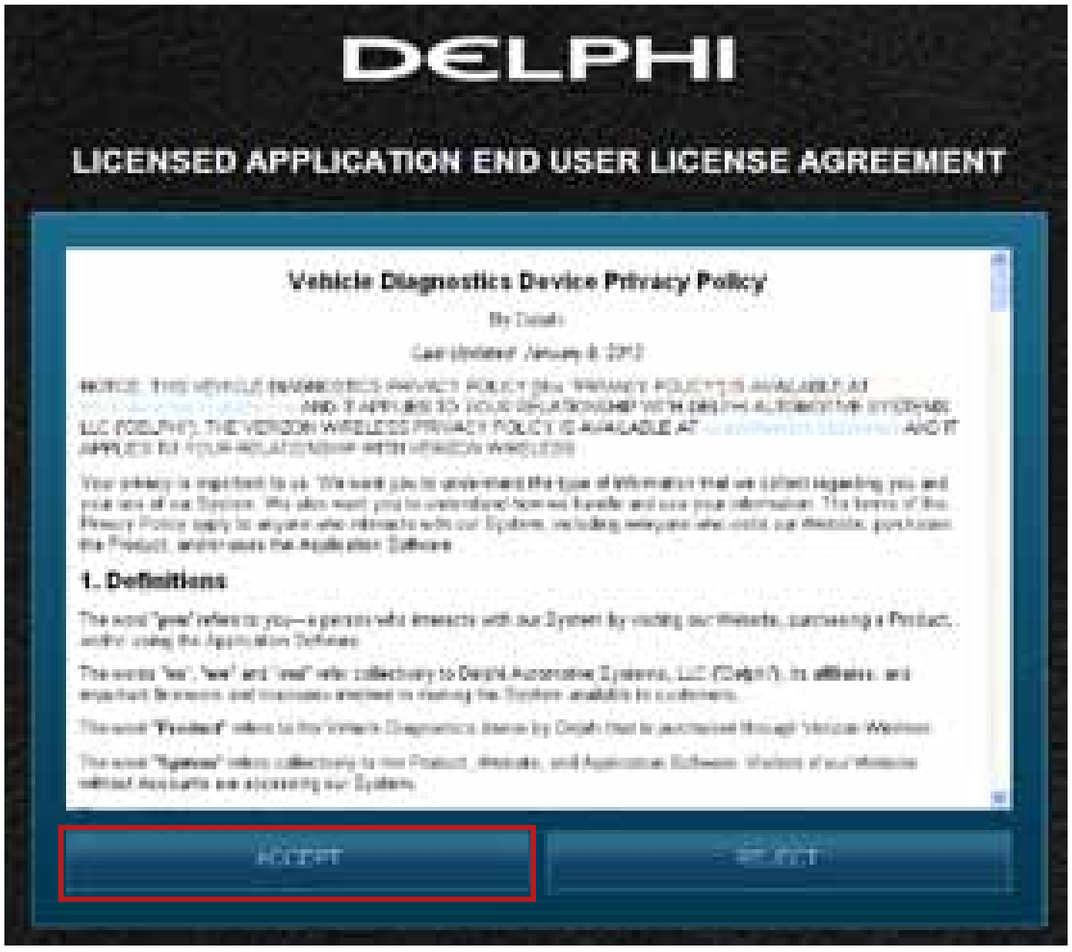
Use your website browser and go to mycar.delphi.com.

Sign In to Your Delphi Account

1. In the Username field, enter the Registration Key exactly as it is printed on the Vehicle Diagnostics Module label – including the dash.

2. In the Password field, enter the ESN DEC exactly as it is printed on the Vehicle Diagnostics Module label. Select LOGIN.

3. Review and select ACCEPT to accept the privacy statement and terms of use.



4. When prompted, change your Username and Password to something easy to remember but difficult for other people to guess. Passwords must be at least six characters long and include at least one number. Usernames must be at least one character long and do not have to include a number.

5. You will see the following screen after successfully changing your username and password.

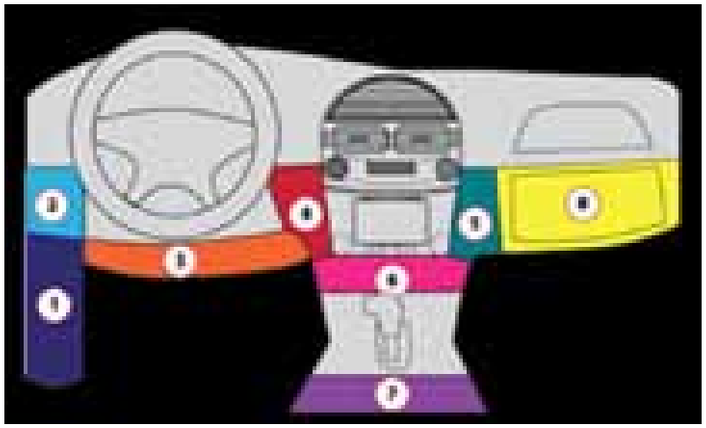
6. Now you're ready to install the Vehicle Diagnostics Module in your vehicle.

Note: The website will automatically log you out after 20 minutes of inactivity, unless you log out using the Log Out feature.

Note: You can review Delphi's complete Terms of Use and Privacy Policy at connectedcar.delphi.com/terms

Find Your Vehicle's OBD Connector Port

The OBD connector is usually located on or under the dash, on the driver's side. Other possible locations are the center console area or inside the glove compartment.



Need help finding your vehicle's OBD Connector port?

1. After logging in for the first time, click the button labeled OBD LOCATOR. You will be presented with the OBD II Port Location Guide.

2. Select you vehicle make from the provided drop-down selections.

3. Complete your vehicle selections using the drop-downs for Make, Model, Year, Body Type and Trim as requested and then select Submit.

If you are unable to select your vehicle, you can use the “Click here” link to submit an email for the unlisted vehicle.

4. A description of the location of your OBD II port will be given. Click “View a picture of your OBD II port” to view an actual photograph of the location of your OBD II port.

You can also use the Print button to print this page to have with you in your vehicle.

5. You will see a picture of the location of your OBD-II connector.

Note: If needed, you can access the OBD Locator from the website or the smartphone app. On the website, click on your username in the upper right-hand corner. From the drop-down menu, click the button labeled OBD LOCATOR.

Install Your Vehicle Diagnostics Module

1. Check that you have a strong signal where your vehicle is parked. Visit Verizon's interactive coverage map: verizonwireless.com/maps.

2. Make sure your vehicle is parked outside in a safe location and the engine is turned off.

3. Now plug the Vehicle Diagnostics Module into the OBD II port (or into the extension cable if it is required). **Make sure that the Vehicle Diagnostics Module is fully seated.**

Helpful Installation Tips:

- If the Vehicle Diagnostics Module seems to be difficult to insert, **DO NOT FORCE IT.** Remove the device and examine both connectors for any bent pins.

- There is only one orientation that the Vehicle Diagnostics Module will plug in.

- Place two fingers behind the plug in your vehicle to prevent it from moving while plugging in the Module.

- If the Module protrudes into the knee or foot area or prevents an access panel door from closing, Vehicle Diagnostics Relocation Kit may be used to relocate the Module. See connect-edcar.delphi.com/fitment for recommendations on using a relocation kit with your vehicle.

- Wait for the Status LED to turn solid blue.

- To minimize drain on the vehicle battery, the "Install Your Vehicle Diagnostics Module" and "Initiate Vehicle Diagnostics Module Setup" steps should be performed without interruption. The process will take less than 5 minutes.

Note: The first time the Module connects to the Verizon network, it will perform a one-time network setup which will take a few minutes. The Status LED will turn solid white then turn off, followed by a blinking white sequence. When network setup is successfully completed, the Status LED will turn solid blue. See Understanding the Status LED for more information on the LED color status.

Note: To avoid any unnecessary drain on the vehicle battery, it is recommended to not leave the Vehicle Diagnostics Module in the solid blue state for more than 24 hours.

Initiate Vehicle Diagnostics Module Setup

Do not proceed until the Status LED is solid blue, indicating activation on the Verizon network is complete.

1. Insert your vehicle's ignition key and turn it to the On position (not ACC/Accessory). Do not start the engine!

Note: Typically, all of the warning lamps on the dashboard will illuminate briefly in this position.

Note: For pushbutton-start vehicles, the procedure is typically to push the Start button without your foot on the brake (check your vehicle owner's manual to determine how many presses are required to turn the ignition on).

2. Press and hold the Function Button on the side of the Vehicle Diagnostics Module until the Status LED blinks red one time. This will occur after approximately 5 seconds. Then release the Function Button. The LED will blink red several times while vehicle setup occurs.

3. Wait up to 30 seconds for the LED to display a mix of solid and blinking green.

4. Wait until the LED stops flashing green and goes out.

5. When the LED begins to flash blue every 10 seconds, setup is complete.

Stop! Do not proceed if the Status LED never turned green and returned to solid blue. Your vehicle may not be compatible with the Vehicle Diagnostics Module (check fitment guide connectedcar.delphi.com/fitment) or you did not place the ignition in the On position.

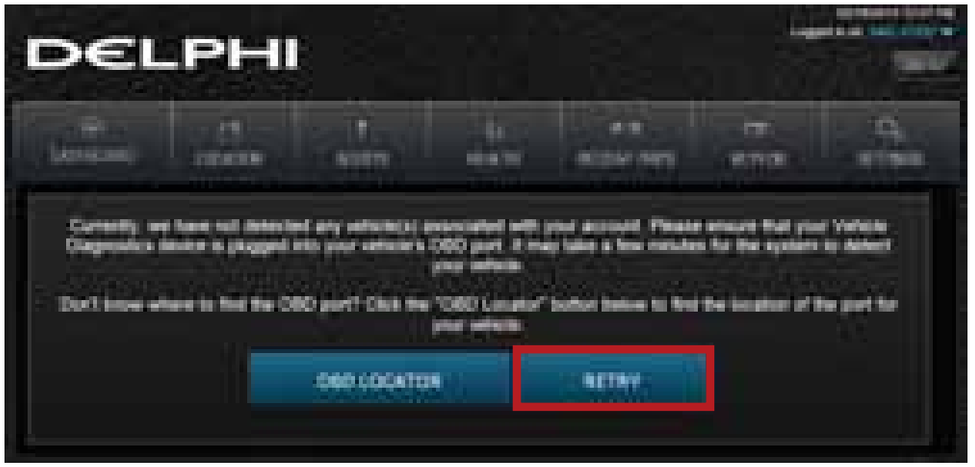
Verify Vehicle Diagnostics Module Setup

1. Start the engine and let it run for at least 30 seconds.

2. Stop the engine and wait at least 20 seconds.

3. You are now ready to access your vehicle information using the Delphi Connected Car app or website.

- If you see the following screen, click on RETRY to connect to your vehicle. If you see the login screen, enter in the password and username you used during setup.



- You should see the Dashboard screen. If not, click the Retry button.

- If you still do not see the Dashboard screen, see the Troubleshooting section of this guide.

Reconnect Your Vehicle Diagnostics Module

If you are installing the Vehicle Diagnostics Module for the first time, please refer to the instructions for First-Time Setup.

If your device becomes disconnected from your vehicle or the battery is disconnected from your vehicle, you will need to re-initialize the Vehicle Diagnostics Module with your vehicle. In this case, please complete the following steps.

Note: If you are re-initializing the Vehicle Diagnostics Module to a vehicle that you have previously used with the Vehicle Diagnostics Module:

- The vehicle history will be available for all times the Module was connected

- If you paired the keyfob previously to this vehicle, it will remain paired once reconnected

Install Your Vehicle Diagnostics Module

1. If you are currently using the app on your Verizon Wireless smartphone, use your smartphone to check that you have a strong signal where your vehicle is parked. Don't have Verizon coverage? Visit Verizon's interactive coverage map: verizonwireless.com/maps.

2. Make sure your vehicle is parked outside in a safe location and the engine is turned off.

3. Now plug the Vehicle Diagnostics Module into the OBD port (or into the extension cable if it is required). Make sure that the Vehicle Diagnostics Module is fully seated.

Helpful Installation Tips:

- If the Vehicle Diagnostics Module seems to be difficult to insert, DO NOT FORCE IT, remove the device and examine both connectors for any bent pins.

- There is only one orientation that the Vehicle Diagnostics Module will plug in.

- Place two fingers behind the plug in your vehicle to prevent it from moving while plugging in the Module.

- If the Module protrudes into the knee or foot area or prevents an access panel door from closing, Vehicle Diagnostics Relocation Kit may be used to relocate the Module. See connectedcar.delphi.com/fitment for recommendations on using a relocation kit with your vehicle.

- Wait for the Status LED to turn solid blue.

- To minimize drain on the vehicle battery, the "Install Your Vehicle Diagnostics Module" and "Initiate Vehicle Diagnostics Module Setup" steps should be performed without interruption. The process will take less than 5 minutes.

Note: The Status LED will remain dark for approximately 30 seconds. When vehicle setup is successfully completed, the Status LED will turn solid blue.

Note: To avoid any unnecessary drain on the vehicle battery, it is recommended to not leave the Vehicle Diagnostics Module in the solid blue state for more than 24 hours.

Initiate Vehicle Diagnostics Module Setup

Stop! Do not proceed until the Status LED is solid blue, indicating activation on the Verizon network is complete.

1. Insert your vehicle's ignition key and turn it to the On position (not ACC/Accessory). Do not start the engine!

Note: Typically, all of the warning lamps on the dashboard will illuminate briefly in this position.

Note: For pushbutton-start vehicles, the procedure is typically to push the start button without your foot on the brake (check your vehicle owner's manual to determine how many presses are required to turn the ignition on).

2. Press and hold the Function Button on the side of the Vehicle Diagnostics Module until the Status LED blinks red one time. This will occur after approximately 5 seconds. Then release the Function Button. The LED will blink red several times while vehicle setup occurs.

3. Wait up to 30 seconds for the LED to display a mix of solid and blinking green.

4. Wait an additional 10 seconds for the LED to go out.

5. When the LED begins to flash blue every 10 seconds, setup is complete.

Stop! Do not proceed if the Status LED never turned green and returned to solid blue. Your vehicle may not be compatible with the Vehicle Diagnostics Module (check fitment guide connectedcar.delphi.com/fitment) or you did not place the ignition in the On position.

Verify Vehicle Diagnostics Module Setup

1. Start the engine and let it run for at least 30 seconds.

2. Stop the engine and wait at least 20 seconds.

You are now ready to access your vehicle information using the Delphi Connected Car app or web site.

Application & Service Features

Using the Android App

Forgot Username or Password

Should you forget your account login credentials, you can request your username or a password reset from the login screen.

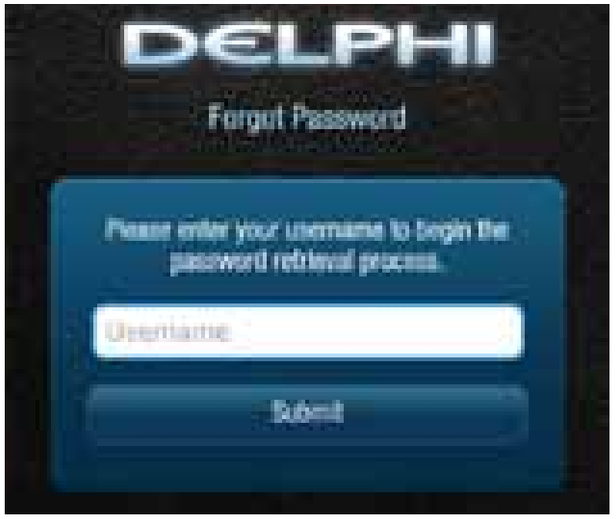
To request your Username, tap Forgot Username?

Enter the account email address you provided in your User Settings and tap Submit.

You will receive an email with your Username sent to the account email address you provided as part of your User Settings. If you did not provide an email in your User Settings or do not receive the email with your Username, please call Verizon Wireless Customer Service at (800) 922-0204.

To request your Password, tap Forgot Password?

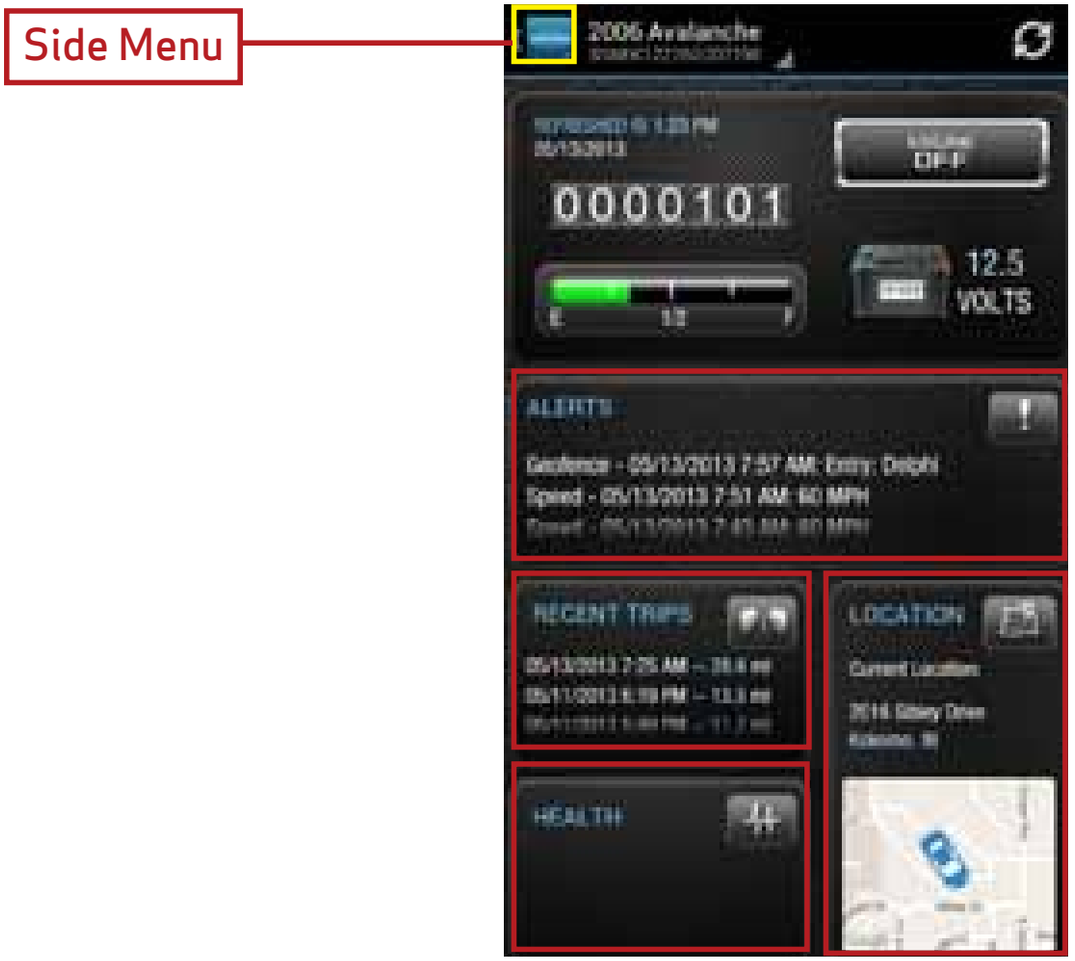
Enter your Username and tap Submit.



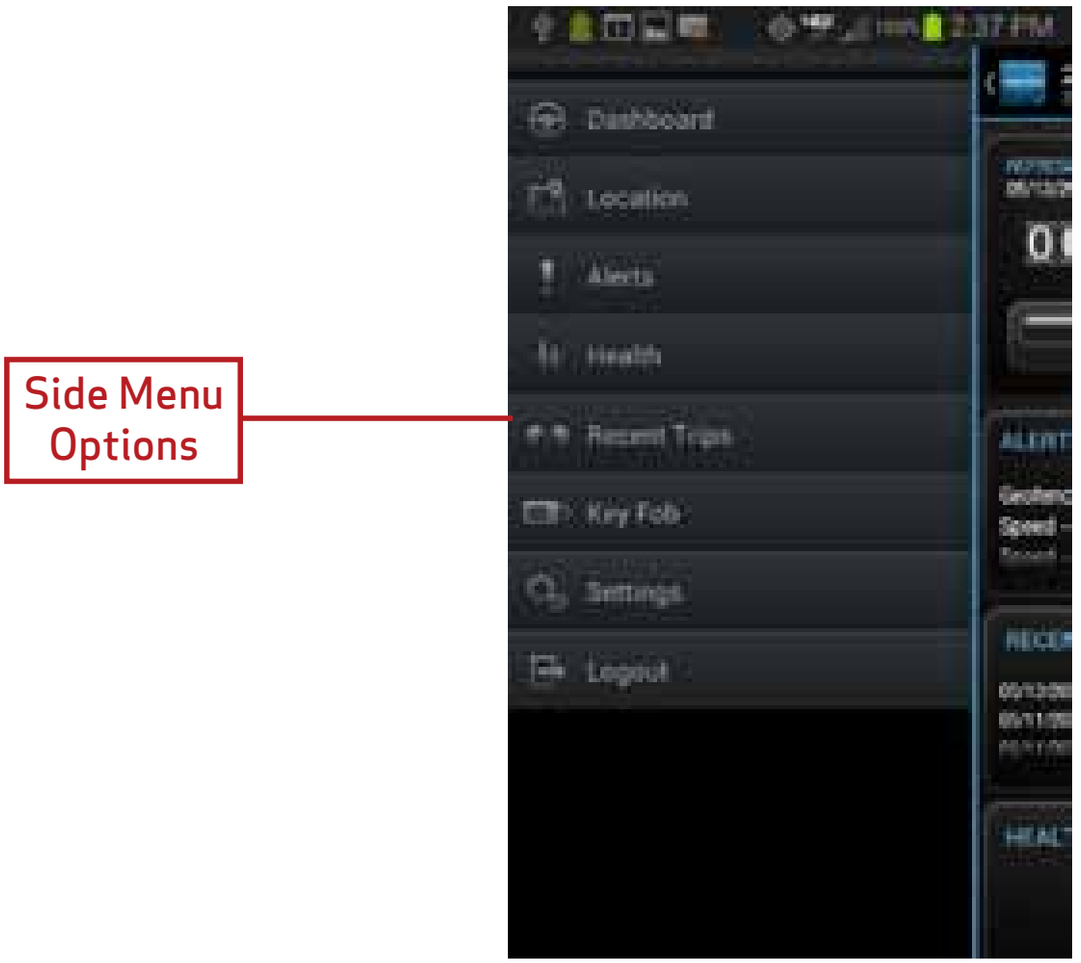
You will receive an email providing you a temporary password sent to the account email address you provided as part of your User Settings. Use this temporary password to login to your account. You will be required to change your password once you login. If you did not provide an email in your User Settings or do not receive the email with your temporary password, please call Verizon Wireless Customer Service at (800) 922-0204.

Navigating Around

To navigate to a specific category, tap the item you want to view, such as Alerts, Recent Trips, Health and Location (as shown in the red boxes). You can also tap the Side Menu icon, located in the top left corner to navigate to the various features of the app.

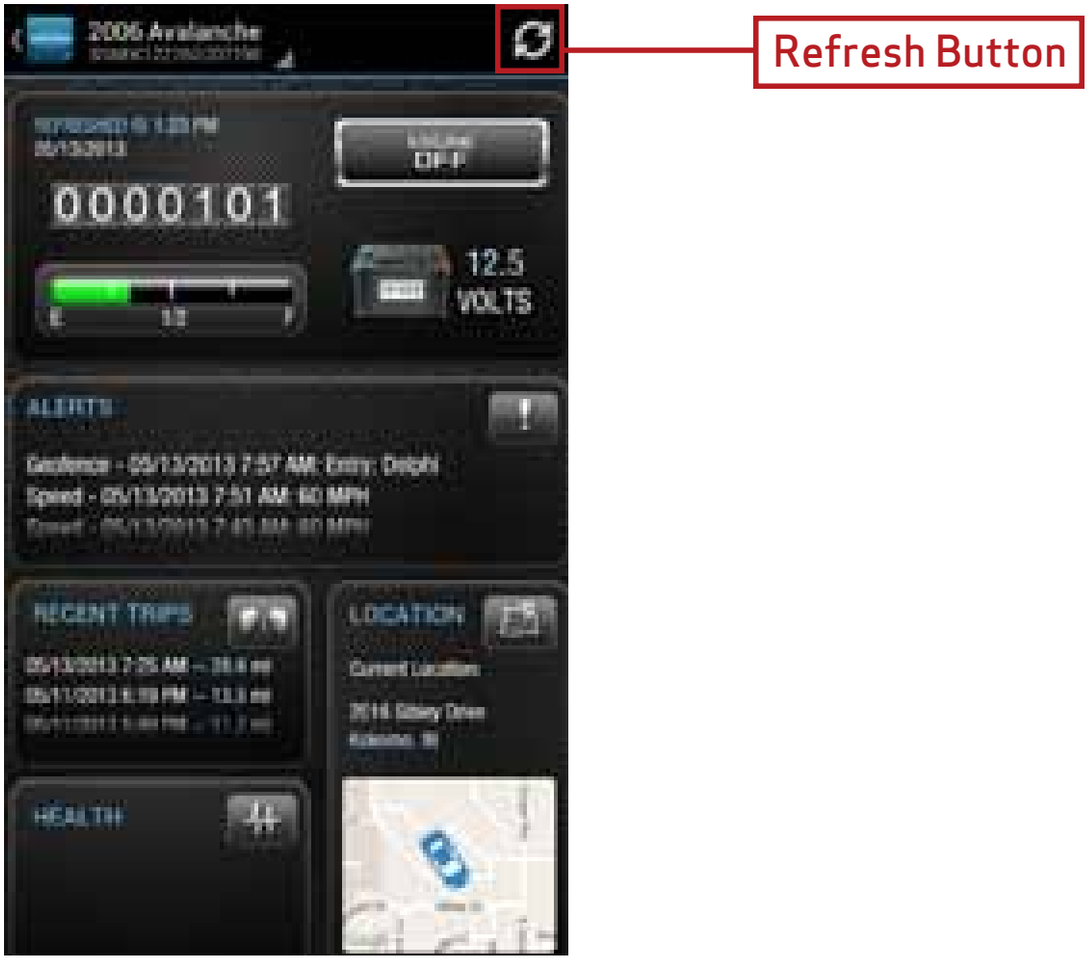


- From the Side Menu, you can navigate to any of the Delphi Connected Car features.
- Open the Settings feature to modify account information, manage Vehicle Diagnostic Modules, configure Alerts and Notifications, and set up Bluetooth® pairing for compatible devices.
- Tap Key Fob to access the key fob feature for compatible vehicles.
- Tap Logout to log out from your vehicle. You can also tap the Back button to return to the previous screen.



Refreshing Your Vehicle Data

Tap the Refresh button from anywhere within the app to refresh your vehicle data. A refresh may take up to two minutes. You can continue to use the app during this time. The newest information will be displayed when it becomes available.



Note: Vehicle data will not auto refresh. If you would like to see the most current vehicle data, please tap the refresh button.

Selecting Your Vehicle

If you have more than one Vehicle Diagnostics Module associated with your account, you can select which vehicle's information to view. Tap your vehicle name at the top of the screen using the drop down button. Tap the vehicle you wish to view or select the current vehicle if you do not wish to change vehicles.

Dashboard

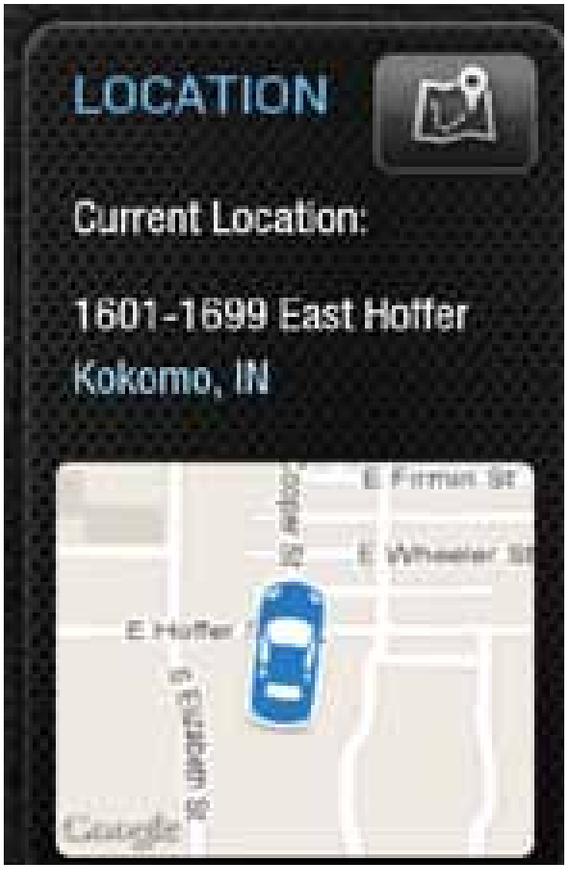
The Dashboard provides a summary of your vehicle status.

It includes the following information.

- Basic vehicle information including the engine run status, current programmable odometer, battery voltage and the fuel level, if your vehicle supports this feature:

Note: Fuel level readings will work on compatible vehicles.

• Last recorded location of vehicle:



• The most recent alerts:

• The most recent health information reported by your vehicle:

• The most recent trips:

Note: You will only see Health information if your vehicle has reported trouble codes using the diagnostic code scanning feaure. See Performing a Diagnostic Scan on Your Vehicle.

Location

Use the Location feature to locate your vehicle at any time. The location screen indicates the last recorded vehicle location and the time and date when that location was last updated. You can also see the address and latitude and longitude of your vehicle. To close the vehicle information box, tap the X in the upper right-hand corner.

Note: Vehicle location is subject to GPS accuracy.

Note: Depending on local conditions, it can take a few minutes to locate your vehicle using GPS services. This may delay your ability to see your vehicle location when installing the Vehicle Diagnostic Module. In addition, when your vehicle is located in an enclosed structure, such as a garage, determining your vehicle's location may not be possible.

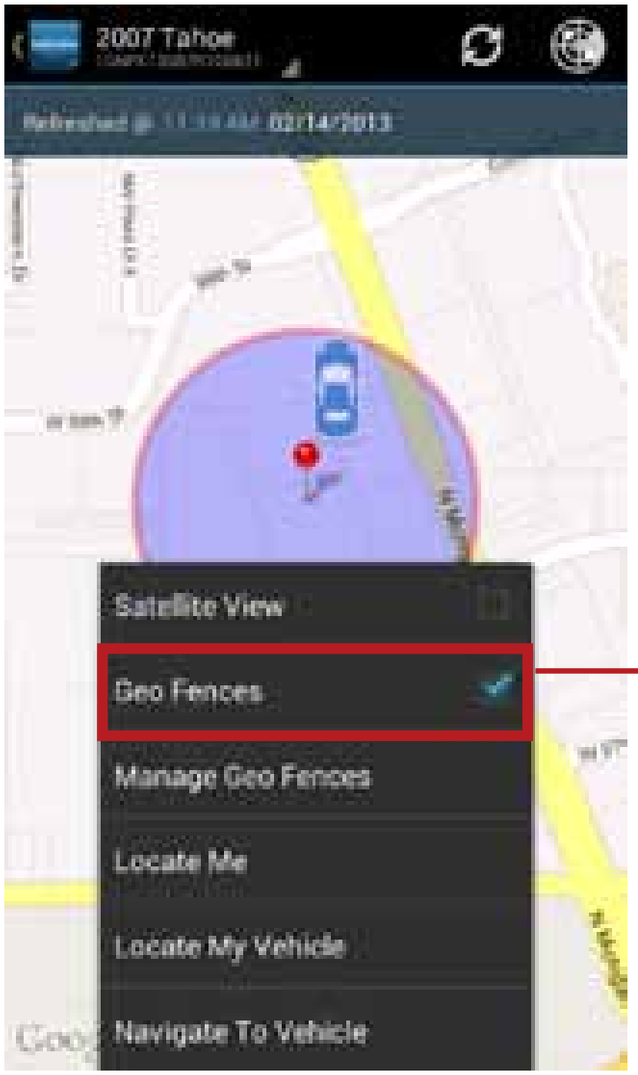
Map View

The Map view can be customized using the map controls. You can use the standard Android map controls, such as scrolling and zooming to adjust the Map view. To enable and disable the Satellite view, tap Satellite View on the soft menu.

Soft Menu
Android soft menu

Geo-Fences

To enable and disable the display of Geo-Fences, select Geo-Fences on the soft menu. See Managing Geo-Fences on page 56 for more information.



Soft Menu
Android soft menu

Live Tracking

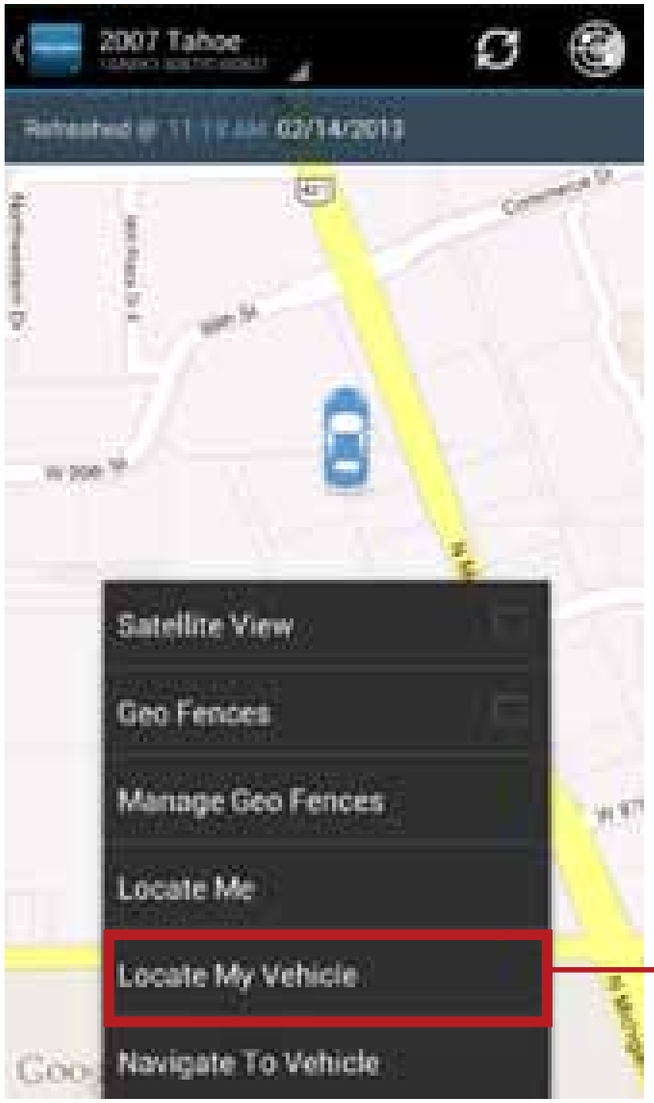
The Live Tracking button will enable real-time tracking of your vehicle. See Live Tracking on page 72 for more information.

Note: While in Location view, depending on your Android version, either tap the Live Tracking icon or tap Live Tracking from the soft menu to start the live tracking feature.

Note: If the GPS is enabled on your phone, the location of your phone will be indicated with a blue dot on the map.

Find My Car

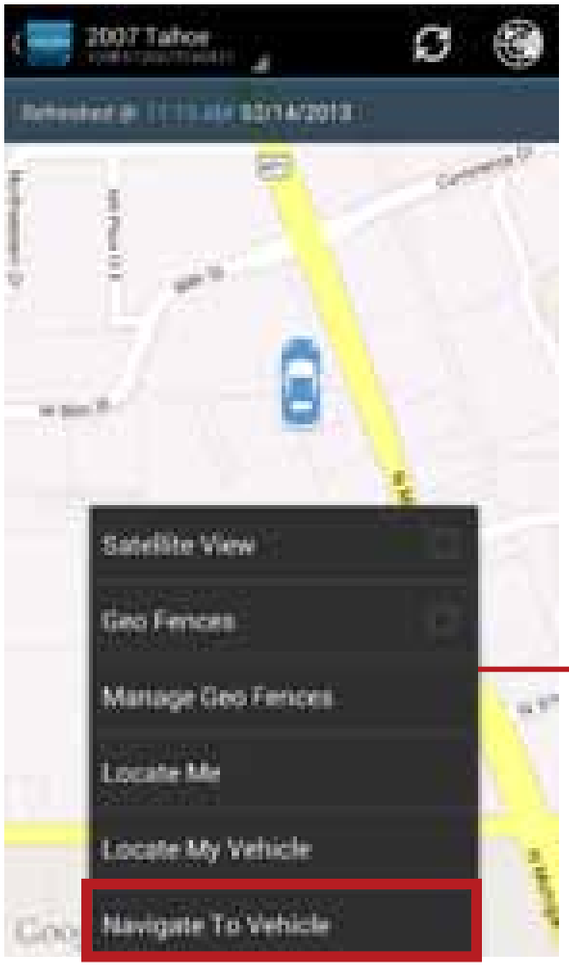
Tap Locate My Vehicle on the soft menu to center the map on the vehicle's current location.



Soft Menu
Android soft menu

Navigate to Vehicle

If the GPS is enabled on your smartphone, you can have your default navigation app provide directions from your location to your vehicle. Tap Navigate To Vehicle on the soft menu. This command will launch the default navigation app on your phone and plot a route from your location to your vehicle's location.



Soft Menu
Android soft menu

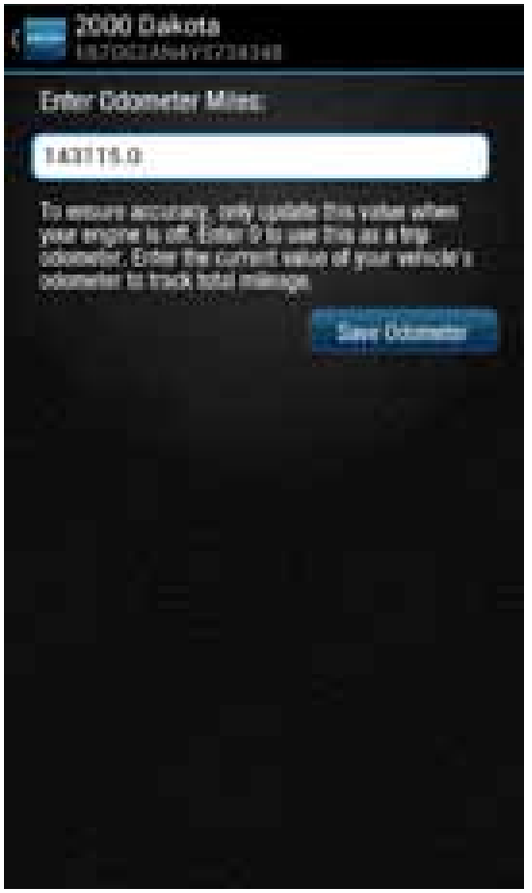
Note: Navigate to vehicle will default to standard driving directions to the vehicle's location.

Programmable Odometer

A programmable odometer is provided for your vehicle. You can set it to your vehicle's odometer to track total mileage or you can set the odometer to 0 prior to a trip to use it as a trip odometer.

To set the odometer value, tap the odometer on the dashboard.

Enter the desired value in miles. Tap Save to save the value or tap back to exit without saving.

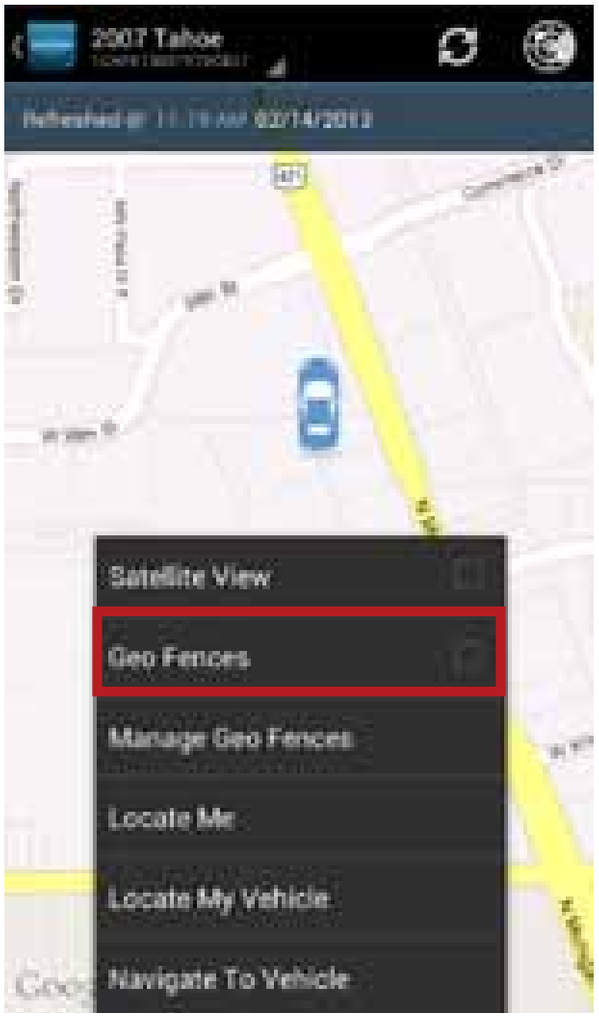


Managing Geo-Fences

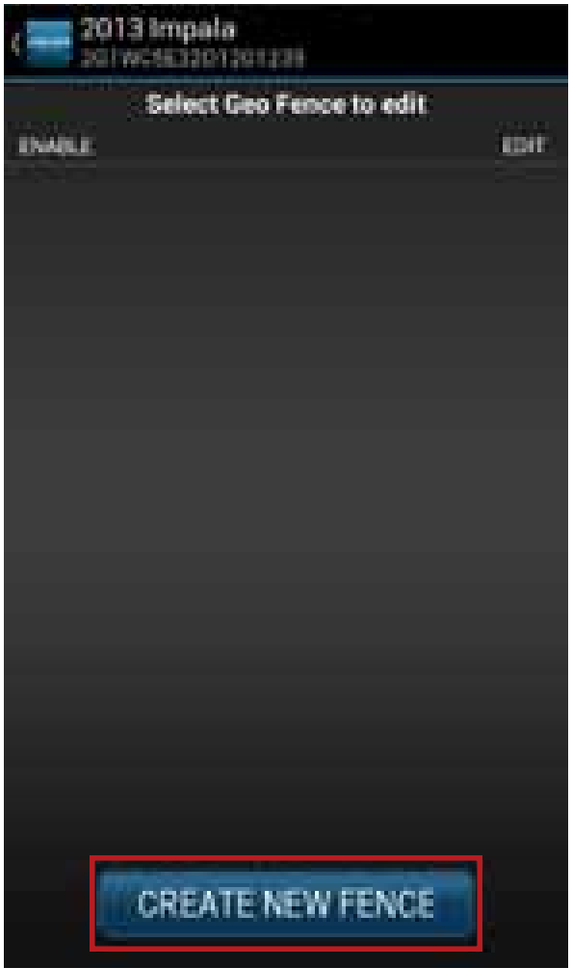
A Geo-Fence allows you to define a location that is of interest to you and create a boundary around it. When your vehicle crosses the boundary to enter or exit that location, an alert will occur and can be viewed on the Delphi Connected Car app or the website. You can also be notified via an email or text message if desired. See Configuring Notifications on page 75 for more information. You can define up to six Geo-Fences. These can be edited or deleted as often as you like. A Geo-Fence can be made as small as 0.01 miles, about 50 feet in diameter, or as large as you would like. Due to GPS location tolerance, it is suggested to make a Geo-Fence at least 0.1 miles in diameter to avoid false alerts.

Create a Geo-Fence Using the Map

1. While in Location view, tap Manage Geo Fences on the soft menu to begin managing Geo-Fences.

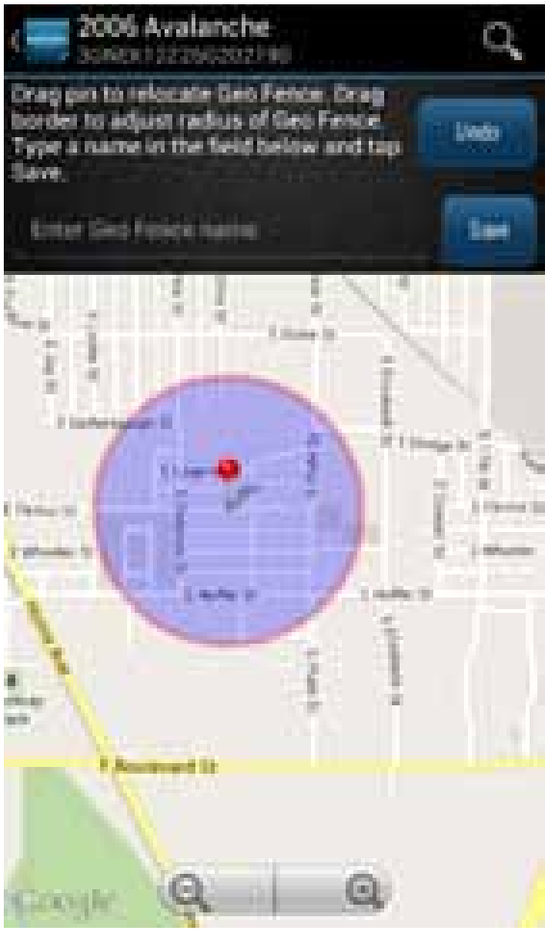


2. In the Geo-Fences settings panel, tap CREATE NEW FENCE.

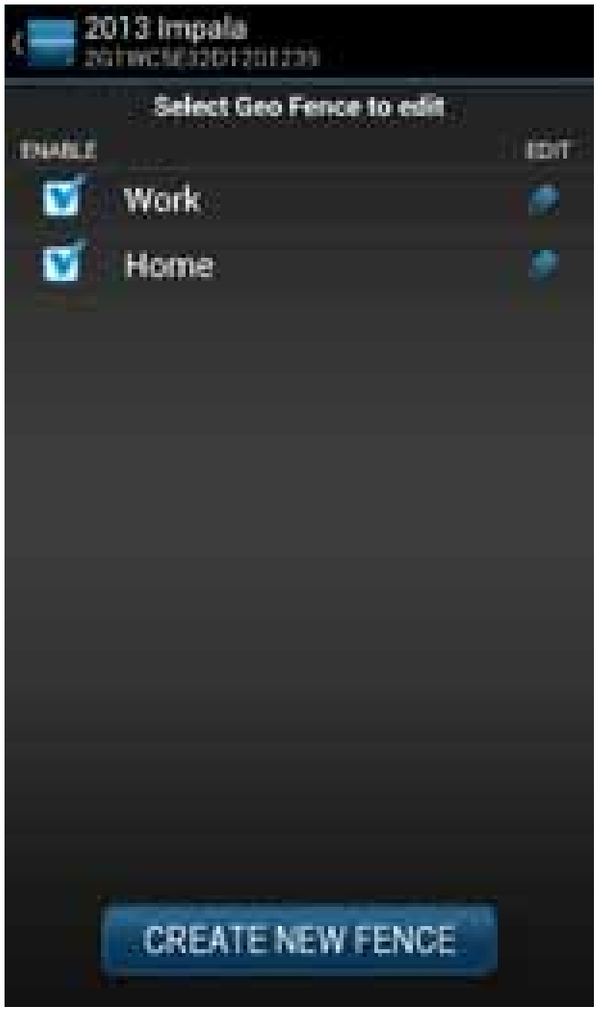


3. Scroll and zoom the map to where you would like to place the Geo-Fence.

4. Tap Start to begin. Follow the on-screen instructions to locate, size and name of Geo-Fence. When you are finished, tap Save to save. To exit without saving your changes, tap the Back button or Side Menu icon.



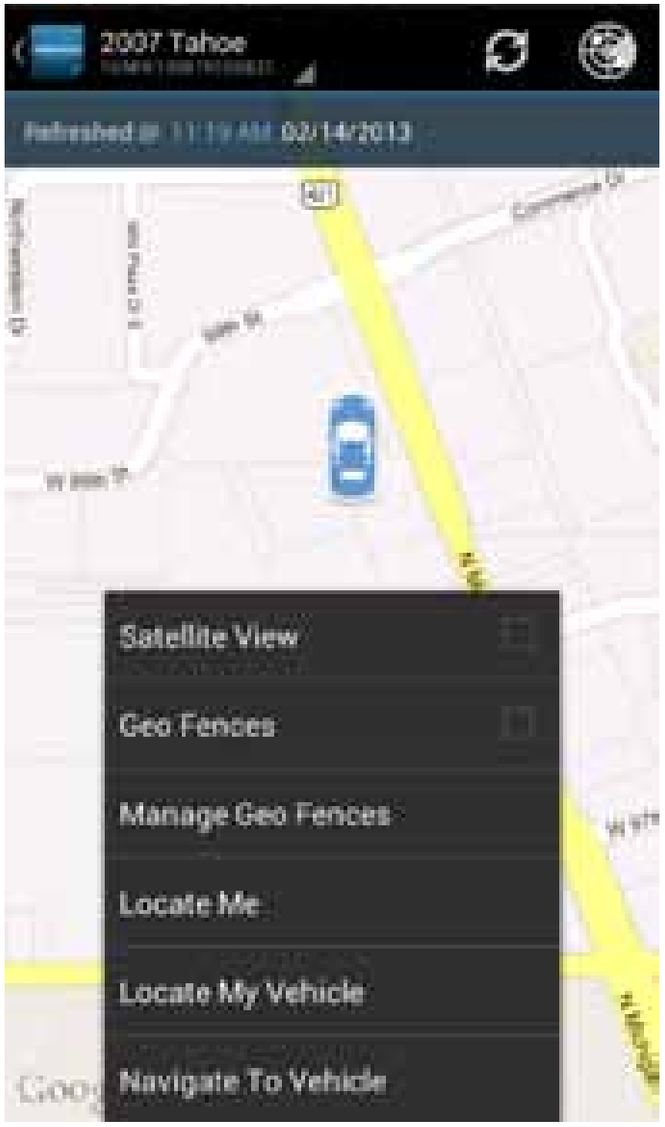
5. Create additional Geo-Fences as desired.



6. Tap the Back button or Side Menu button when you are finished to return to Location view.

Create a Geo-Fence by Searching for an Address or Business Name

1. While in Location view, tap Manage Geo Fences on the soft menu to begin managing Geo-Fences.

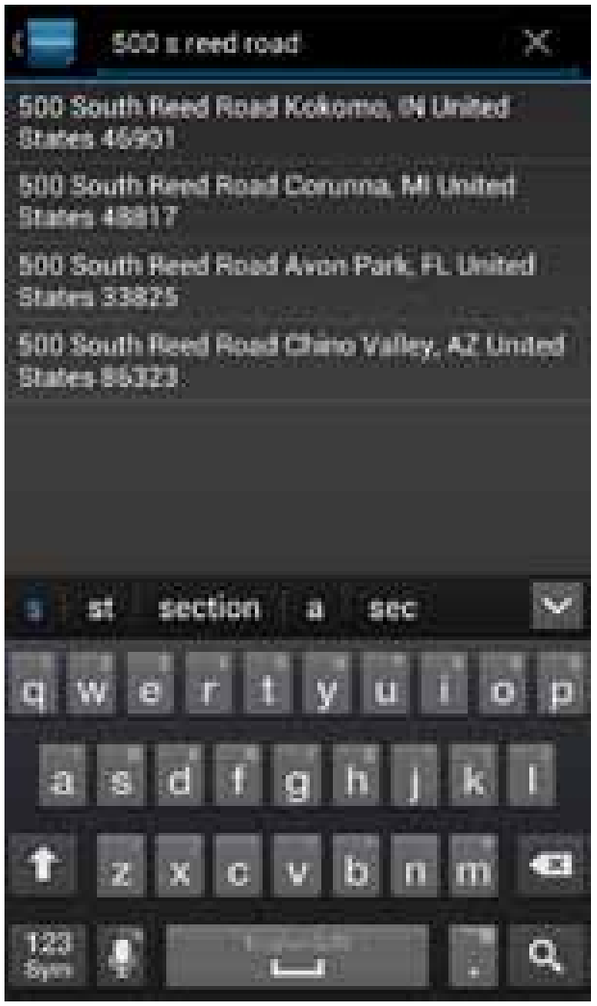


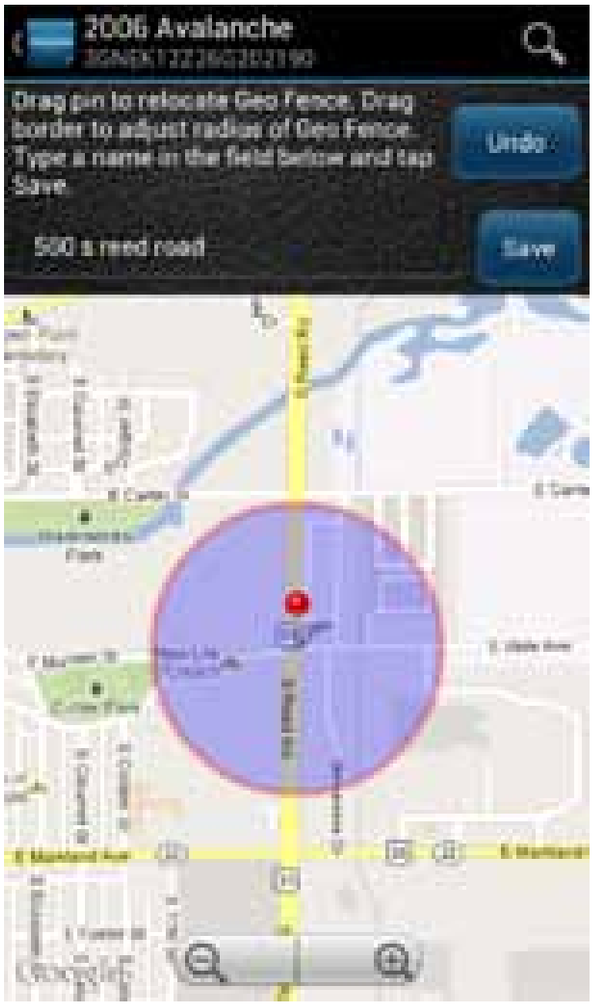
2. In the Geo-Fences settings panel, tap CREATE NEW FENCE.

3. Tap the magnifying glass in the upper right hand corner.

4. Enter the address or business name you want to find and tap the search icon (magnifying glass)

5. Scroll through the list of search results. You can modify the search criteria and tap the search icon (magnifying glass) to refresh the results. Within the search results, tap the desired location. A Geo-Fence will be created at the selected location.

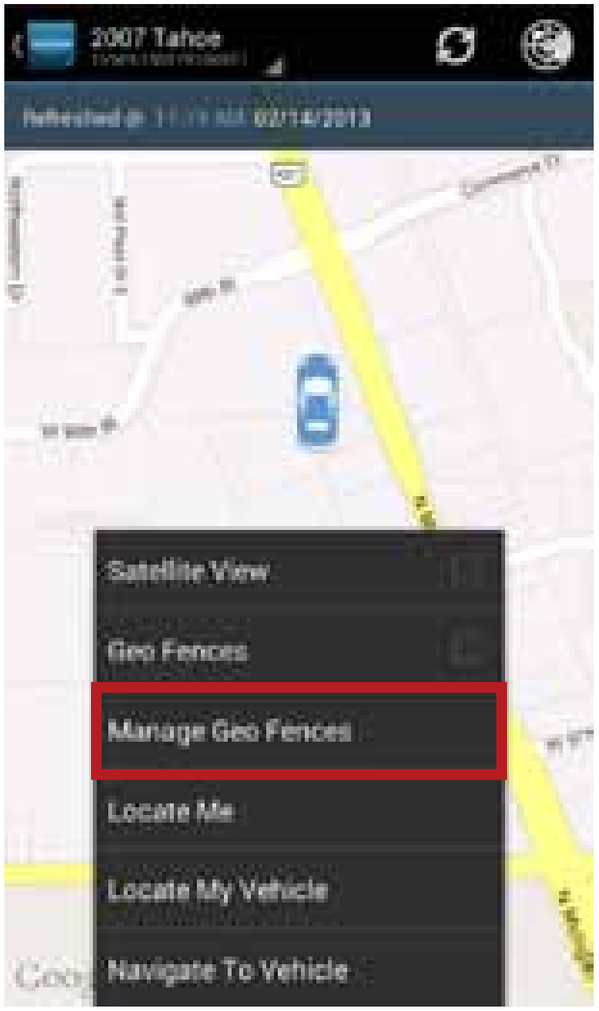




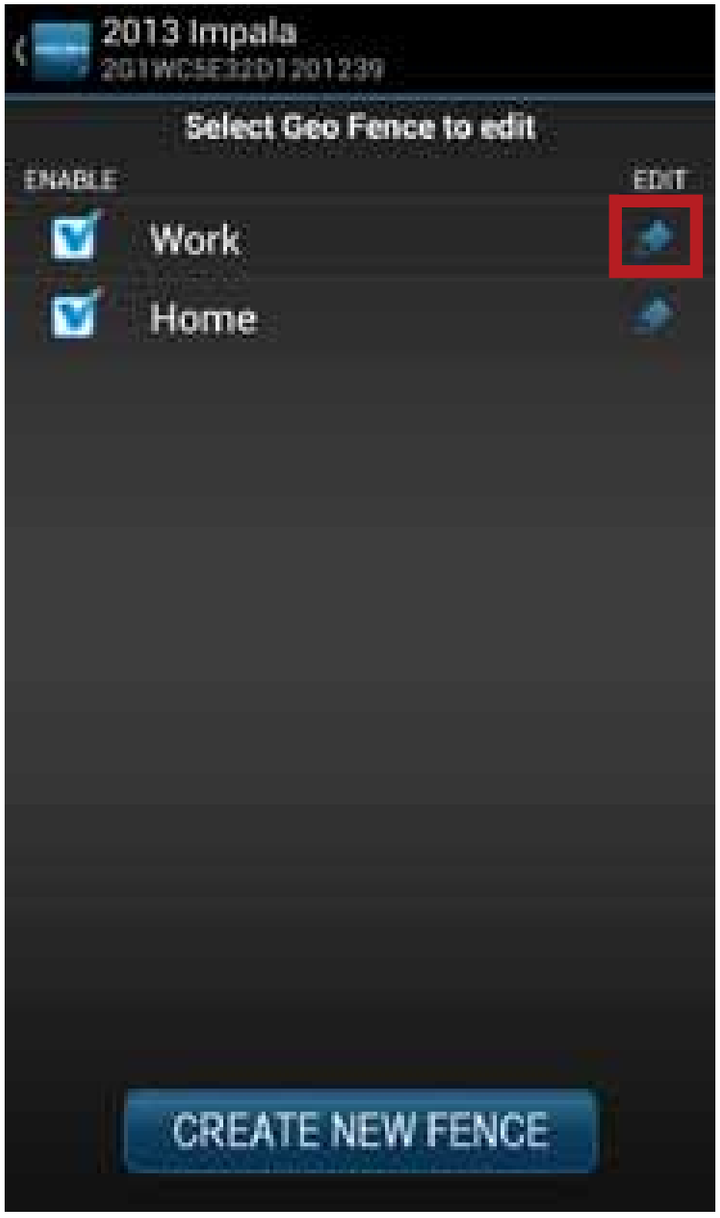
6. Follow the on-screen instructions to locate and size the Geo-Fence. The name of the Geo-Fence will default to your search text but you can change it to a different name. When you
are finished, tap Save to save the Geo-Fence. To exit without saving your changes, tap the Back button or Side Menu icon.

Edit or Delete an Existing Geo-Fence

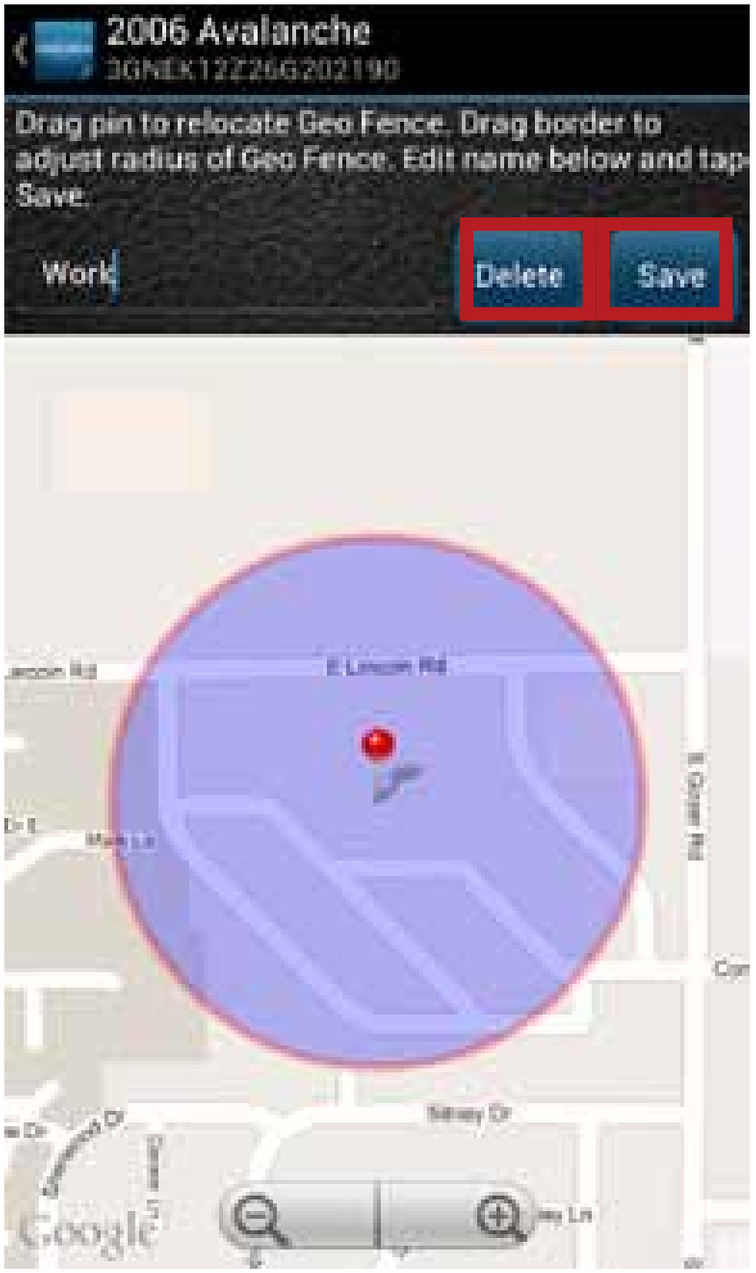
1. While in Location view, tap Manage Geo Fences on the soft menu to begin managing Geo-Fences.



2. Tap the pencil icon to the right of the name of the Geo-Fence you want to edit.

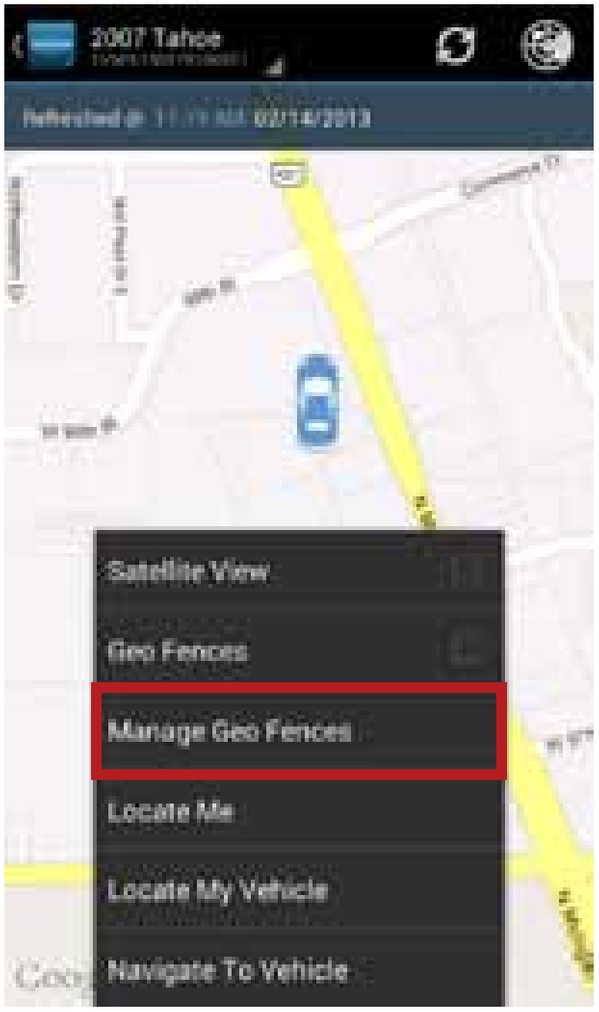


3. Follow the on-screen instructions to locate, size and rename your Geo-Fence. When you are finished, tap Save to save your changes or Delete to remove the Geo-Fence. To exit without saving your changes, tap the Back button or Side Menu icon.

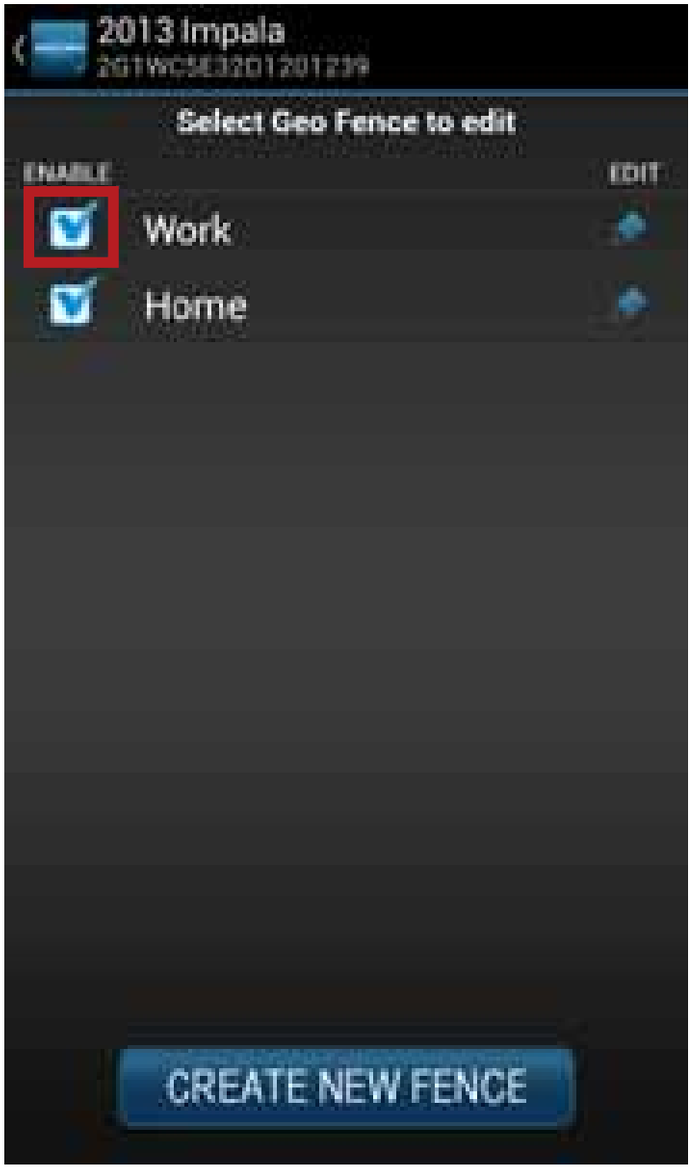


Enable or Disable a Geo-Fence

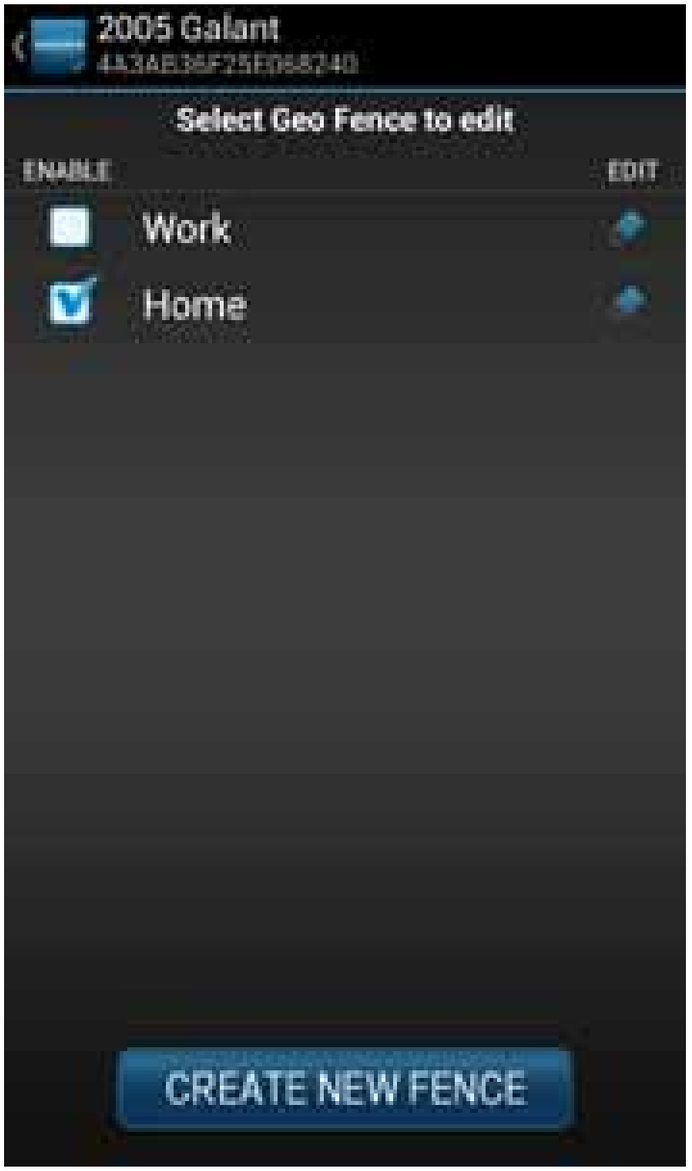
1. While in Location view, tap Manage Geo Fences on the soft menu to begin managing Geo-Fences.



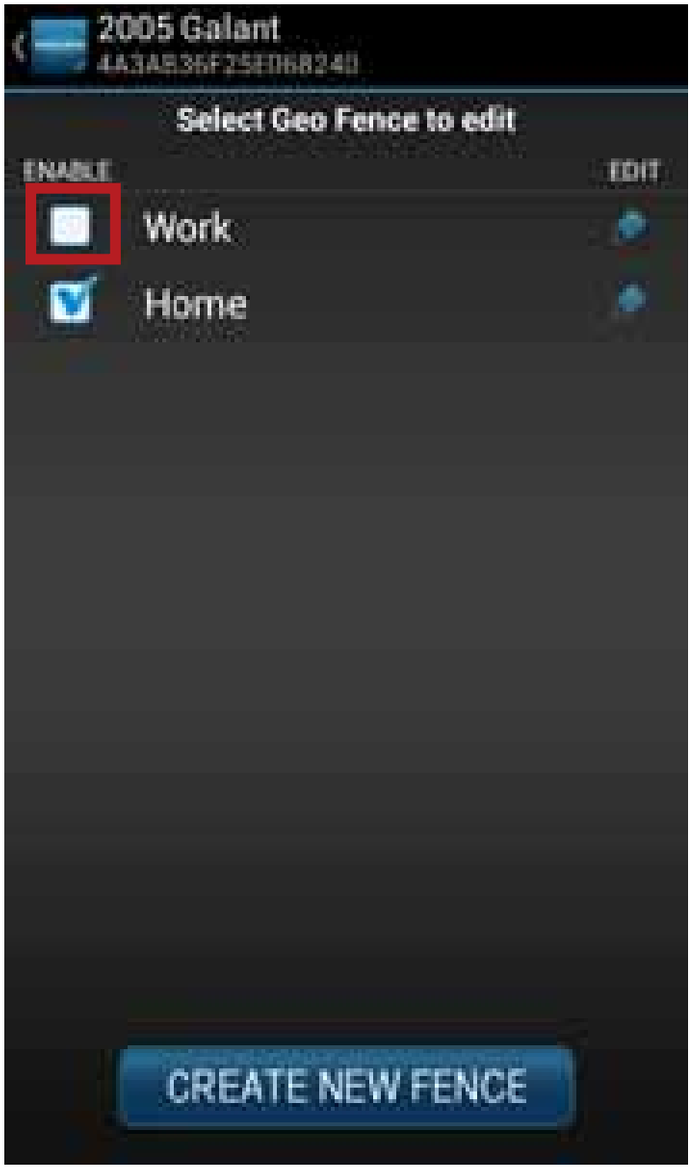
2. In the Geo-Fence settings panel, tap the checkbox to the left of the Geo-Fence you wish to disable.



3. The checkmark will be cleared and the Geo-Fence will no longer be visible on the map. This will not delete the Geo-Fence, but alerts will no longer be generated by this Geo-Fence.



4. To enable a Geo-Fence, tap the box to the left of the Geo-Fence name. The Geo-Fence will be shown on the map again.



Live Tracking

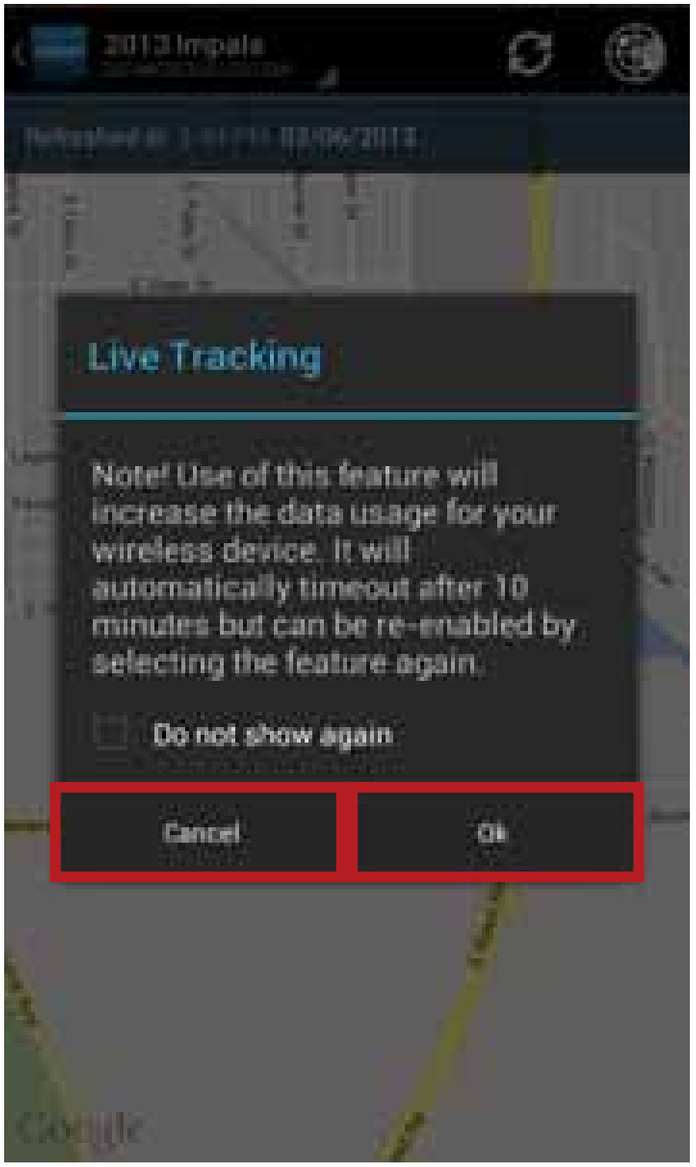
Live tracking provides you the ability to track your vehicle in real time using the Delphi Connected Car smartphone app or the Delphi website. Due to the amount of data usage required to perform live tracking, tracking will automatically timeout after 10-minutes. You can restart tracking by selecting this feature again. During Live Tracking, your vehicle's speed, heading and location on the map will be updated approximately every 5 seconds.

If you are concerned about the location of your vehicle and wish to call the authorities, you can use the emergency CALL 911 button. You will then need to press Dial on your phone to initiate the call.

1. While in Location view, tap the Live Tracking icon to start the live tracking feature.

Note: While in Location view, depending on your Android version, either tap the Live Tracking icon or tap Live Tracking from the soft menu to start the live tracking feature.

2. You will be see a warning message with a reminder of the 10-minute timeout. To continue, tap OK. To exit live tracking, tap Cancel. If you do not wish to see this message again, check the box labeled “Do not show again”.



3. During Live Tracking, the live tracking icon will be red and the vehicle will be shown as a red car. The vehicle's current direction and speed will be shown. Live tracking has a 10-minute timeout counter. When the timeout counter reaches zero, live tracking will automatically be exited. You can end live tracking at any time by selecting the Live Tracking icon.

Alerts

The Delphi Connected Car application will notify you with alerts of specific vehicle behaviors. Current alerts include the following:

- Vehicle speed exceeding a limit that you choose
- Vehicle RPM exceeding a limit that you choose
- Vehicle has entered or exited a Geo-Fence location
- The Check Engine Light (CEL) has illuminated, this is sometimes referred to as the Malfunction Indicator Lamp (MIL)
- The battery voltage falls below 11.5 volts
- While the engine is not running and the vehicle experiences a motion that exceeds a threshold that you choose.

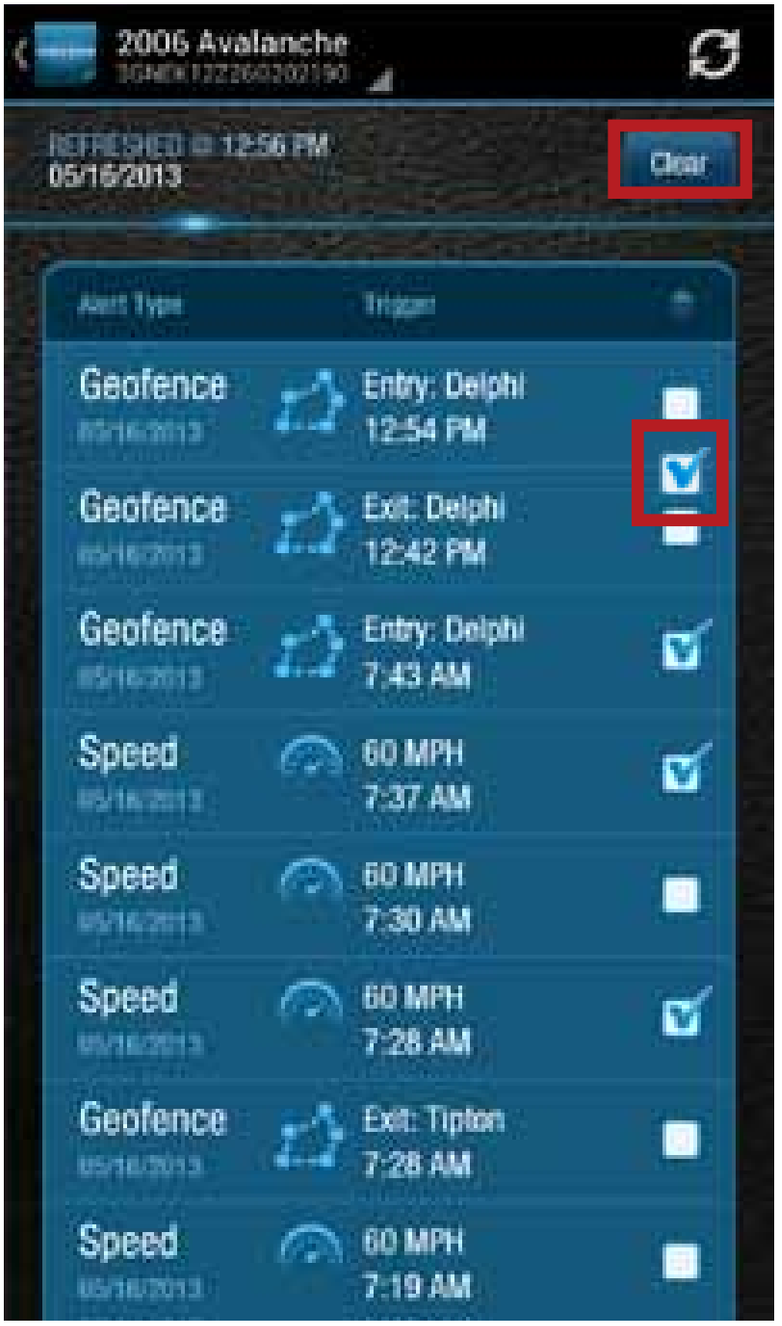
Note: The motion alert is enabled 10 minutes after the vehicle is turned off and disabled when the vehicle is started.

You can also configure email and text message notifications for each alert. For more information on configuring your alerts and the associated notifications, see sections Configuring Alerts and Configuring Notifications.

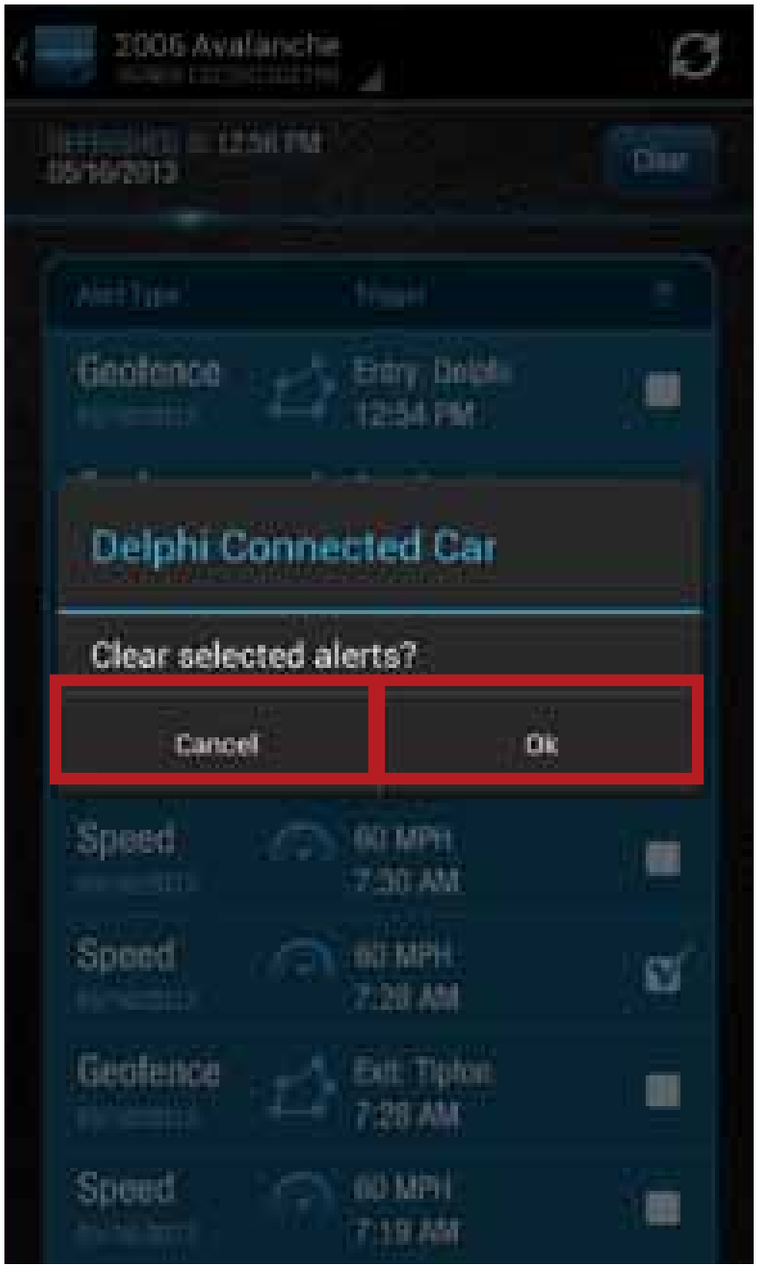
Within the smartphone app, you can scroll to view all of your Alerts. The most recent Alert appears first.

Clearing Alerts

To clear alerts, tap the box next to the alerts you wish to clear and tap Clear. The smartphone app only displays the most recent alerts, you may not be able to clear all recorded alerts. In order to clear all alerts at one time, login to your account using the mycar.delphi.com website and select the Alerts tab.



You will need to confirm that you wish to clear the selected alerts. Tap OK to confirm, or tap Cancel to exit.



Health

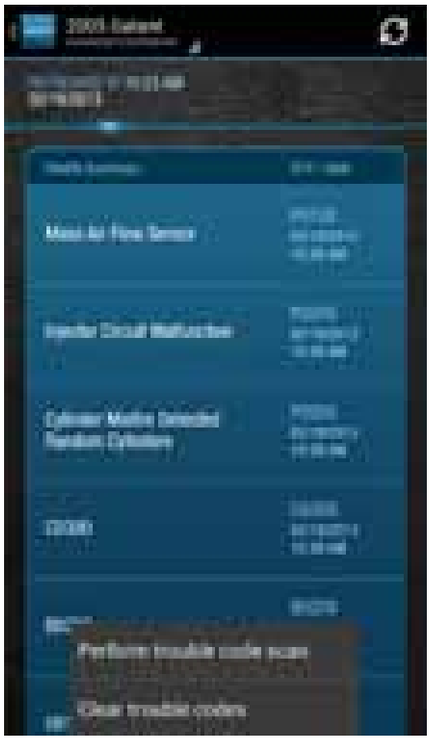
The Health feature displays a history of vehicle diagnostics codes, often called trouble codes, which you have read from your vehicle. If the Check Engine Light comes on, you can perform a diagnostic scan of your vehicle which will display the codes reported by your vehicle. The Delphi Connected Car app will show you both the numeric diagnostic code and the meaning of the code. In some cases, the definition of a manufacturer specific code may not be available.

Each time you perform a diagnostic scan, any newly reported codes will be added to the list being displayed. Every code displayed will show the time and date when the code was read from your vehicle. Therefore, you may read the same code from the vehicle multiple times and see it in the list multiple times.

For more information on reading your vehicle codes, see section Performing a Diagnostic Scan on Your Vehicle on page 80.

You can scroll to view all of the reported diagnostic codes. The most recent codes are listed first.

Note: A diagnostic scan will be performed automatically during the initial installation process.



Performing a Diagnostic Code Scan on Your Vehicle

To begin a diagnostic scan, tap the soft menu at the bottom of the screen. Then tap Perform trouble code scan.

You will see a warning to make sure the engine is turned off and the key is in the On position before continuing. Once you begin the scan, please wait at least 2 minutes before starting your vehicle. Select Cancel to cancel the scan.

Clearing Diagnostic Codes

You can choose to clear the codes from either your display or from from your vehicle. If you clear the codes from your display, you will no longer see them in your vehicle's data but they may still be active in your vehicle. Performing a diagnostic scan will allow to see if they are still being reported by your vehicle.

If you clear the codes from your vehicle, the Vehicle Diagnostics Module will command your vehicle to clear the current diagnostic codes. If a fault condition exists in your vehicle, a diagnostic code may return until the problem is fixed. Clearing the codes in the vehicle will not clear the codes you see displayed in the app in the Health section. You can leave this list if you want to maintain a history of your vehicle's health.

Note: Simply clearing the diagnostic codes in your vehicle will not repair any problems it may have. Driving a vehicle that has diagnostic problems without first repairing them may cause damage to your vehicle. You should always correct any problems before clearing the diagnostic codes in your vehicle.

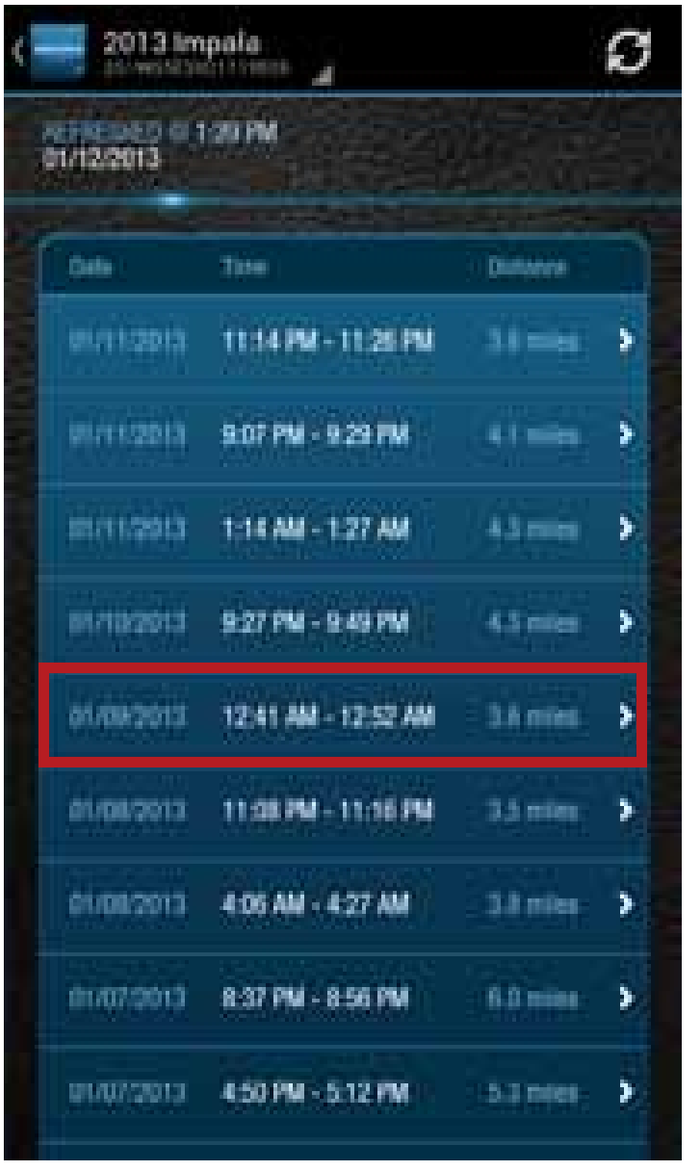
To begin clearing codes, tap the soft menu at the bottom of the screen. Then tap Clear trouble codes

Tap Display only to clear the codes from your display, tap Vehicle to clear the codes from your vehicle, or tap Cancel to exit.

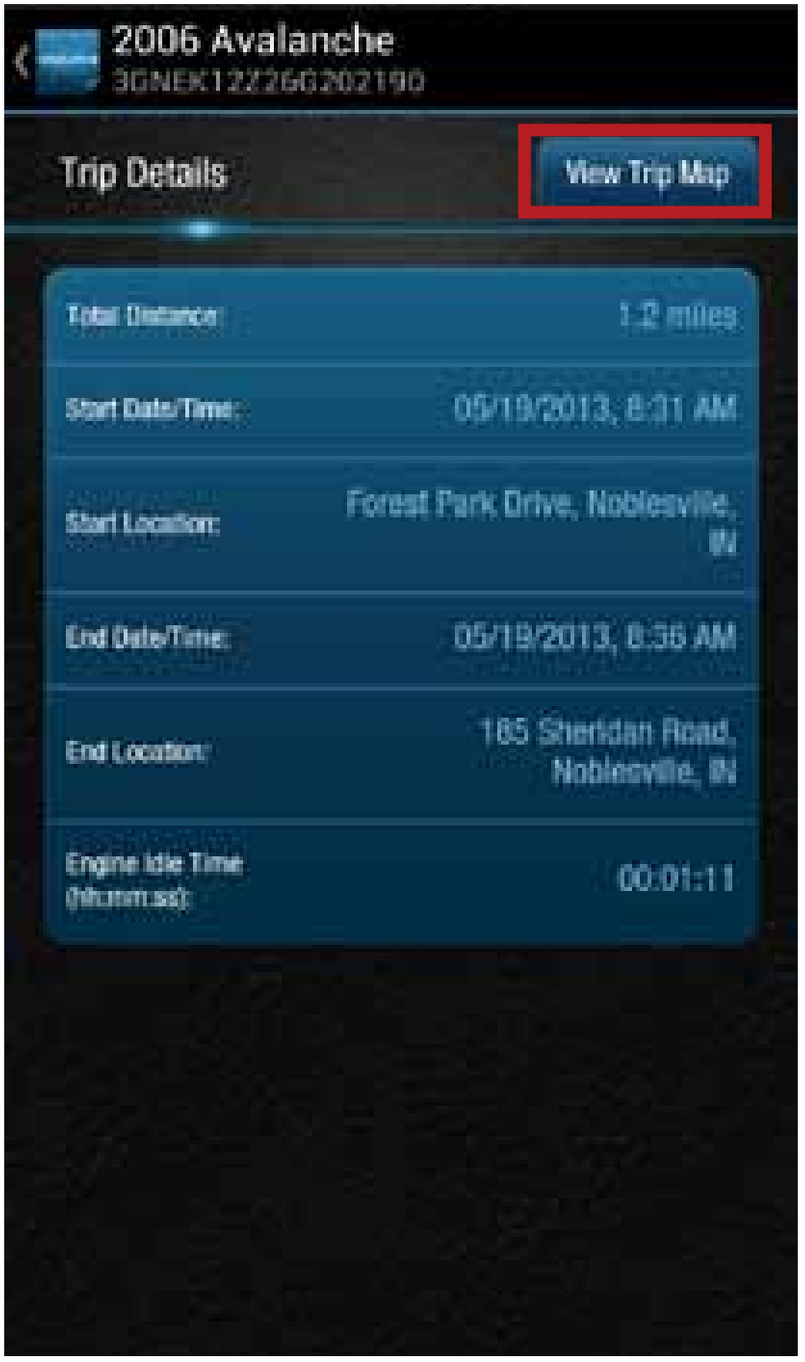
Recent Trips

The Recent Trips feature records all the trips the vehicle has taken since you installed the Vehicle Diagnostics Module. Within the smartphone app, you can view the ten most recent vehicle trips. The most recent trip is listed first. Select any trip to view the trip details. To view all the recorded trips, use the website.

Tap any trip to view its details.



The trip details include total distance, start date and time, start location, end date and time, end location, and the amount of time the engine was idle time during the trip. Tap View Trip Map to view the trip on a map.



Use the map control tools (on page 49) to change map, the scroll and zoom the map, or turn on Satellite view.

Key Fob Pairing

The key fob setup process has two main steps, configuring your Vehicle Diagnostics Module for your vehicle and pairing your Vehicle Diagnostics Module with your vehicle. You can perform the configuration step at any time from either the smartphone app or the website. To complete the pairing step you will need to be in your vehicle. It is necessary to perform this step in your vehicle because you may be prompted at times to turn your ignition key and press specific vehicle buttons. Following the successful set up of your Vehicle Diagnostics Key Fob, you will be able to use the smartphone app to send key fob commands to your vehicle in the same manner as you would with your original key fob. In addition, you can use the Delphi Connected Car website to send key fob commands as well.

Note: While the Vehicle Diagnostics Module currently supports most remote start systems that came from the manufacturer, you can check if your remote start feature is supported. Refer to the fitment guide at connectedcar.delphi.com/fitment. For vehicles that require a sequence of buttons to be pressed to perform a remote start, you only need to press the Remote Start button once. The Vehicle Diagnostics Module will automatically provide any button sequence required to start the vehicle.

Note: You will only need to pair the key fob using the Delphi Connected Car app or website one time. After the initial pairing, the key fob capability will be available from either location.

Note: The key fob setup should be only performed when all key fobs are present. If you do this with only one present it may de-program your secondary key fobs.

Before attempting the key fob setup process, look on your dashboard view to see if your vehicle's VIN has been identified. If the Vehicle Diagnostics Module was able to read your vehicle's VIN, you will see it displayed at the top of the screen below your vehicle name. If the Vehicle Diagnostics Module was unable to read your vehicle's VIN, your vehicle will be identified by the word Vehicle followed by a number. If your VIN is not available, see section Key Fob Setup without VIN. You can also edit your vehicle information and provide either the VIN or the Make, Model, and Model Year of your vehicle prior to fob setup. See section Edit Your Vehicle Information.

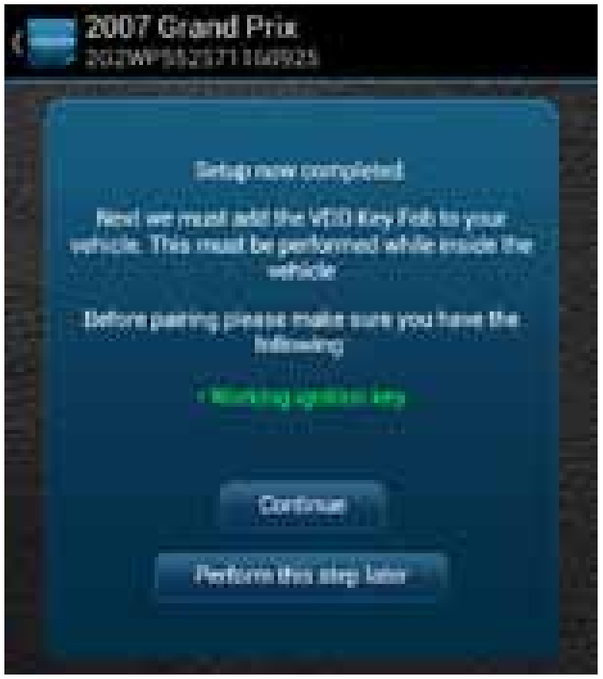
To enable your keyfob feature:

1. Navigate to the Key Fob feature which is accessible from the Side Menu. Tap OK to begin the fob setup process or Cancel to exit.

2. Using the Prev and Next buttons, look for the key fob picture that matches yours. Once you have found your key fob, tap Continue. If you do not find a picture of your key fob, tap “I don’t see my key fob. In this case, your key fob is not currently supported.

3. Once you have tapped Continue, you will see the following message while your key fob is being initialized. The configuration step can take up to 5 minutes. Do not close the app during this process.

4. When complete, the following screen will be displayed and you will need to be in the vehicle to perform the final key fob setup steps. If you wish to complete the process later, you can tap “Perform this step later”.



5. Once in the vehicle, tap Continue. Carefully follow the on screen instructions. You may be required to push buttons in your vehicle such as the door lock/unlock switch or you may need to turn the ignition key a certain number of times.

Following the successful pairing of your Vehicle Diagnostics Key Fob, you will be able to use your Delphi Connected Car app to send key fob commands over the Verizon Network to your vehicle in the same manner as you would with your manufacturer key fob. In addition, you can also use the Delphi Connected Car website to send key fob commands to your vehicle.

Note: You will only need to pair the key fob using the Delphi Connected Car app or the website once. After the initial pairing, it will be available from the smartphone app or website.

Key Fob Pairing Without VIN

1. To enable your keyfob feature without a vehicle VIN, navigate to the Key Fob feature which is accessible from the Side Menu. If your key fob is not already set up, you will see the following message. Tap OK to begin the fob set up process or Cancel to exit.

2. Use the on screen prompts to select your vehicle and tap Submit. If are not able to select your vehicle, tap “My vehicle is not listed” and see section My Vehicle is Not Supported.

3. After you have selected your vehicle, tap Submit. The configuration process can take up to 5 minutes. Do not close your browser window during this process.

4. When complete, the following screen will be displayed and you will need to be in the vehicle to perform the final key fob setup steps. If you wish to complete the process later, you can tap “Perform this step later”.

5. Once in the vehicle, tap Continue. Carefully follow the on screen instructions. You may be required to push buttons in your vehicle such as the door lock/unlock switch or you may need to turn the ignition key a certain number of times.

Following the successful pairing of your Vehicle Diagnostics Key Fob, you should be able to use your Delphi Connected Car app to send key fob commands over the Verizon Network to your vehicle in the same manner as you would with your manufacturer key fob. In addition, you can also use the Delphi Connected Car website to send key fob commands to your vehicle.

Note: You will only need to pair the key fob using the Delphi Connected Car app or the website once. After the initial pairing, it will be available from the smartphone app or website.

Pair Smartphone Bluetooth® to Vehicle Diagnostics Module

This feature lets you access the Vehicle Diagnostics Module key fob functions on your Delphi Connected Car smartphone app within Bluetooth® range of the Vehicle Diagnostics Module (range is dependent on your cell phone).

This feature requires:

- Successful Vehicle Diagnostics Module key fob pairing to your vehicle

- A compatible smartphone with Bluetooth®

To pair your Smartphone with the Vehicle Diagnostics Module Bluetooth Direct Connect follow the steps below:

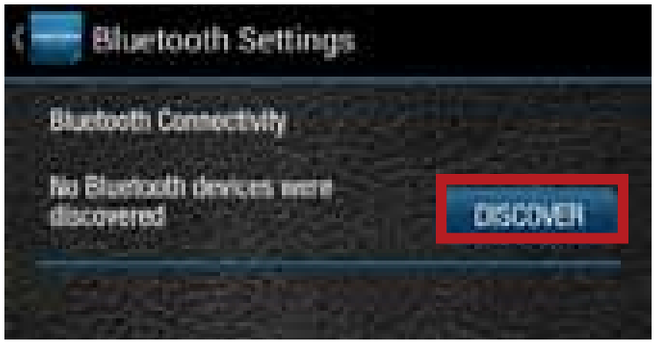
1. Access the Delphi Connect Car app side menu by tapping the menu icon in the upper-left corner. Tap Settings.

2. Tap Vehicle Settings.

3. Tap the vehicle in which the Vehicle Diagnostics Module is currently installed.

4. Tap Bluetooth Settings.

5. Tap Discover to activate Bluetooth® pairing.



6. The Status LED on your Vehicle Diagnostics Module should begin flashing blue.

7. Press your phone's Home button and follow the procedures for turning on your smartphone's Bluetooth® feature.

8. Tap Search for Devices or Scan Now if your phone doesn't begin scanning automatically.

9. When a device named ACT231 appears as an available device, tap it.

10. The device ACT231 should now show as paired.

Authorize your smartphone's Bluetooth® key fob functionality.

1. Return to the Delphi Connect Car app. If your phone doesn't appear on the list of Bluetooth® phones, tap the Back button and then re-enter Bluetooth Settings.

2. Your phone will be listed as Unauthorized.

3. Tap your phone's name.

4. Tap Authorize to enable your phone to provide key fob control over Bluetooth®. Your phone will now show as authorized.

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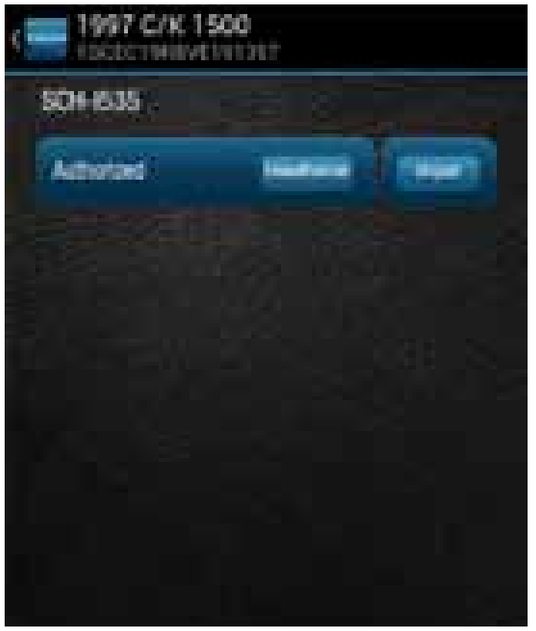
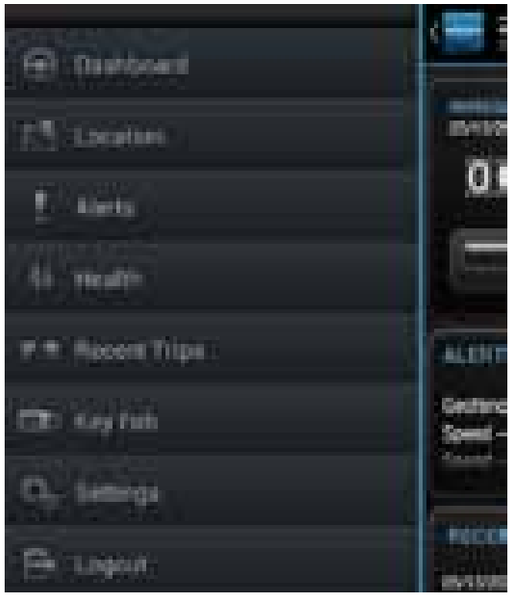


5. Tap Delphi menu icon until you return to the Delphi Connected Car side menu.

6. Observe the LED on the Vehicle Diagnostics Module and wait until it returns to flashing blue every 10 seconds.

7. Tap the Key Fob menu item and test the buttons.



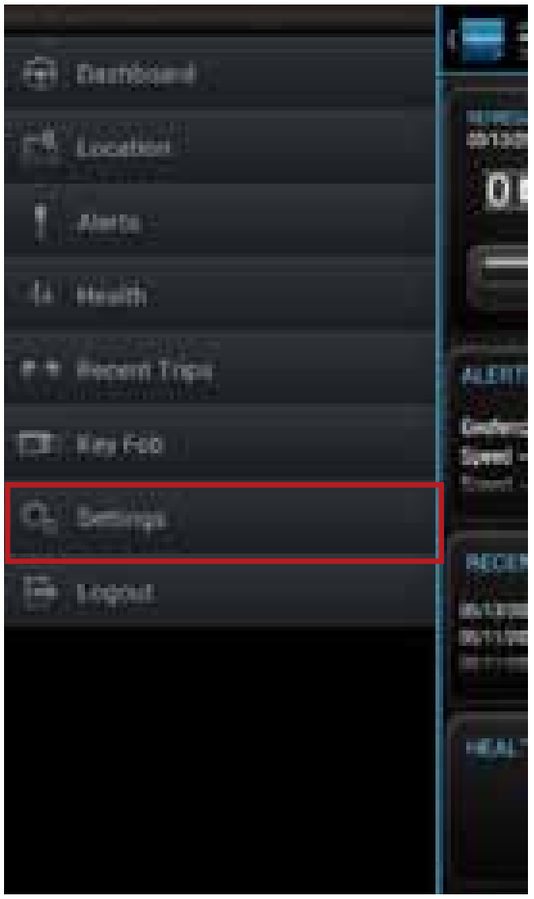
Bluetooth® setup is complete.

Remove the Bluetooth Connection to Your Vehicle Diagnostics Module

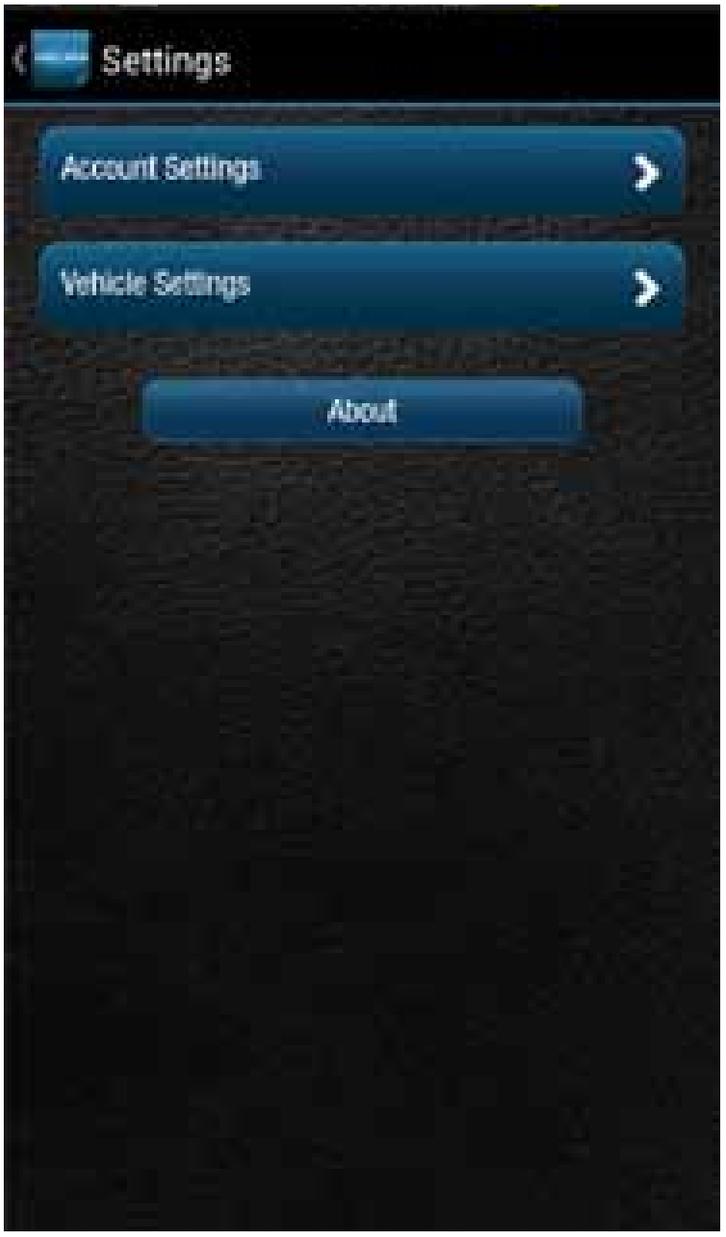
You can remove the Bluetooth connection between your phone and your Vehicle Diagnostics Module.

1. Access the Delphi Connect Car app side menu by tapping the menu icon in the upper-left corner.

2. Tap Settings.

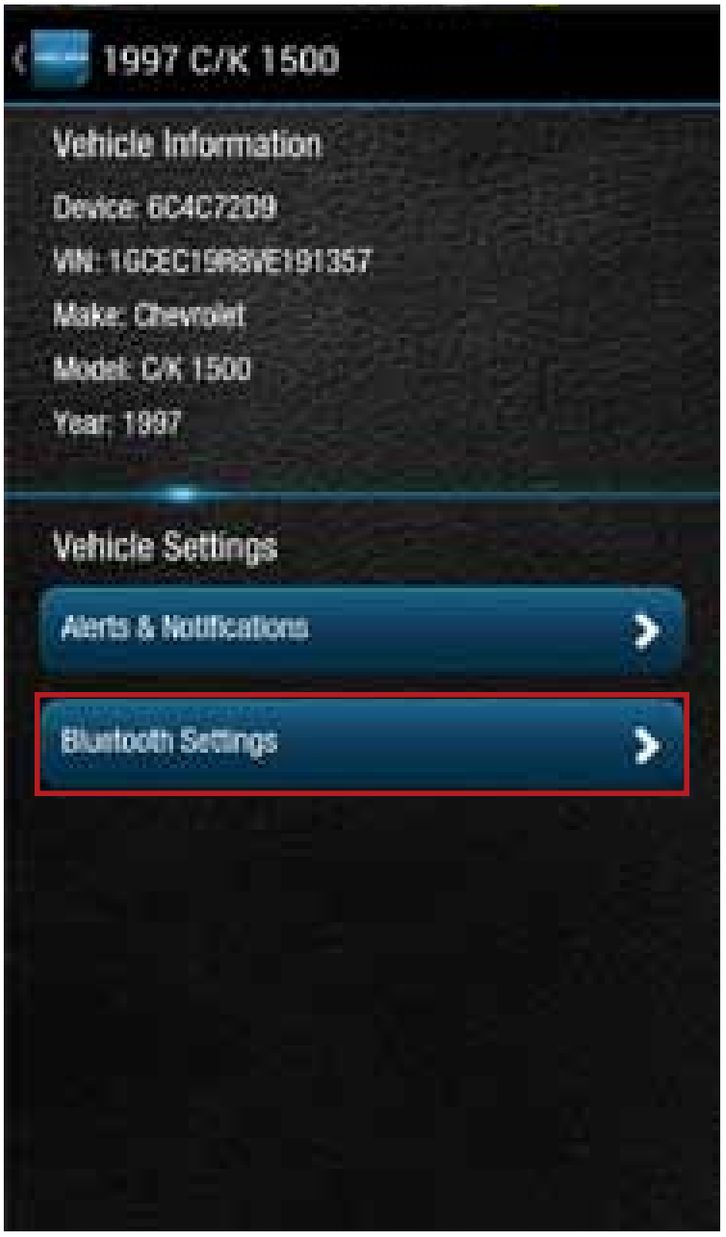


3. Tap Vehicle Settings.

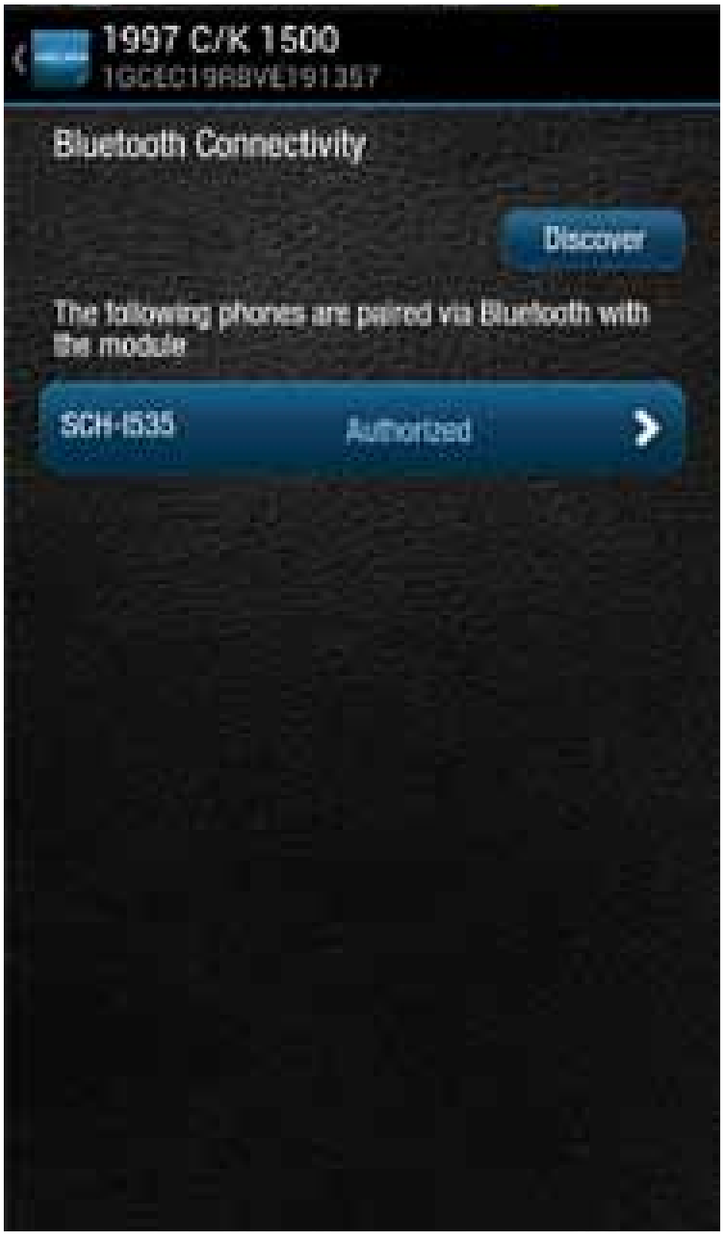


4. Tap the vehicle in which the Vehicle Diagnostics Module is currently installed.

5. Tap Bluetooth Settings.



6. Tap the name of the device you wish to remove.

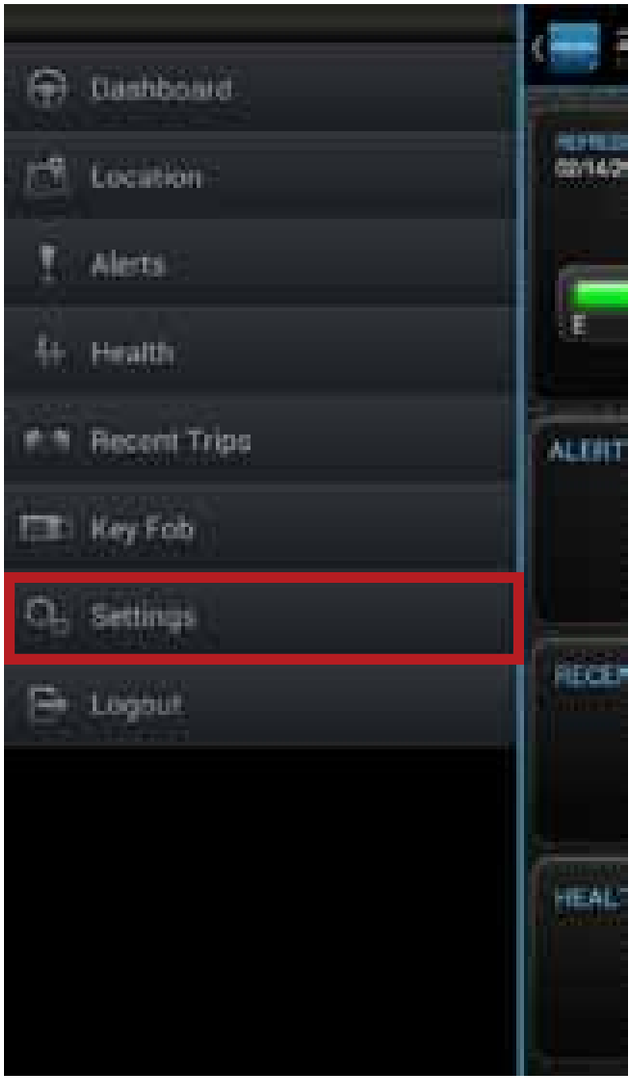


7. Tap Unauthorize and then tap Unpair to remove the pairing for this device. The device will be removed from the list.

Note: Remember to unpair the Vehicle Diagnostics Module from your smartphone, sometimes this is called “forget.”

Settings

The Settings menu provides access to your Account Settings, Vehicle Settings and additional information in the About section.



Account Settings

The Account Settings allow you to:

- Modify your User Settings, such as your login credentials and account email address
- Manage the Vehicle Diagnostics Modules associated with your account

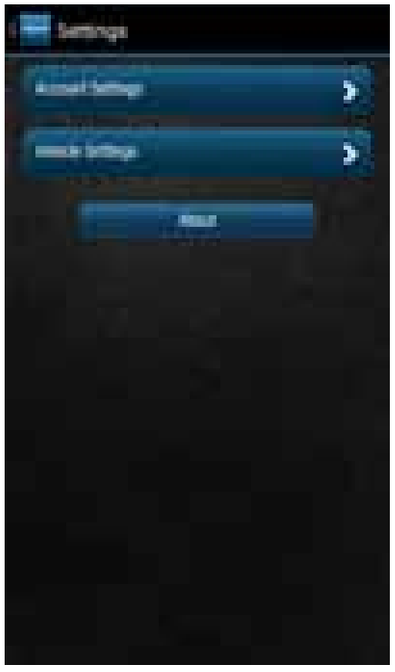
User Settings

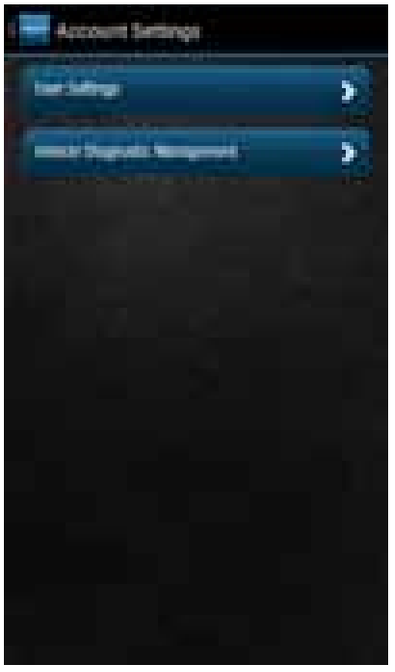
Account Email Address

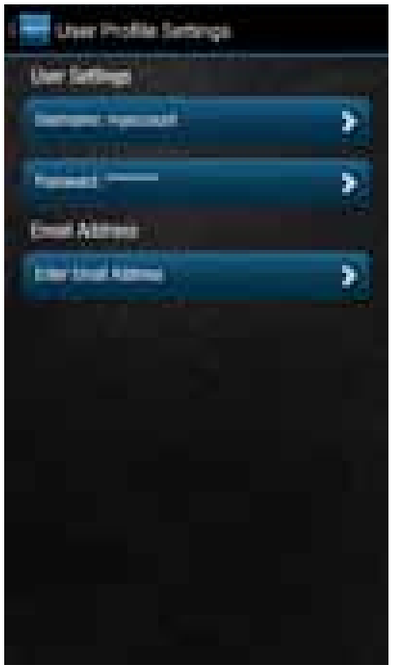
The account is used to communicate information regarding your connected car account, for example, it is used for the forgot username and forgot password features.

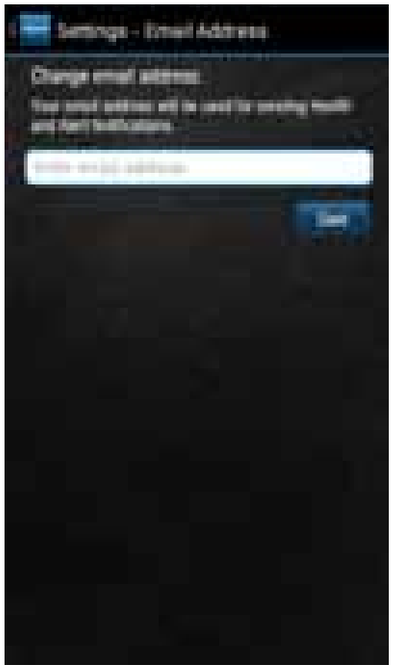
Add Account Email Address

On the side menu tap Settings, then Account Settings then User Settings then Enter Email Address.







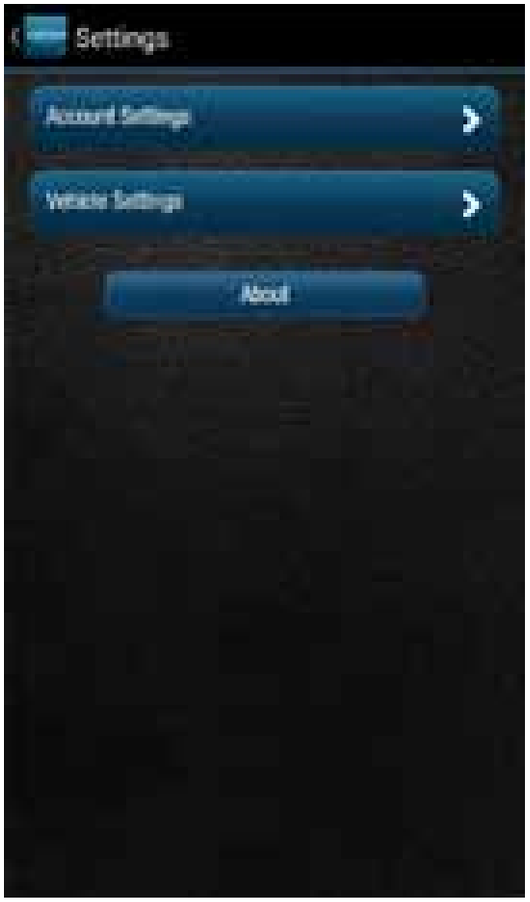


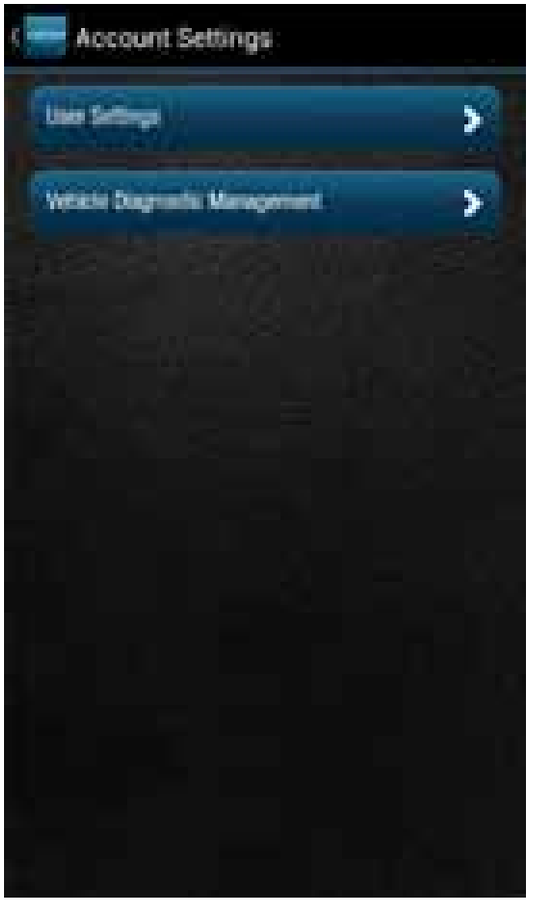
Enter your account email address in the box provided and tap Save to save your email or the Back button or Side Menu to exit without saving.

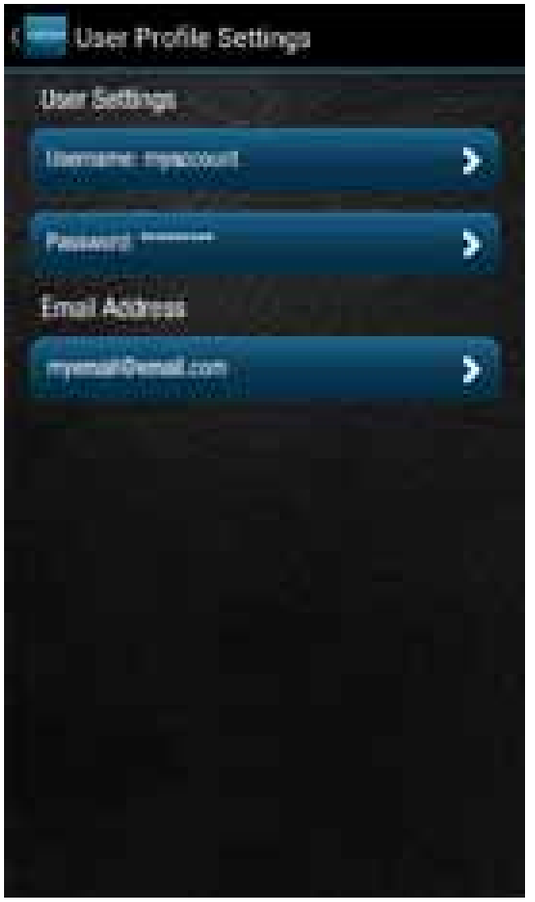
Edit or Delete Account Email Address

To edit or delete the account email address:

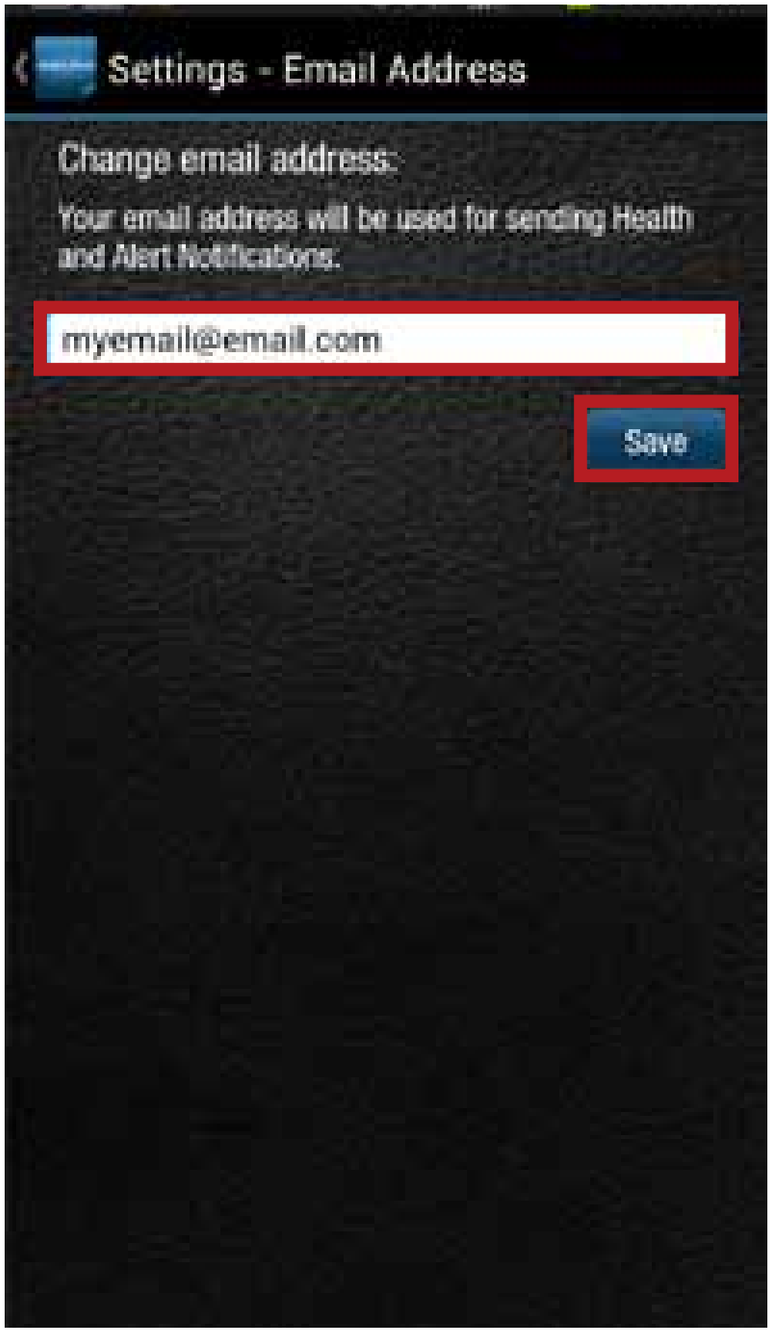
On the side menu tap Settings, then Account Settings then User Settings then tap the email address you entered previously.





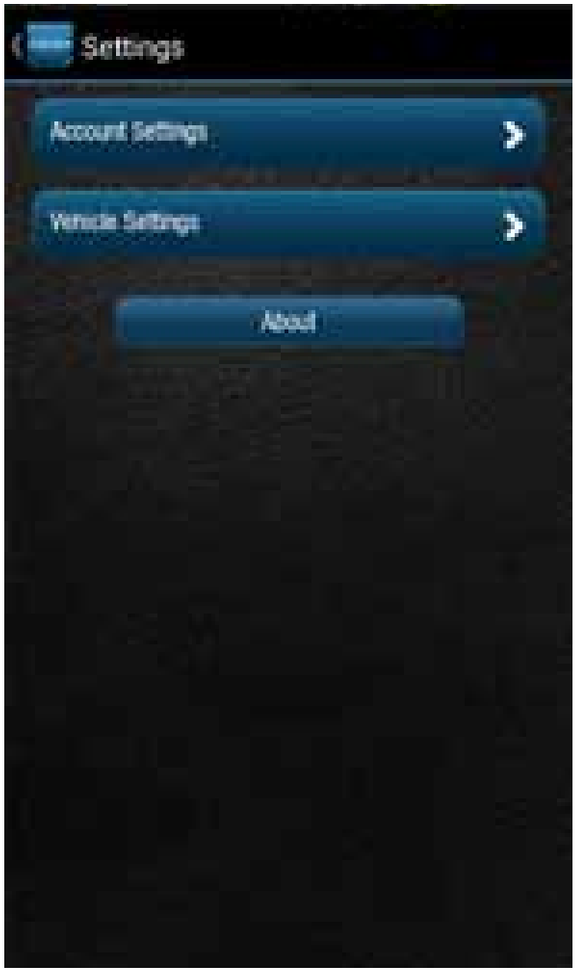


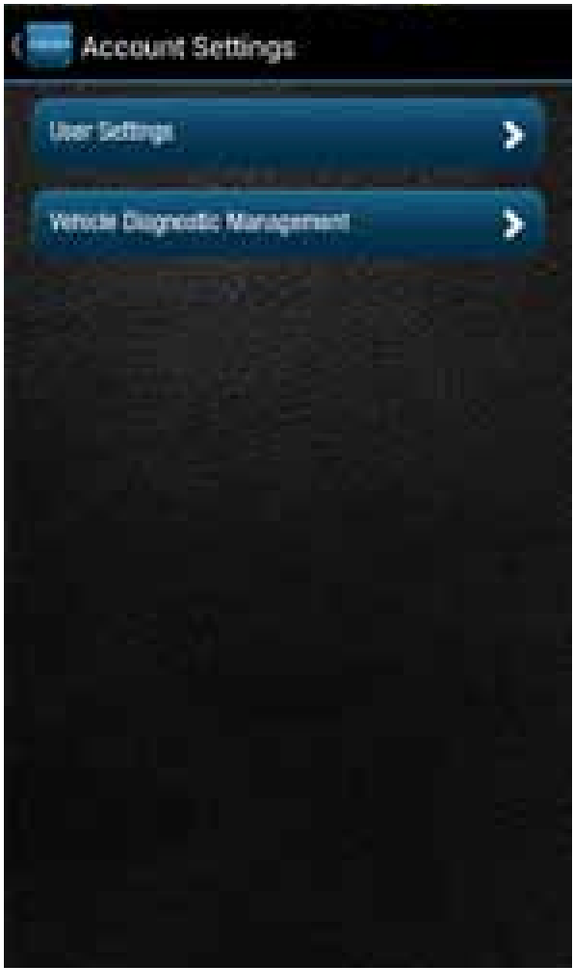
Enter your new account email address or delete the current one by clearing the field. Tap Save Settings to save the email address or tap the Back button or Side Menu to exit without saving.

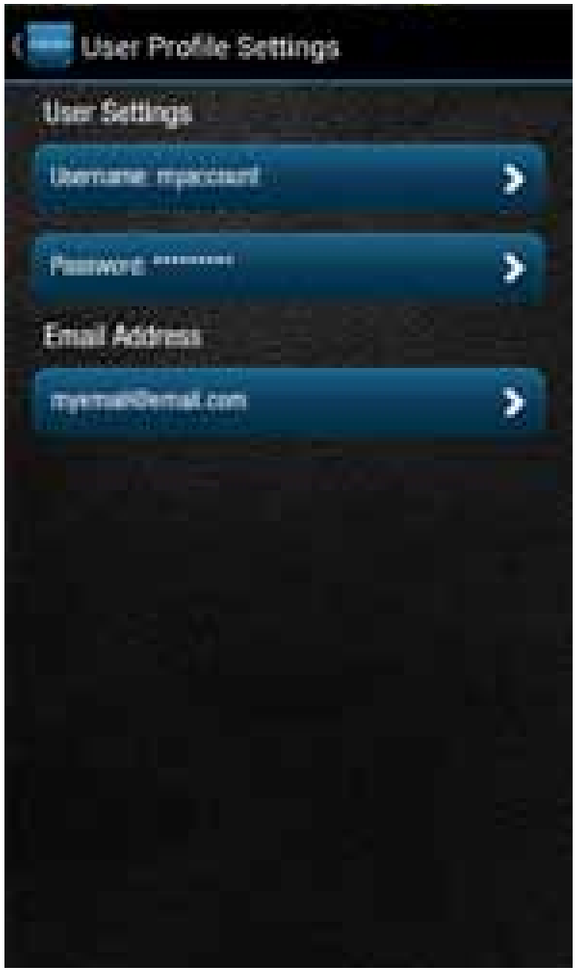


Change Username

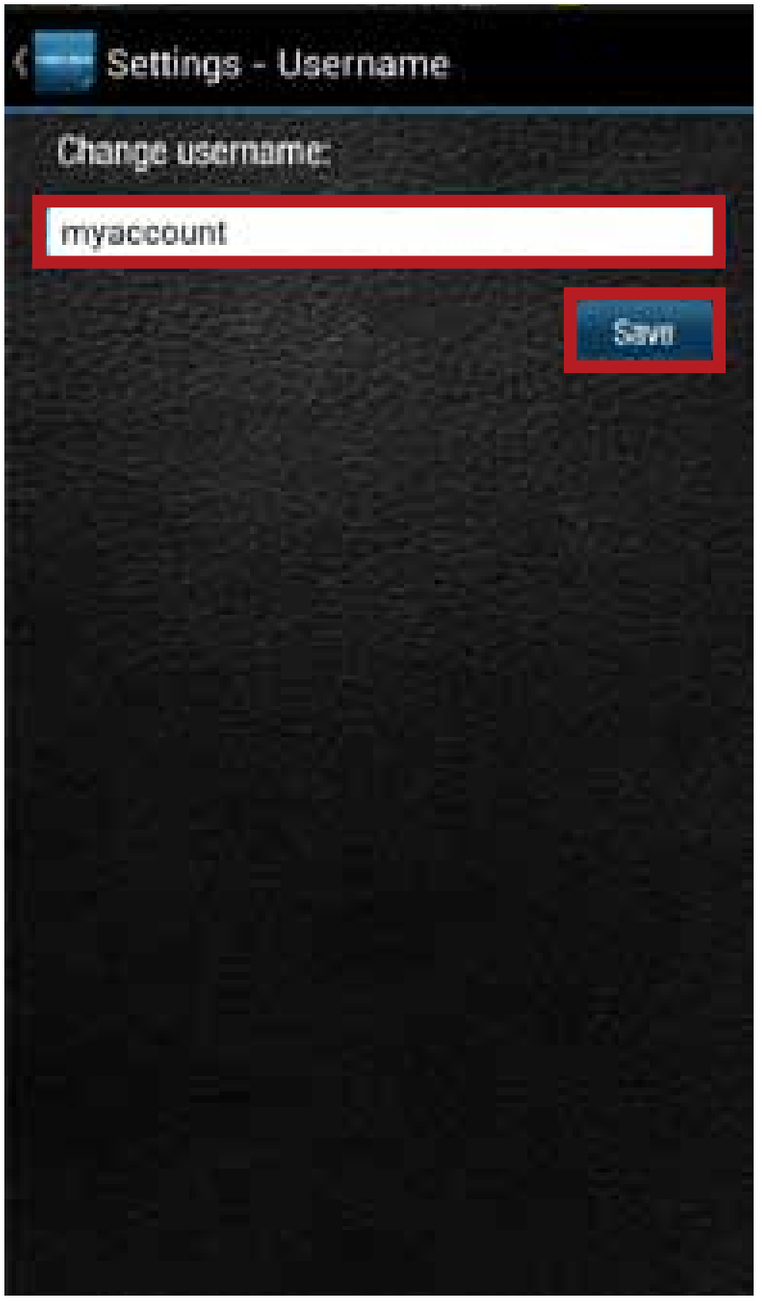
On the side menu tap Settings, then Account Settings then User Settings then tap Username.





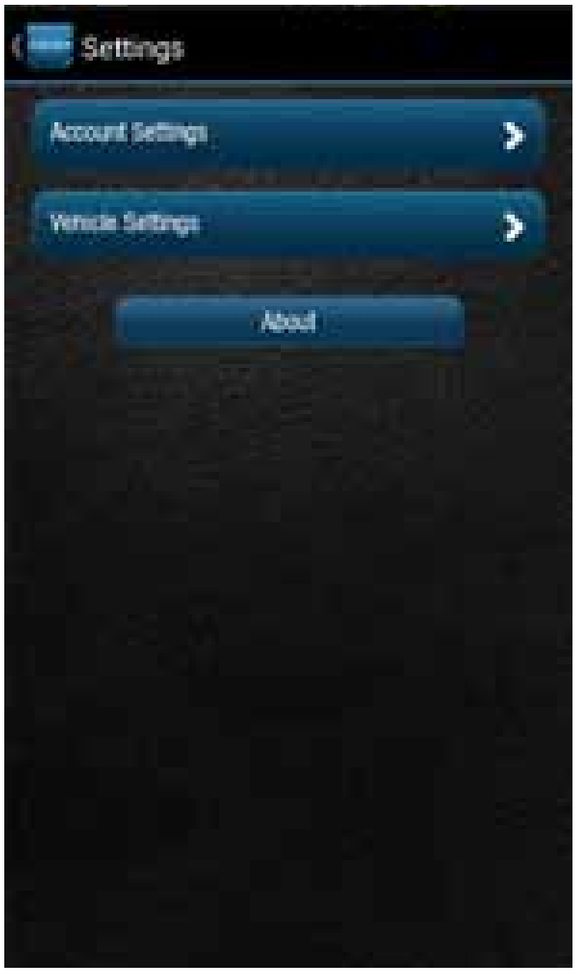


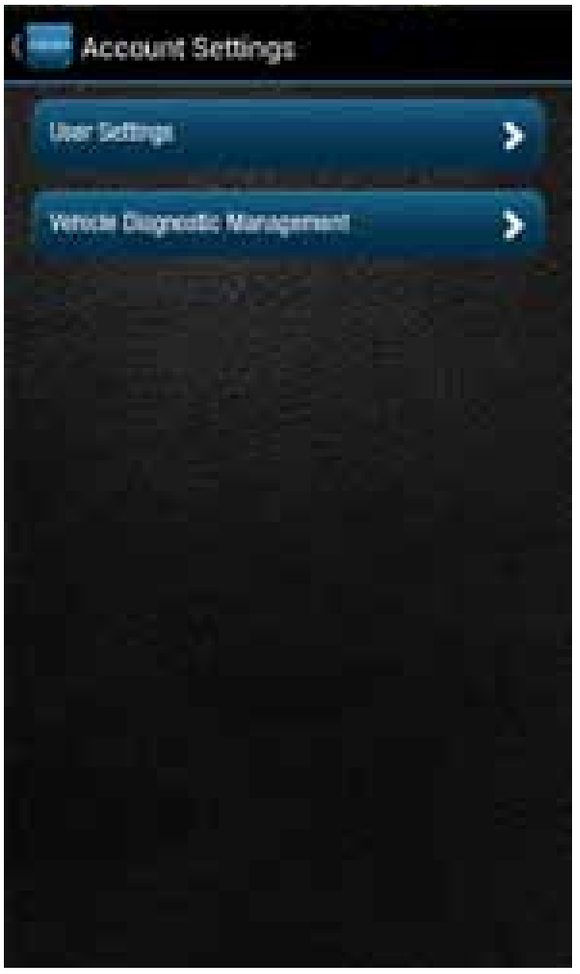
Usernames must be at least one character long, can include letters, numbers and special characters. The username may be composed only of letters, if desired. Tap Save when done or tap the Back button or the Side Menu to exit without saving. Usernames are not case sensitive.

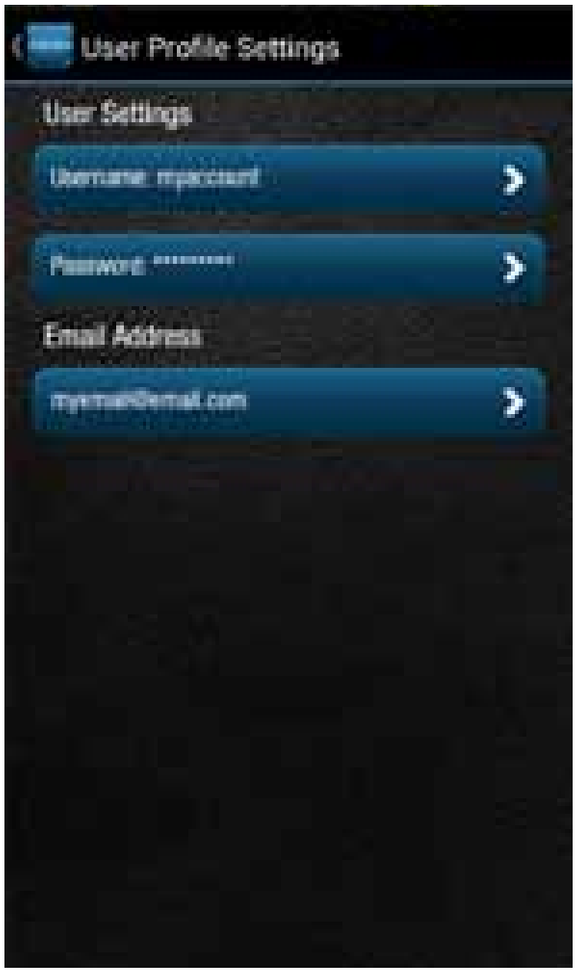


Change Password

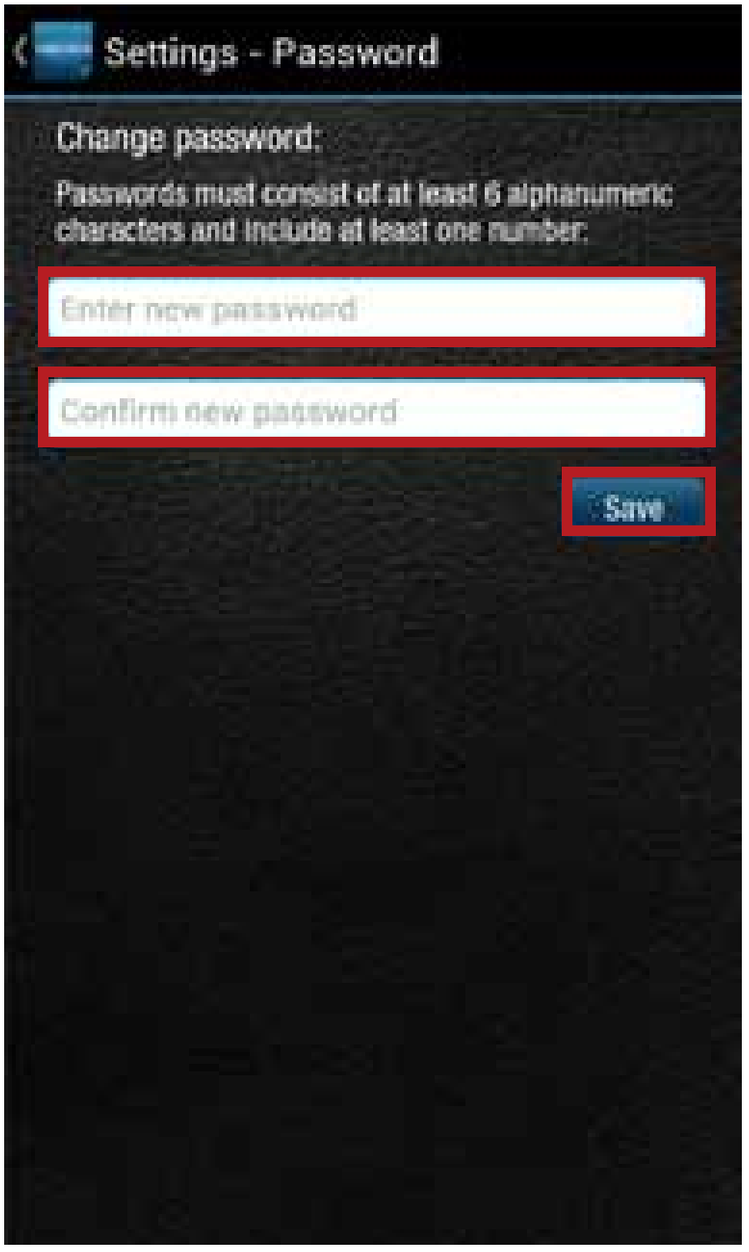
On the side menu tap Settings, then Account Settings then User Settings then tap Password.







You must enter the same password twice in order to change it. Passwords must be at least six characters long and include at least one number. Passwords are case sensitive. Tap Save to save your new password or tap back to cancel changing your password.



Vehicle Diagnostic Management

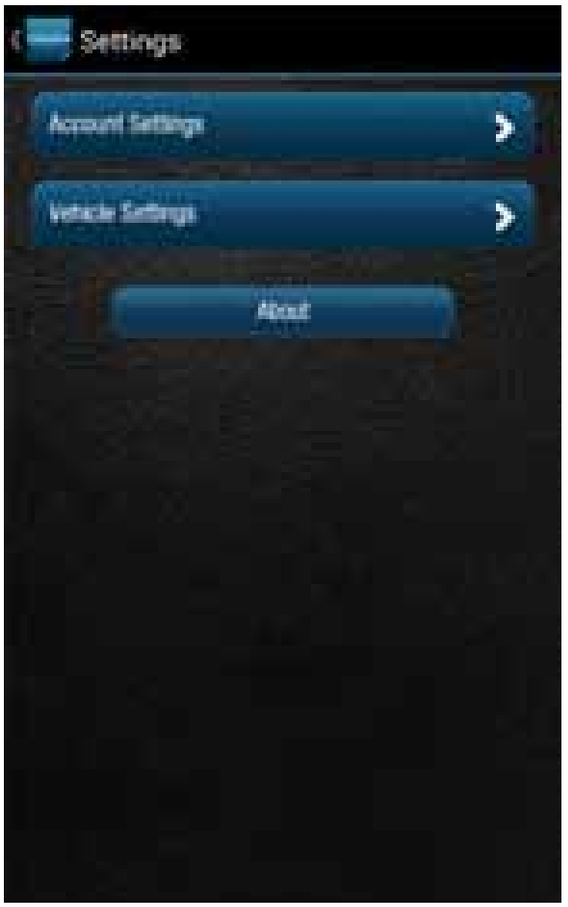
Vehicle Diagnostics Management allows you to:

- View the Vehicle Diagnostics Modules associated with your account
- Add Vehicle Diagnostics Modules to your account
- Remove Vehicle Diagnostics Modules from your account

View Vehicle Diagnostics Modules Associated with Your Account

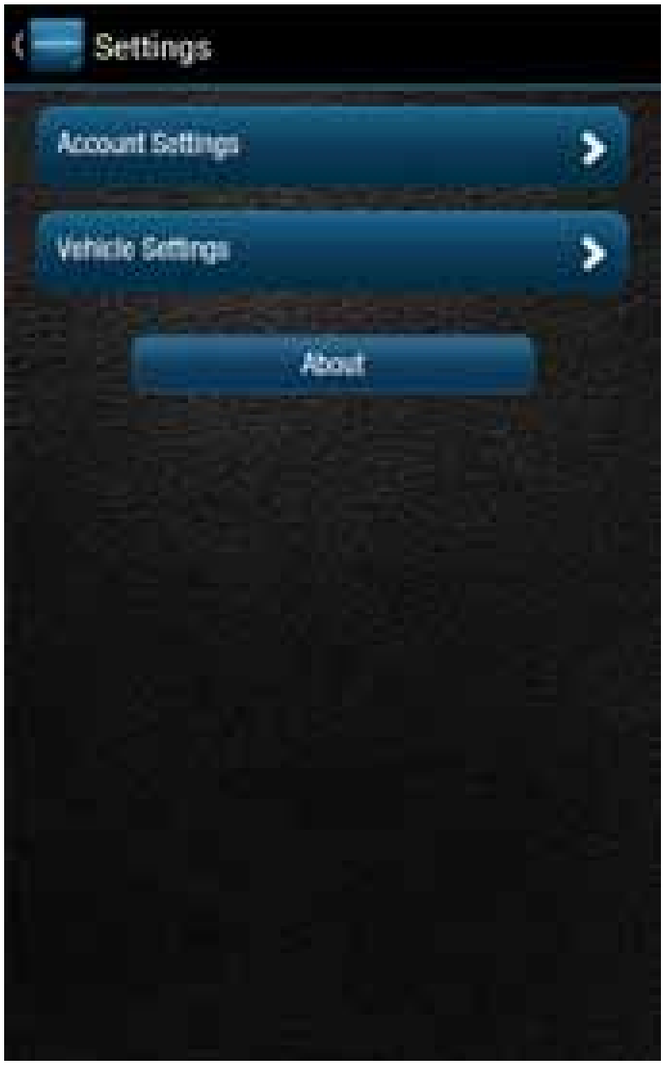
On the side menu tap Settings, then Account Settings then User Settings then tap Password.

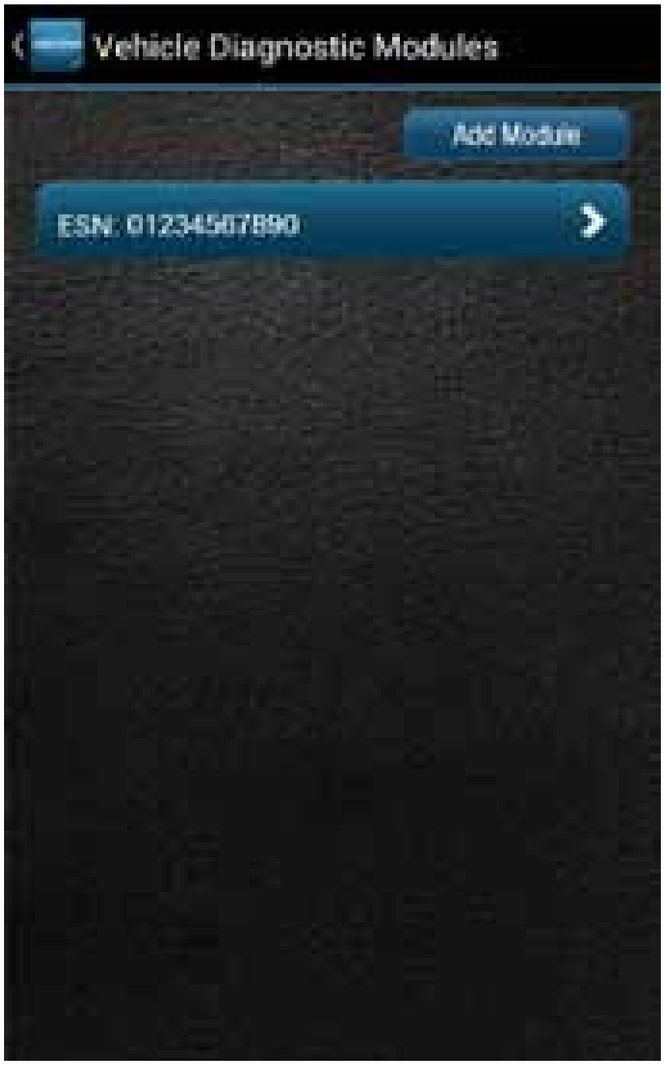
On the side menu tap Settings, then Account Settings then Vehicle Diagnostic Management. You will see all the Vehicle Diagnostics Modules currently associated with your account.



Add a Vehicle Diagnostic Module to Your Account

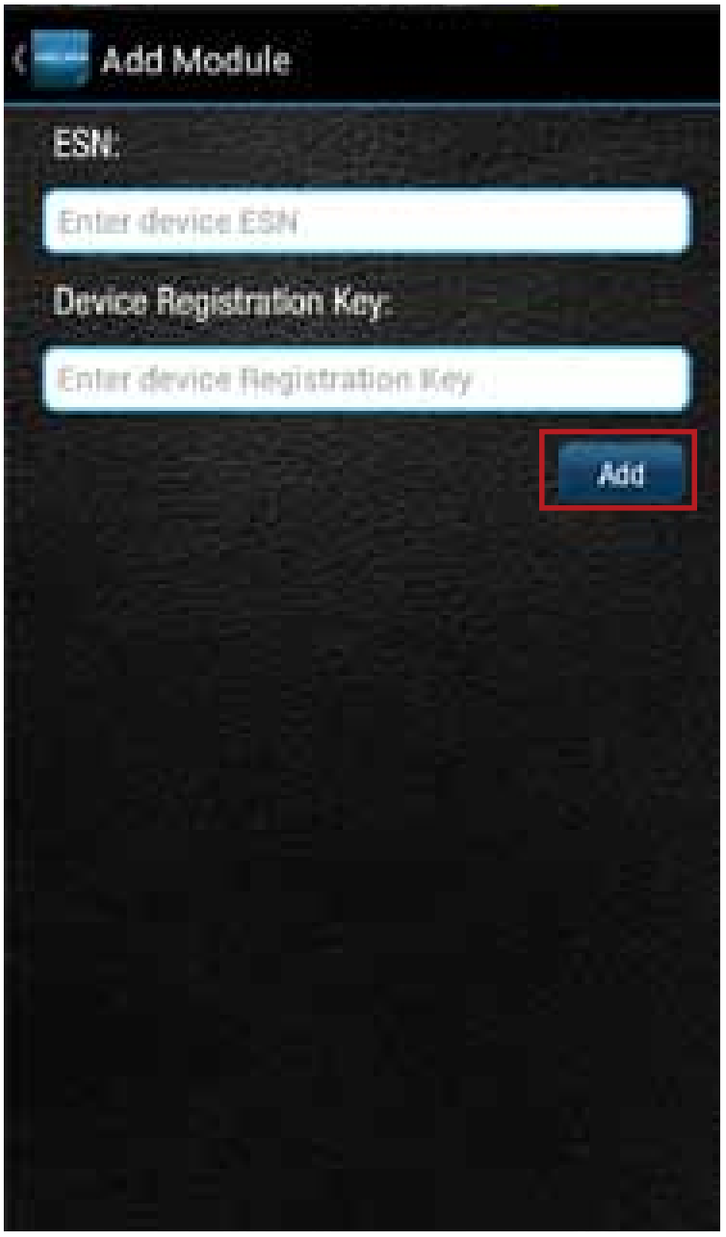
1. On the side menu tap Settings, then Account Settings then Vehicle Diagnostic Management.



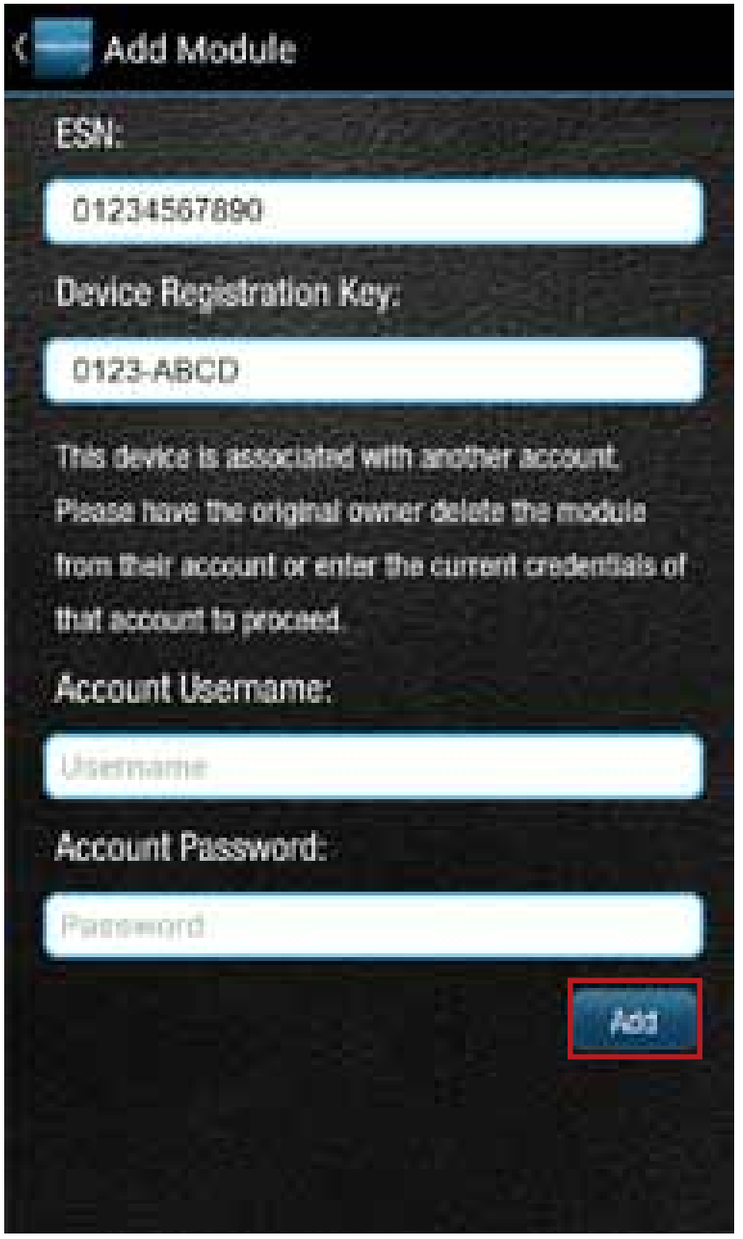


2. Tap Add Module

3. Enter the ESN and the device Registration Key exactly as they are printed on the Vehicle Diagnostics Module label — including the dash in the Registration Key. Tap Add.



4. If the Module is still associated with another account, you will also need to enter the Username and Password of that account then tap Add.

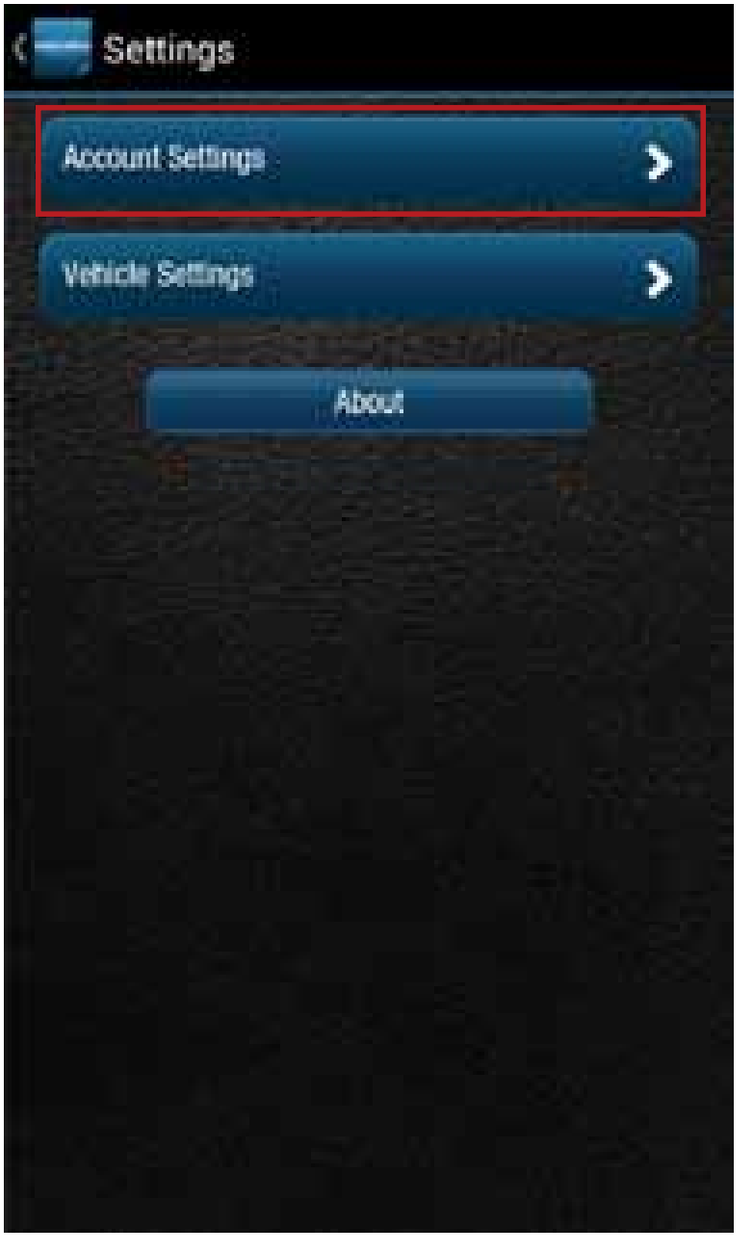


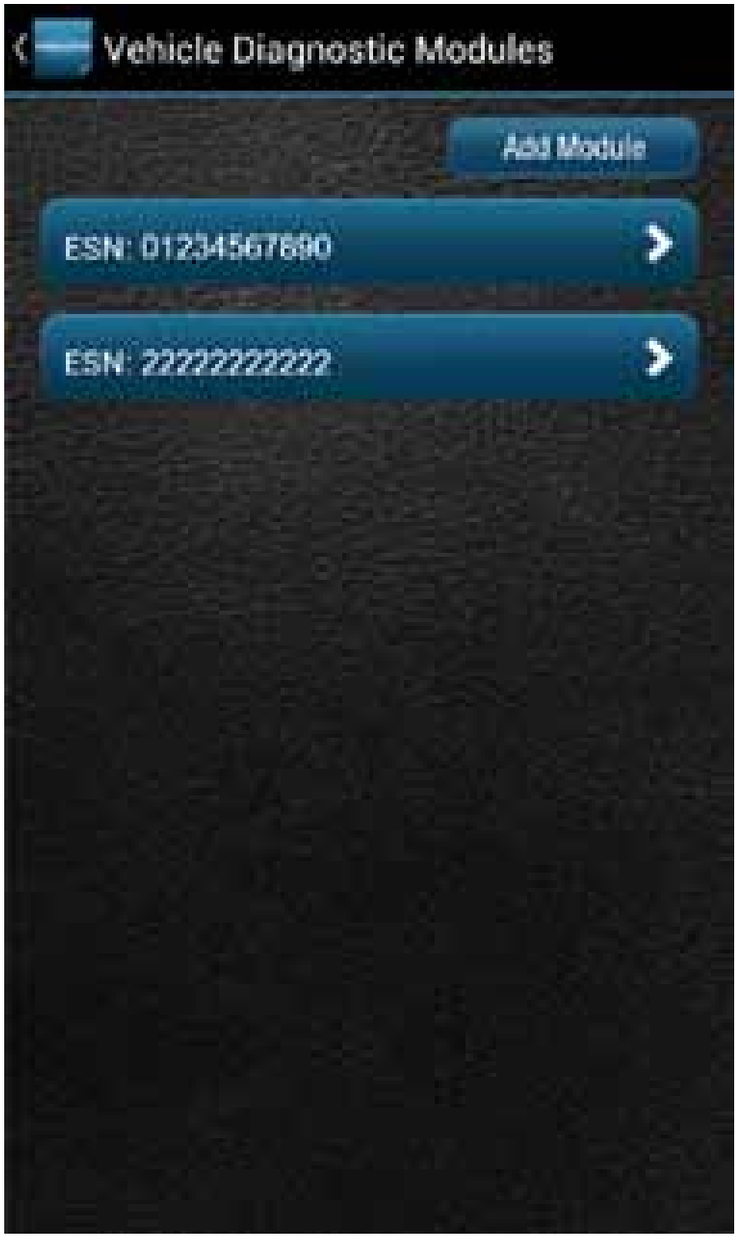
Note: Once you have added the Module to your account, log out from your account on all smartphone apps and the website. Unplug the module if it is currently connected to a vehicle. Plug the Module into the desired vehicle. Finally, follow the steps in section Reconnect Your Vehicle Diagnostics Module. You may now log into your account to view your new Module in your account.

Note: Any vehicle data in the previous account will not be transferred to the new account. Once added to the new account, all vehicle data reported by the Module will be available in the new account. Any previous key fob pairings will remain in the Module after adding it to the new account. Any previous Bluetooth pairings will be available after adding the Module.

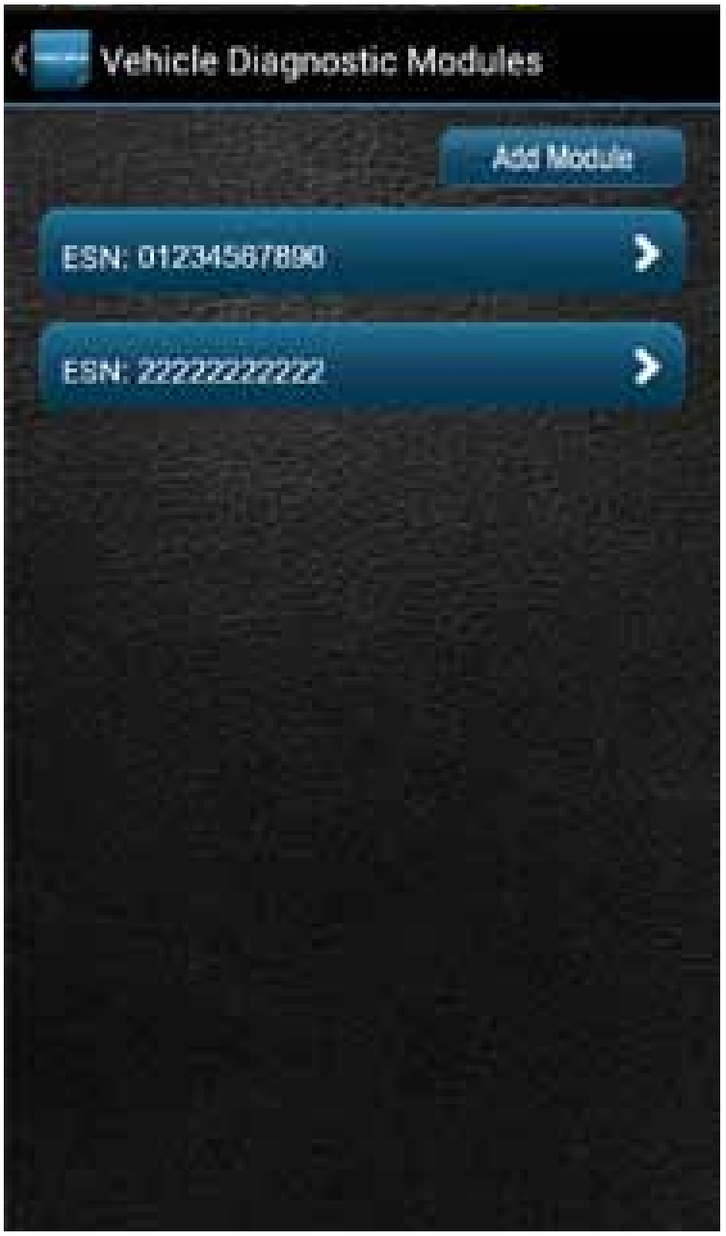
Remove a Vehicle Diagnostics Module from Your Account

1. On the side menu tap Settings, then Account Settings then Vehicle Diagnostic Management.





2. Tap the ESN number of the Vehicle Diagnostics Module you want to remove.



3. Review the on-screen information matches the Module you want to remove and tap Delete Module.

Note: Removing a Module from your account does not deactivate it from your Verizon account. This also does not cancel your monthly service with Verizon or Delphi Connected Car services. Contact customer support at (800) 922-0204

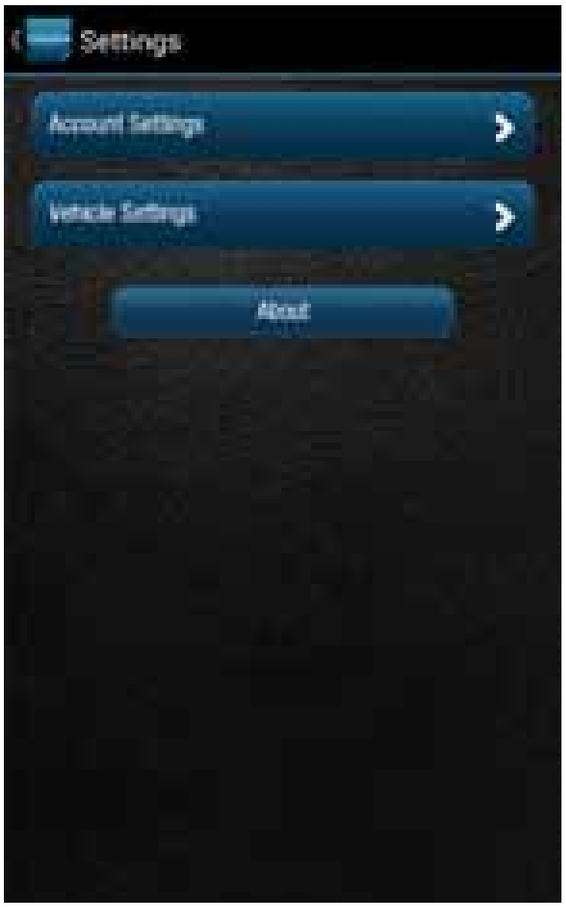
Vehicle Settings

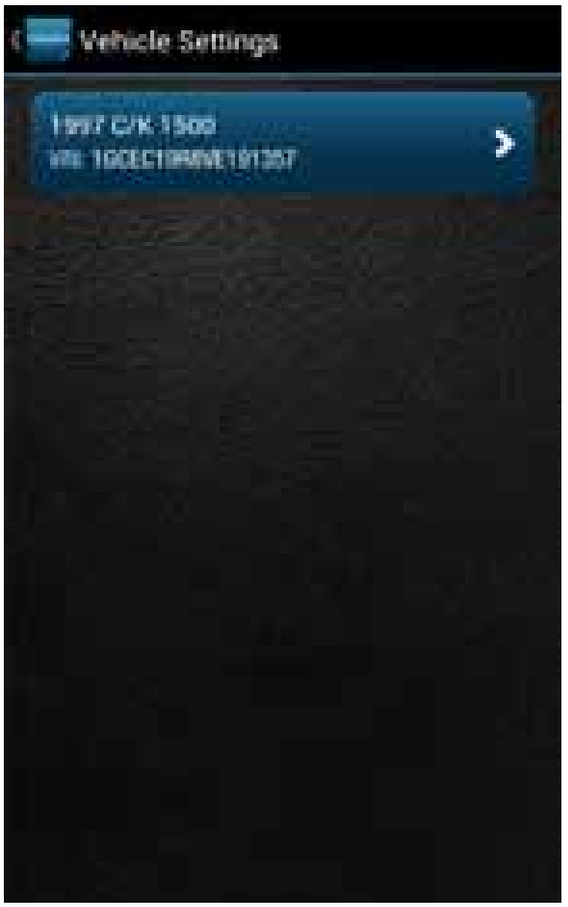
The Vehicle Settings allow you to:

- Review and edit your vehicle information, such as providing your vehicle VIN when the VIN is not available
- Configure alerts and notifications
- Setup Bluetooth Direct Connect

Review Your Vehicle Information

1. To review your vehicle information, tap Settings from the side menu then tap Vehicle Settings.



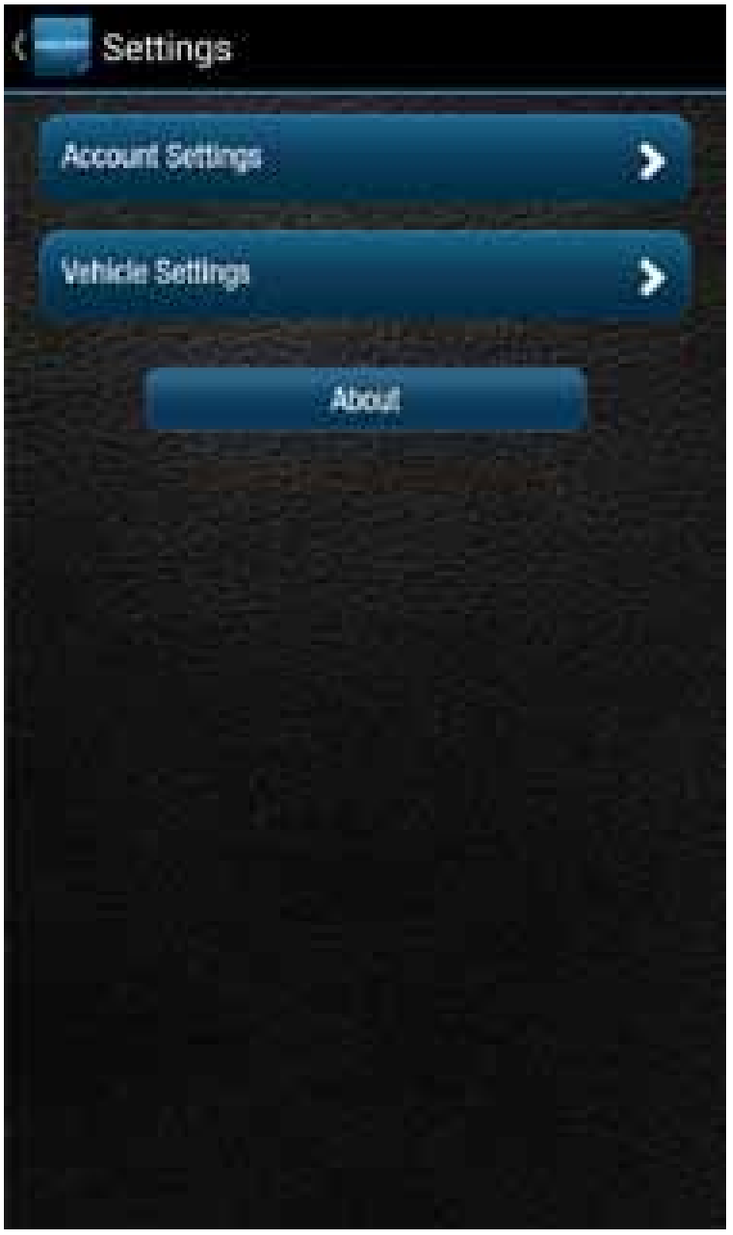


2. Tap the vehicle you wish to review.

Edit Your Vehicle Information

If your vehicle did not report a VIN, you can enter the VIN or information about your vehicle yourself.

1. To edit your vehicle information, tap Settings from the side menu then tap Vehicle Settings.



2. Tap the vehicle you wish to review and then tap Edit.

3. You can enter either the VIN from your vehicle or you can enter the vehicle make, model and model year. Tap the circle next to the information you want to provide.

4. Enter the VIN or use the drop-down menus to select your vehicle's make, model and model year.

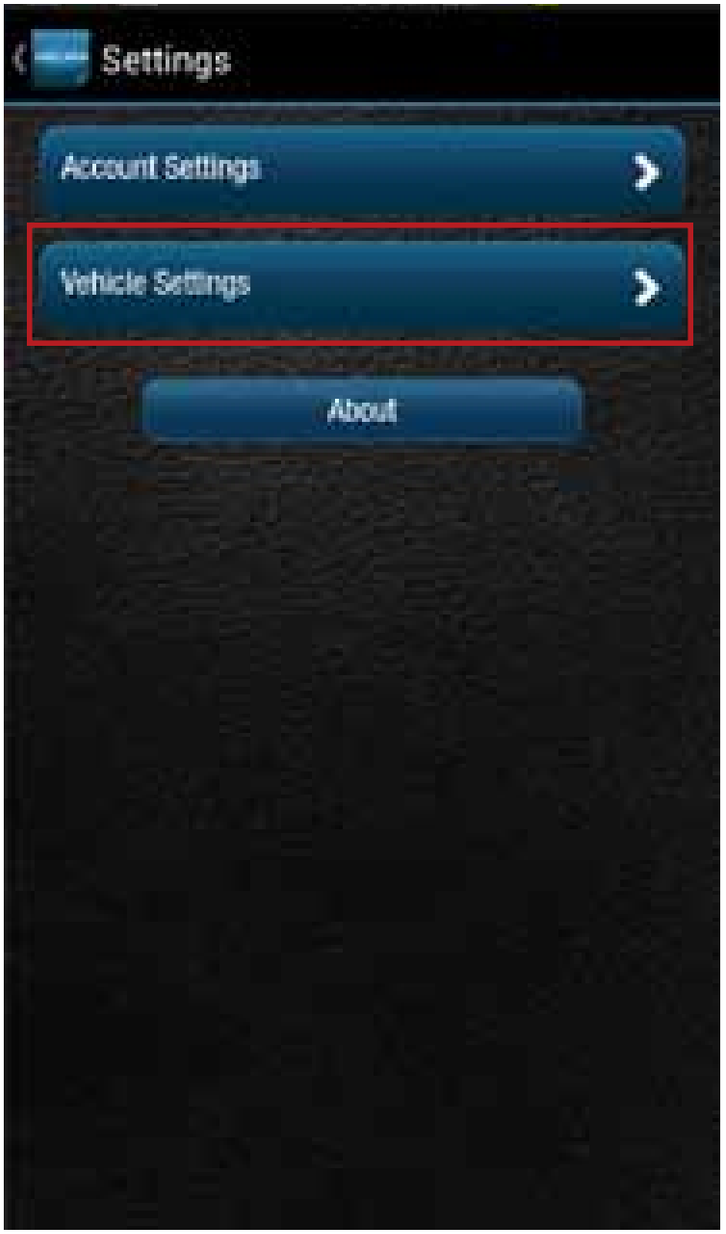
5. Tap Save to save your changes or back to exit without saving your changes.

Configuring Alerts

The Alerts & Notifications settings allow you to customize some of the alerts available to you. All alerts will be stored in your vehicle's cloud data and can be viewed using your smartphone app. See section Alerts. You can also configure the notifications associated with each alert. See section Configuring Notifications.

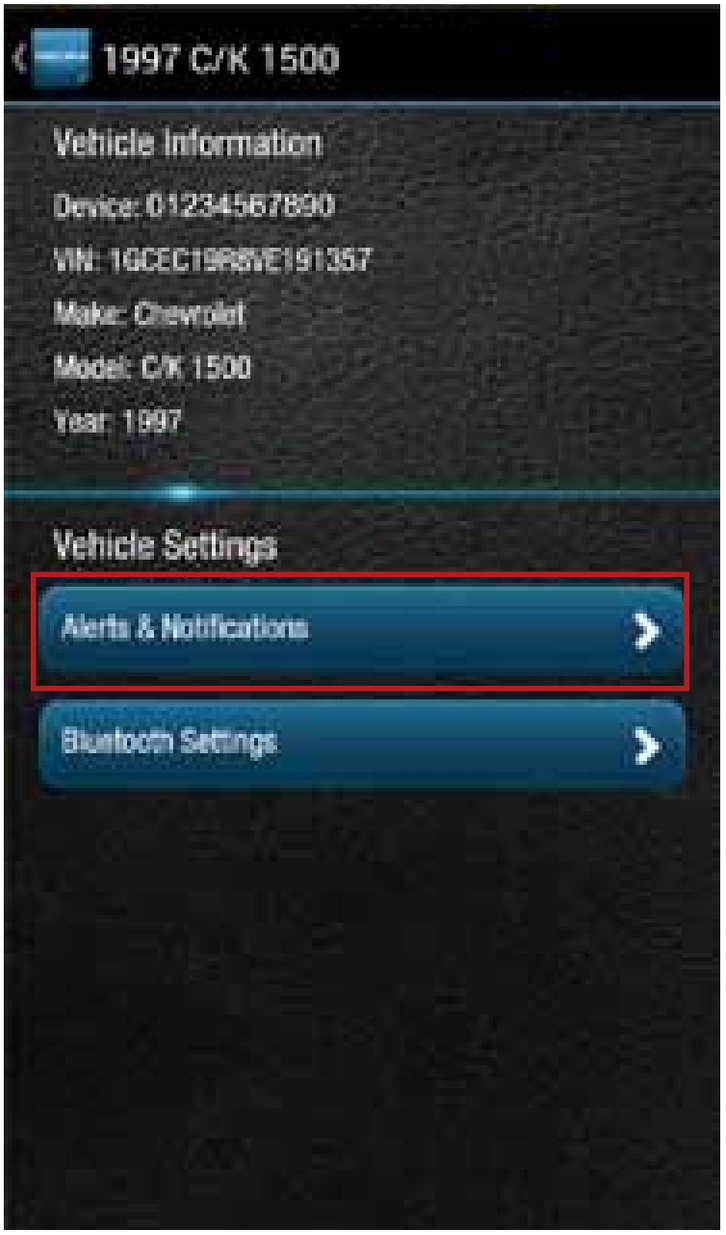
Configuring the Geo-Fence Alerts

1. Tap Settings from the side menu then tap Vehicle Settings.



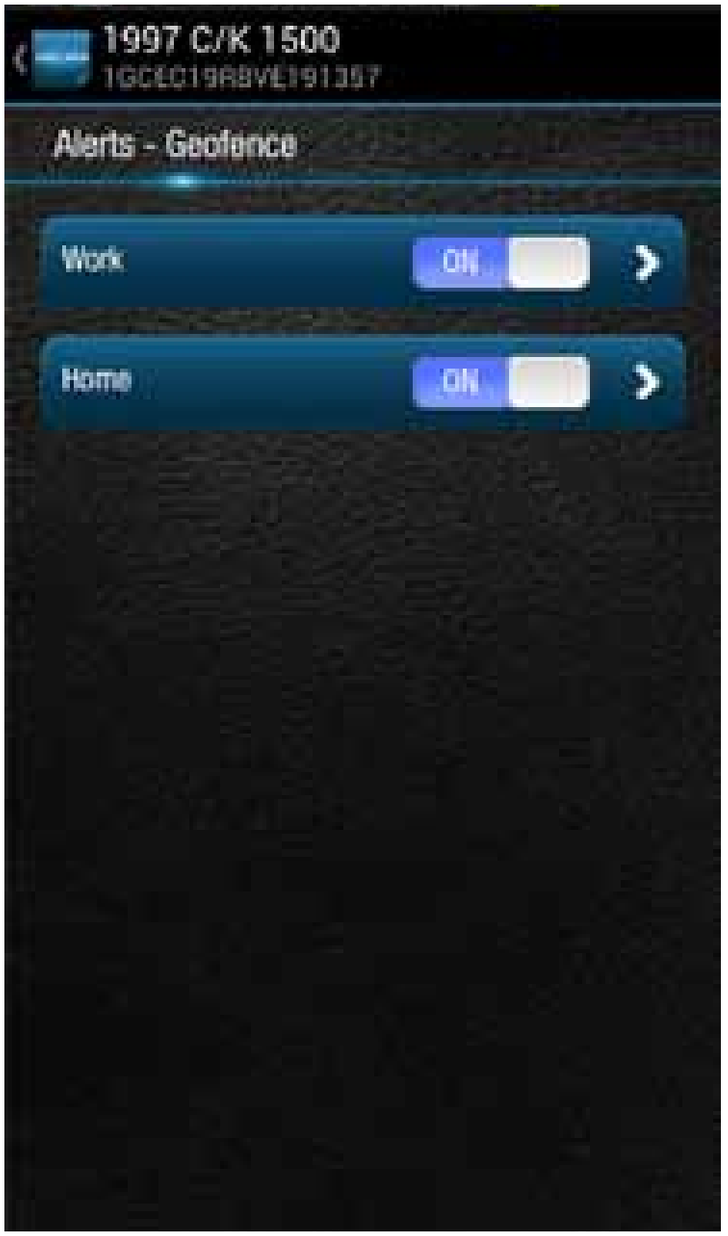
2. Tap the vehicle you wish to configure.

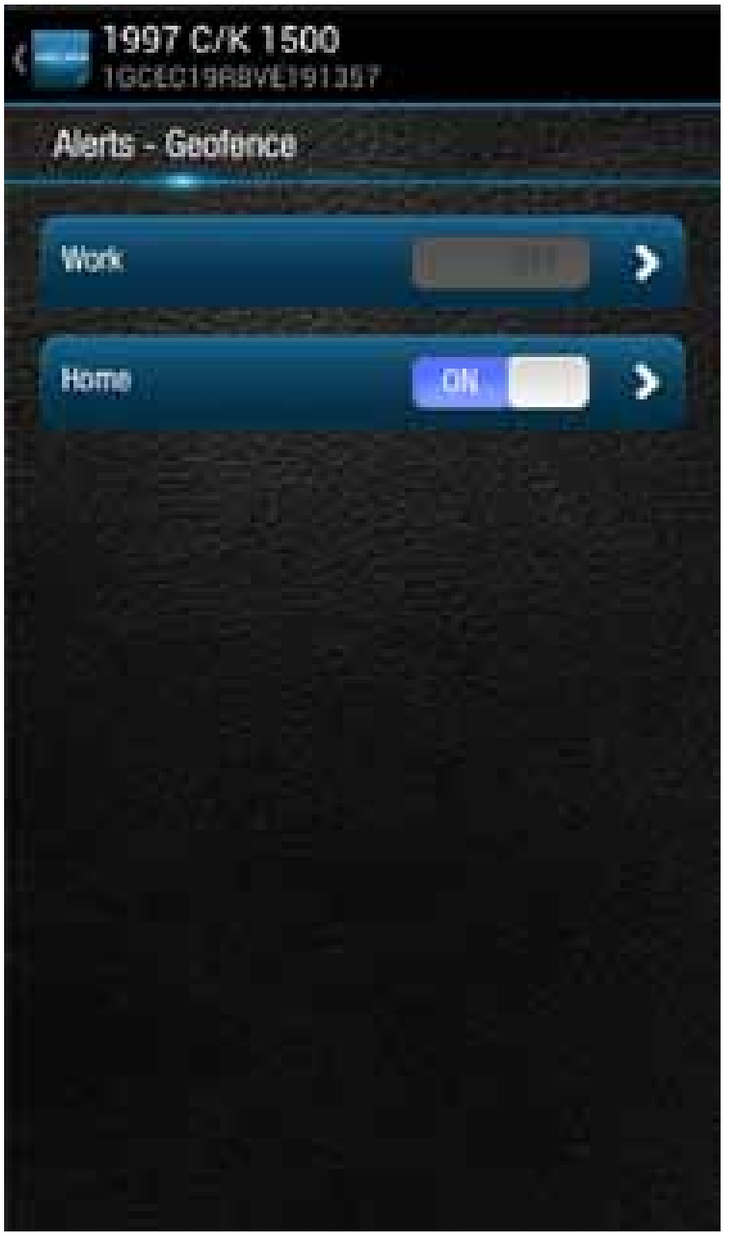
3. Tap Alerts & Notifications.



4. Tap Geofence.

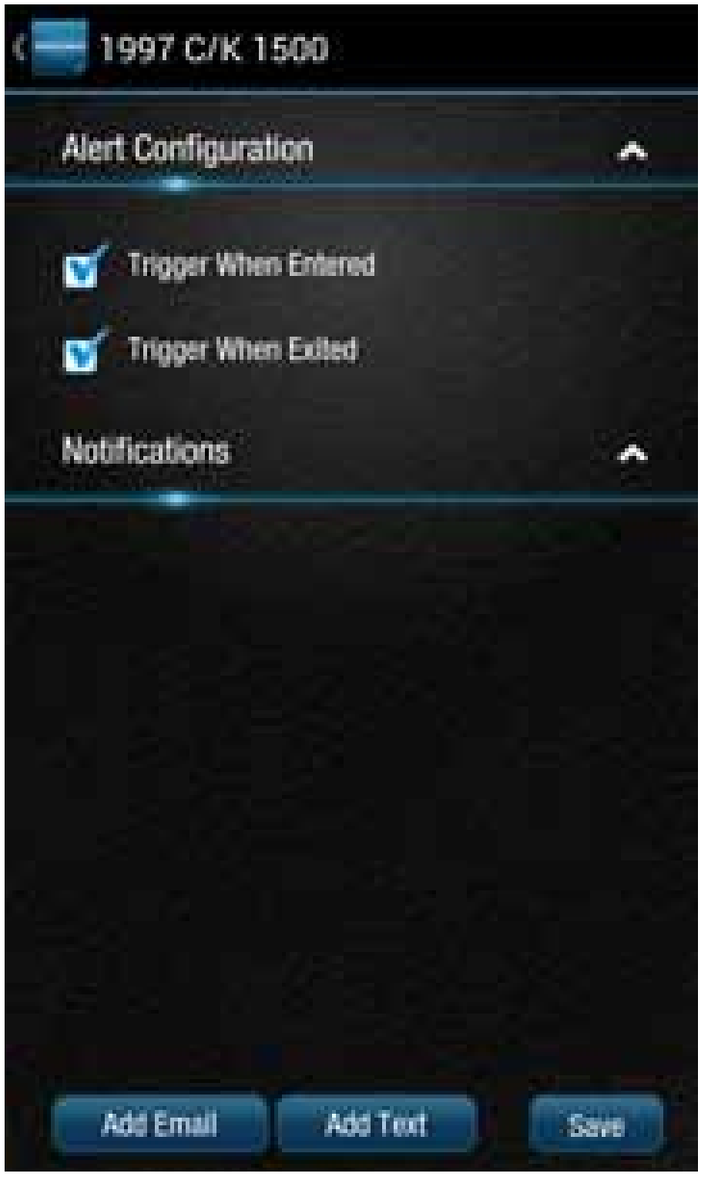
5. To disable a specific Geo-Fence, tap the ON/OFF slider next to the Geo-Fence name. To re-enable the Geo-Fence tap the ON/OFF slider again.

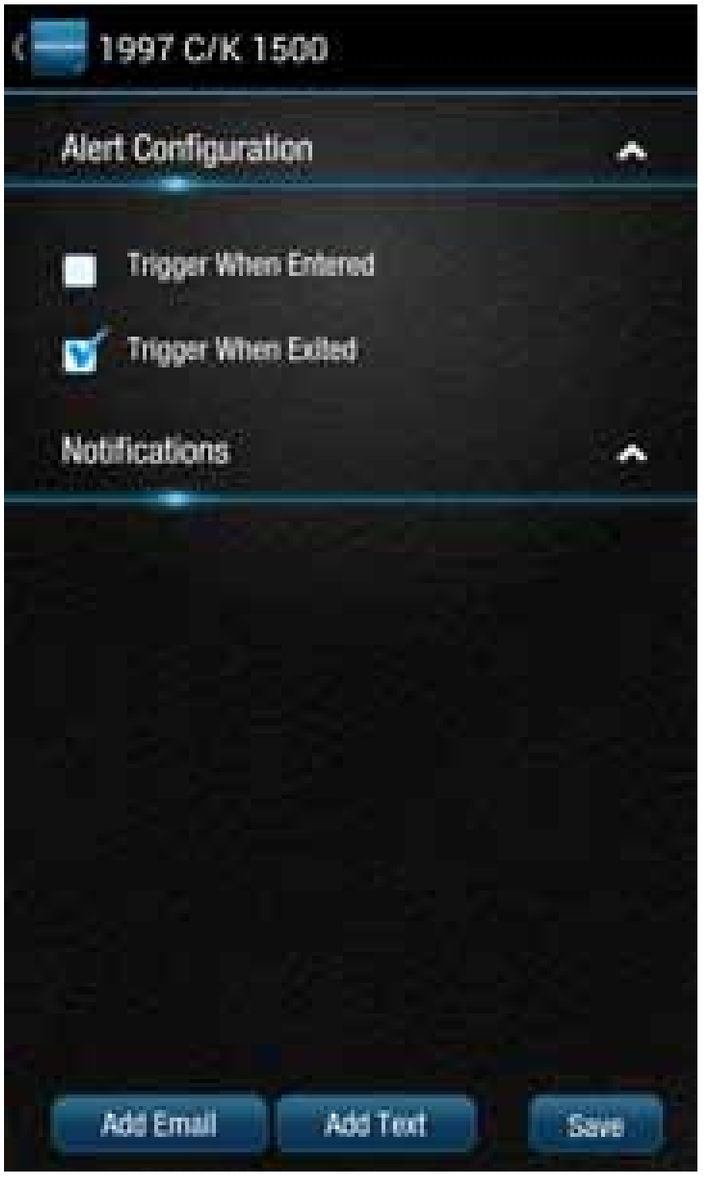




6. Tap the Geo-Fence name to configure the entry and exit alerts individually.

7. To disable the entry alert, uncheck the box next to the words Trigger When Entered. To disable the exit alert, uncheck the box next to the words Trigger When Exited. Re-check the appropriate box to re-enable an alert.



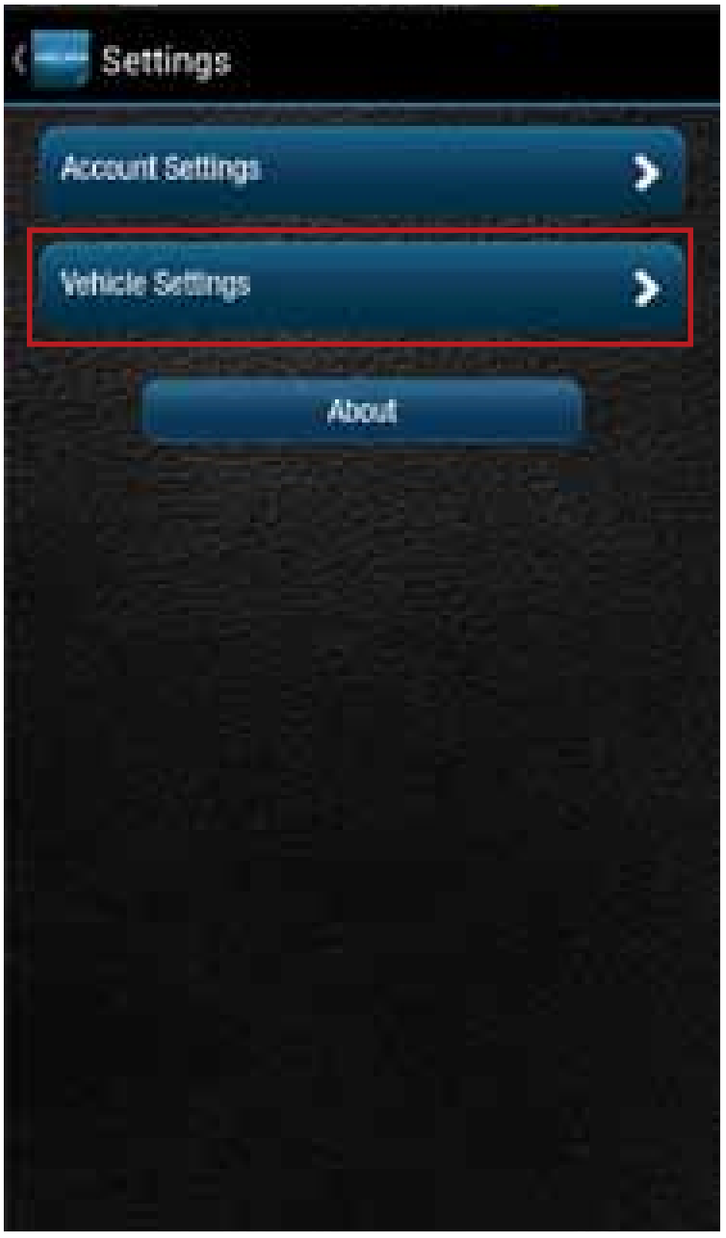


8. Tap Save to save your changes or tap the Back button or the side menu button to exit without saving your changes.

See Configuring Notifications for information on configuring notifications.

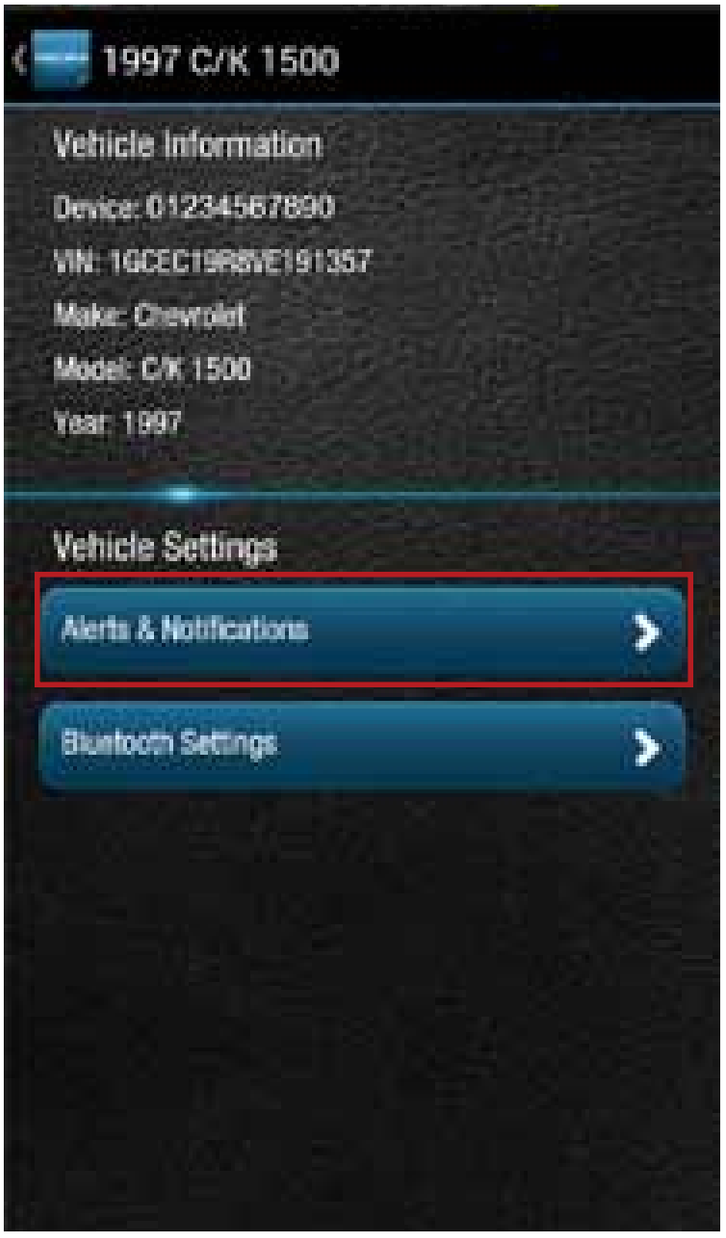
Configuring the Speed Alert

1. Tap Settings from the side menu then tap Vehicle Settings.



2. Tap the vehicle you wish to configure.

3. Tap Alerts & Notifications.



4. To disable the speed alert, tap the ON/OFF slider to the right of the word Speed. The slider will change from ON to OFF. To re-enable the speed alert, tap the ON/OFF slider again.

5. Tap the word Speed to configure the speed threshold.

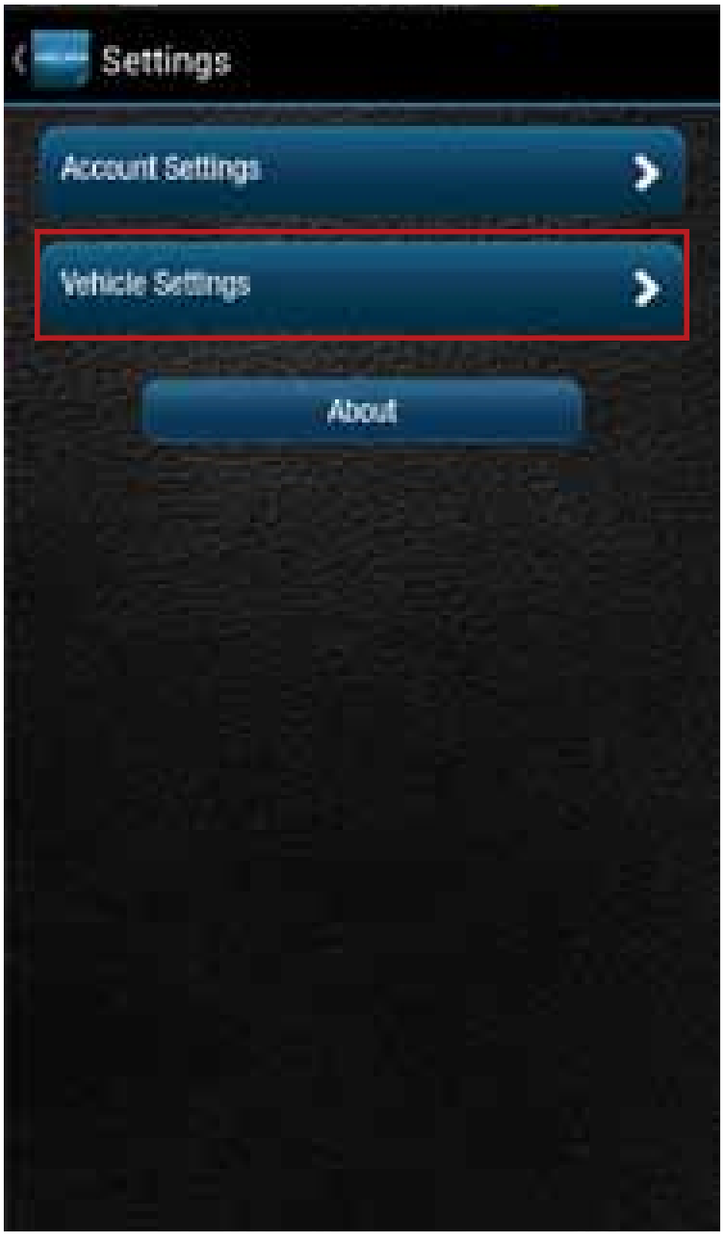
6. Enter the speed in miles per hour that you want to trigger the speed alert. That is, when the vehicle is driven at this speed or higher for 5 seconds or more, the speed alert will be recorded.

7. Tap Save to save your changes or tap the Back button or the side menu button to exit without saving your changes.

See Configuring Notifications for information on configuring notifications.

Configuring the Motion Alert

1. Tap Settings from the side menu then tap Vehicle Settings.



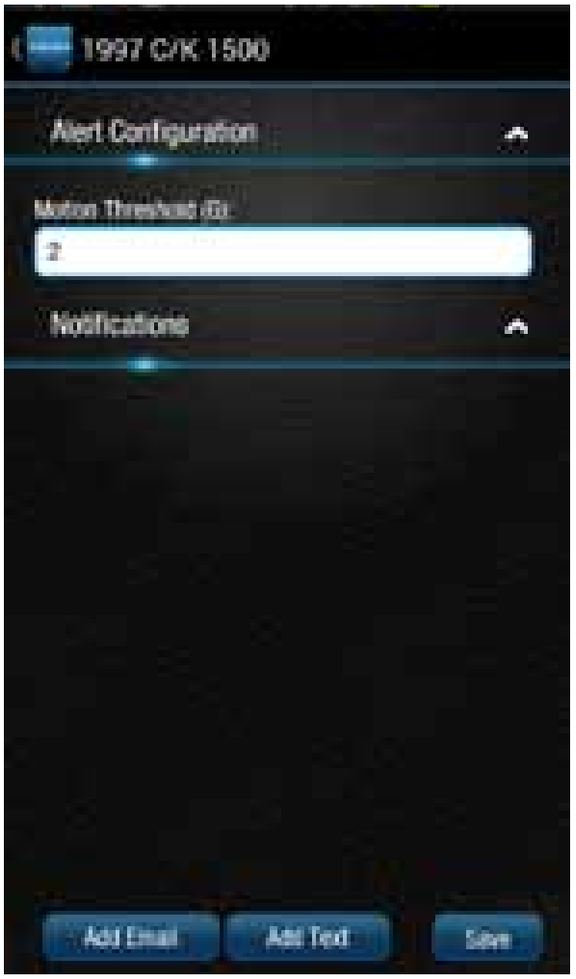
2. Tap the vehicle you wish to configure.

3. Tap Alerts & Notifications.

4. To disable the motion alert, tap the ON/OFF slider to the right of the word Speed. The slider will change from ON to OFF. To re-enable the motion alert, tap the ON/OFF slider again.

5. Tap the word Motion to configure the motion threshold.

6. Enter the threshold in G-forces that you want to trigger the motion alert. That is, once the ignition of off for 10 minutes and the vehicle experiences a motion of this force or more , the motion alert will be recorded. A setting of 2 G's can typically be set off by slamming a vehicle door or rocking the vehicle.



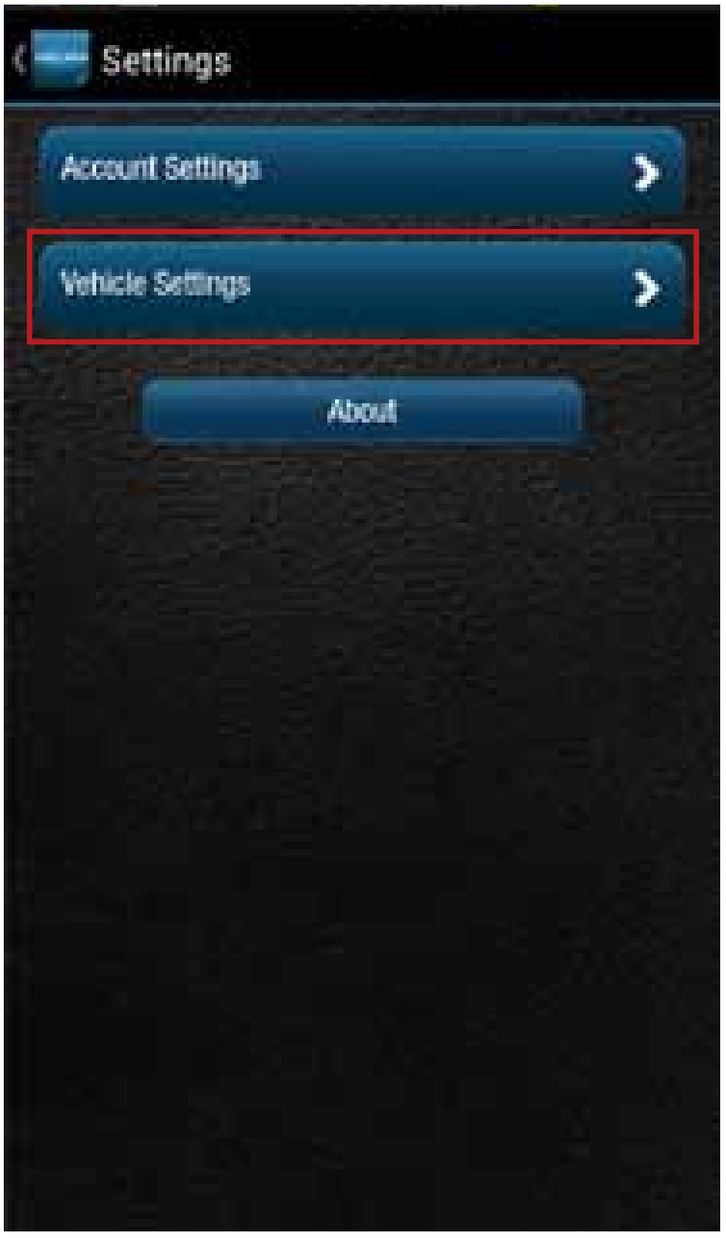
7. Tap Save to save your changes or tap the Back button or the side menu button to exit without saving your changes.

Note: You may need to adjust the motion threshold more than once to achieve the desired level of sensitivity for you vehicle. A smaller value is more sensitive, a larger value is less sensitive.

See Configuring Notifications for information on configuring notifications.

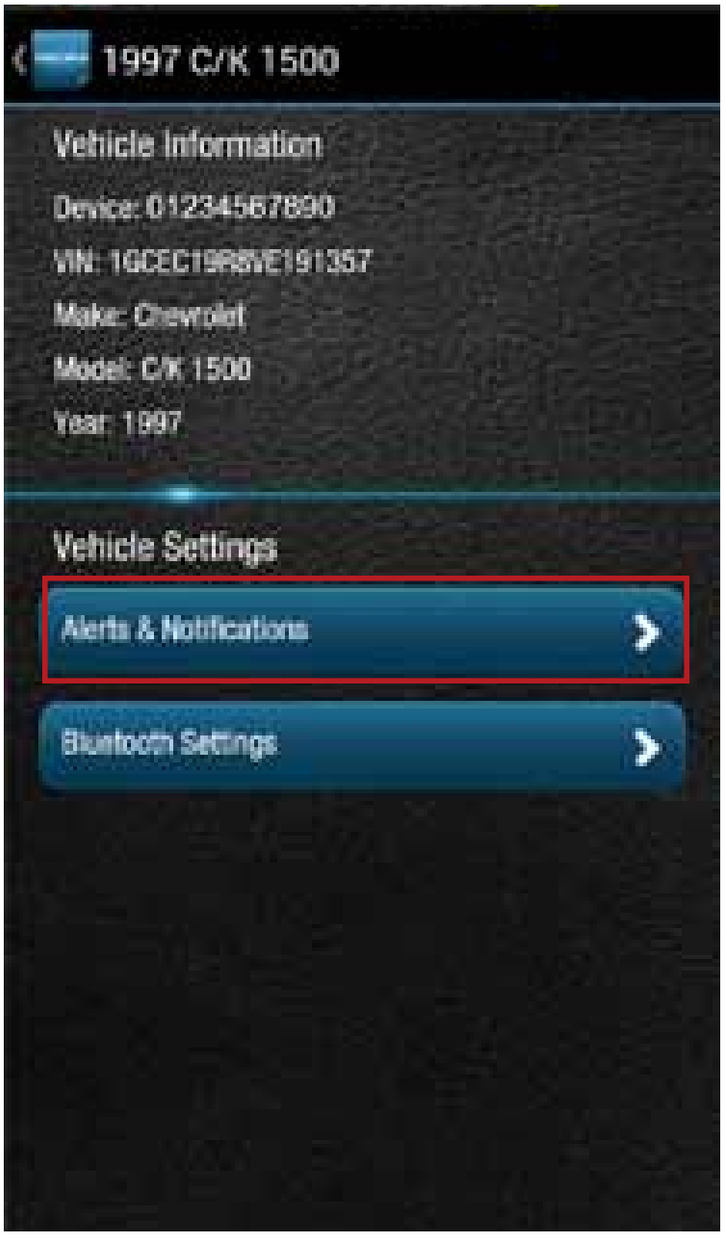
Configuring the Engine RPM Alert

1. Tap Settings from the side menu then tap Vehicle Settings.



2. Tap the vehicle you wish to configure.

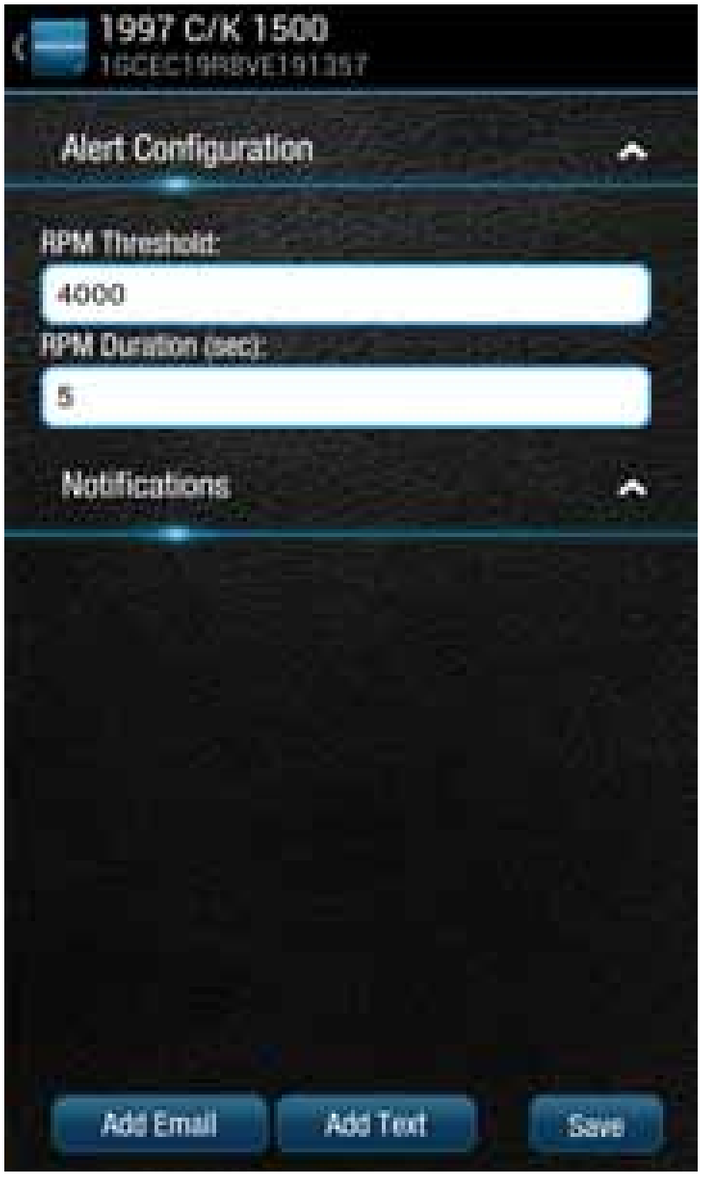
3. Tap Alerts & Notifications.



4. To disable the engine RPM alert, tap the ON/OFF slider to the right of the words Engine RPM. The slider will change from ON to OFF. To re-enable the engine RPM alert, tap the ON/OFF slider again.

5. Tap the words Engine RPM to configure the RPM threshold.

6. Enter the engine RPM threshold in revolutions per minute and the minimum time required in seconds that you want to trigger the engine RPM alert. That is, when the engine RPM exceeds the RPM threshold for the number of seconds you specify, the engine RPM alert will be recorded.



7. Tap Save to save your changes or tap the Back button or the side menu button to exit without saving your changes.

See Configuring Notifications for information on configuring notifications.

Configuring Notifications

For each alert, you can configure email and text notifications that will be sent when the alert occurs. This includes the ability to send a notification email to any number of email addresses you choose for each alert and to send a text message to any number of mobile phones you choose for each alert.

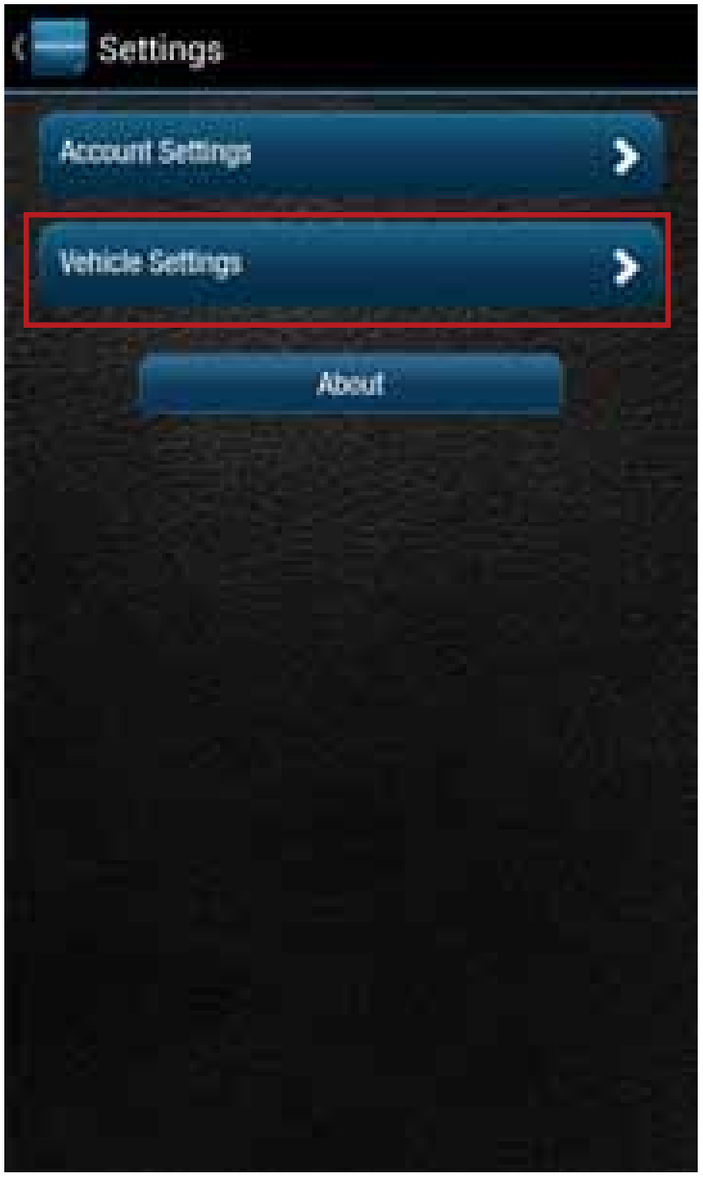
Note: When you add a new mobile number for notifications, you will recieve a confirmation txt message with opt-in instructions. In order to receive notifications at that number, follow the opt-in instructions in the txt message. If you do not opt-in, you will not recieve notifications on that mobile number.

Note: To discontinue recieving alerts on a mobile phone, you can remove the mobile number from the notification settings. You can also reply STOP any notification txt message. This will not remove the mobile number from the notification settings, you will need to perform this step separately.

Add a Notification Email Address

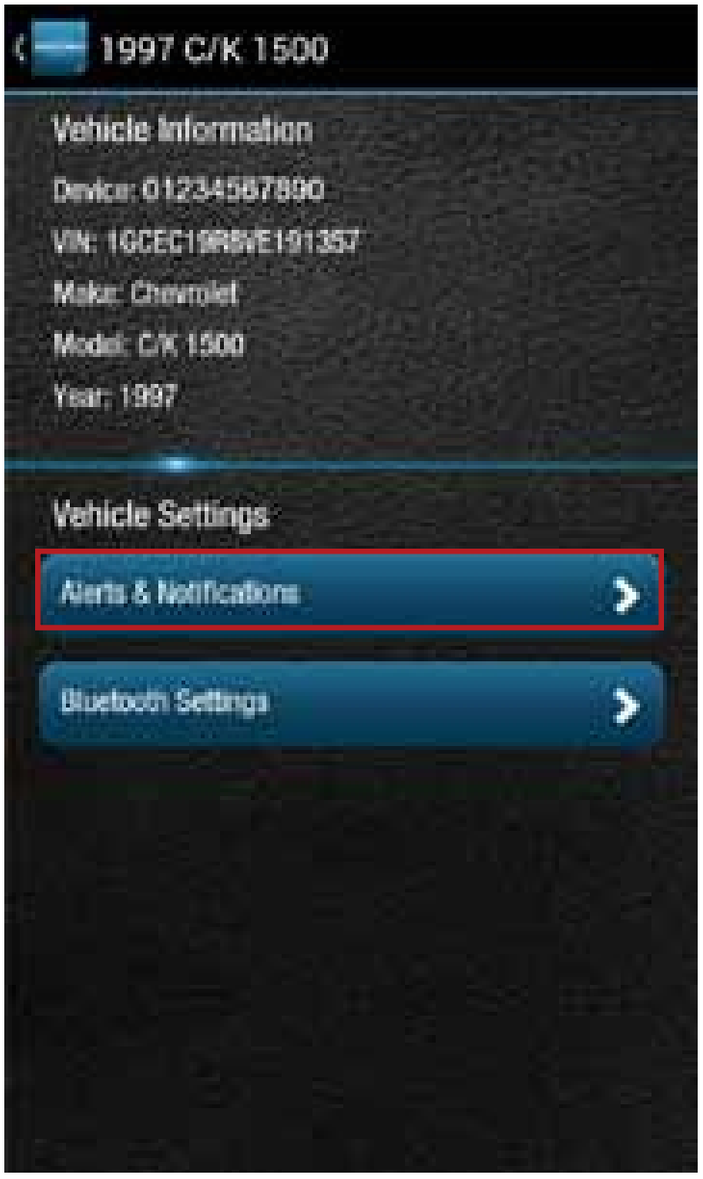
You can add an email notification to any alert. The process is similar for all alerts, here is how to add one to the speed alert. For Geo-Fence notifications, you will need to tap the name of the Geo-Fence you wish to configure.

1. Tap Settings from the side menu then tap Vehicle Settings.



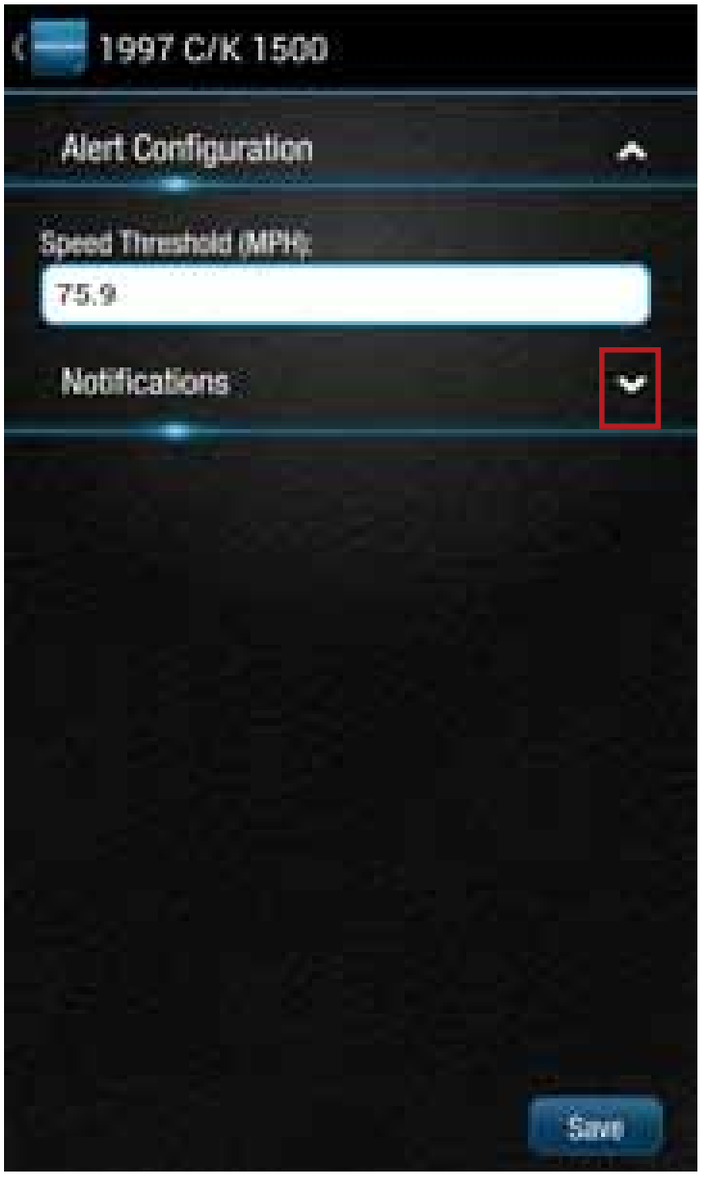
2. Tap the vehicle you wish to configure.

3. Tap Alerts & Notifications.



4. Tap the word Speed to configure the notifications.

5. Tap Add Email at the bottom of the screen. If you do not see the button Add Email, tap the small down arrow to right of the word Notifications to expand the notification section.



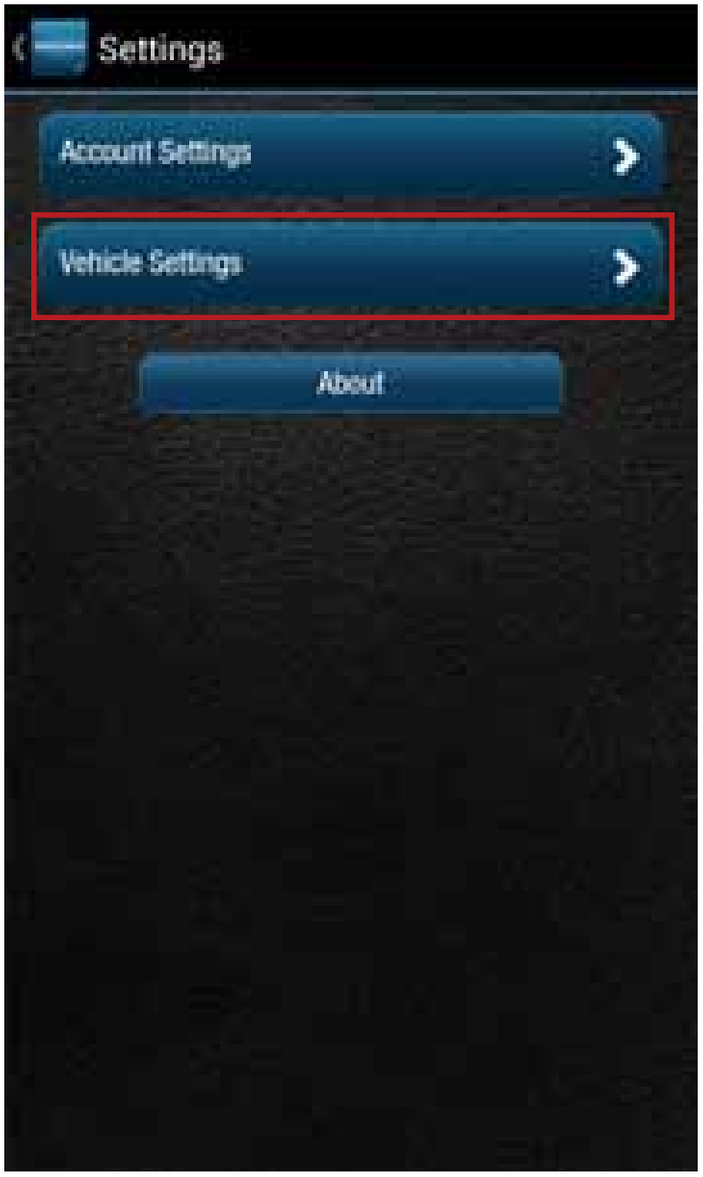
6. Enter a valid email address in the format myemail@email.com. To enter additional email addresses, tap Add Email. You can enter as many email addresses as you wish.

7. Tap Save to save your changes or tap the Back button or the side menu button to exit without saving your changes.

Modify or Delete a Notification Email Address

You can modify or delete an email notification associated with any alert. The process is similar for all alerts, here is how to modify and delete email addresses for the speed alert. For Geo-Fence notifications, you will need to tap the name of the Geo-Fence you wish to configure.

1. Tap Settings from the side menu then tap Vehicle Settings.

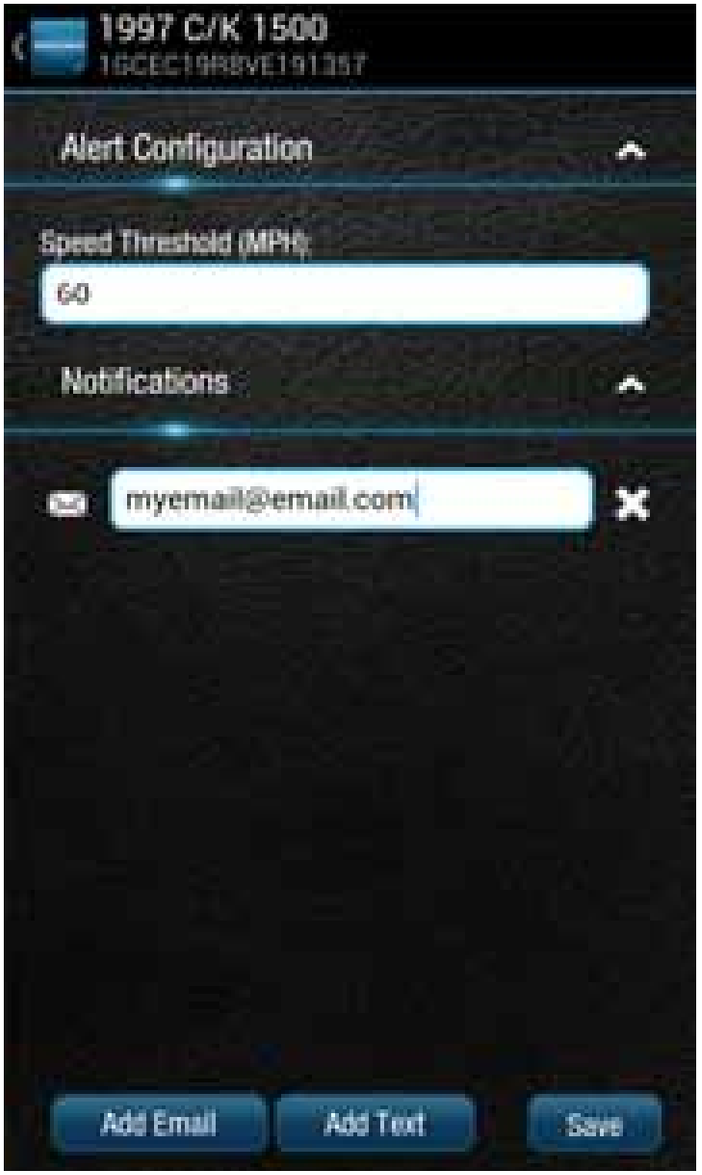


2. Tap the vehicle you wish to configure.

3. Tap Alerts & Notifications.

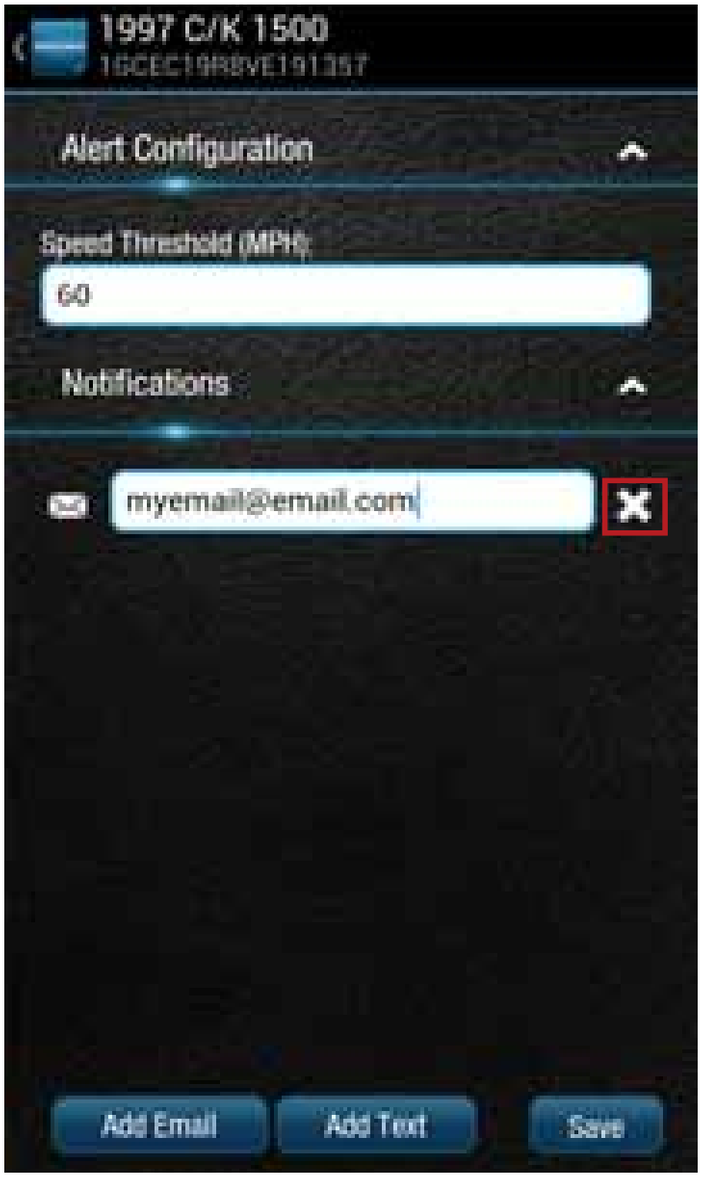
4. Tap the word Speed to configure the notifications.

5. If you do not see the notification email addresses displayed on the screen, tap the small down arrow to right of the word Notifications to expand the notification section.



6. To modify an existing email address, tap the email address and edit the address.

7. To delete a notification email address, tap the x next to the email address.

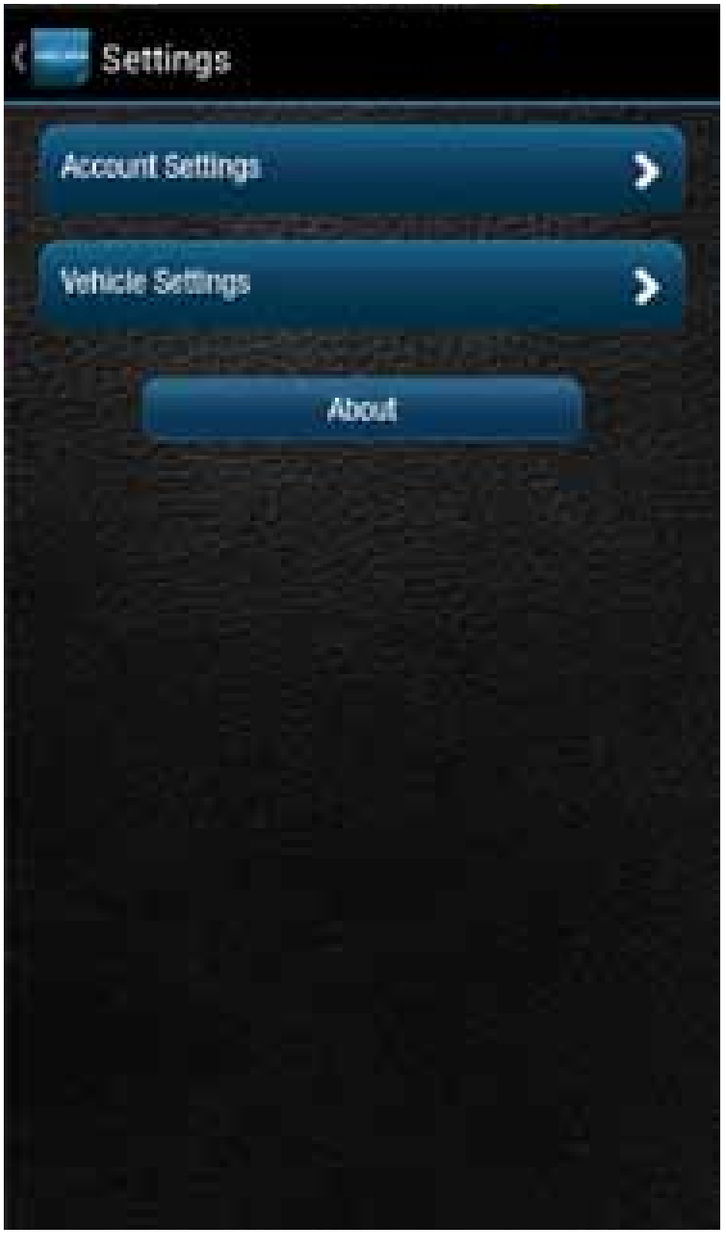


8. Tap Save to save your changes or tap the Back button or the side menu button to exit without saving your changes.

Add a Notification Text Number

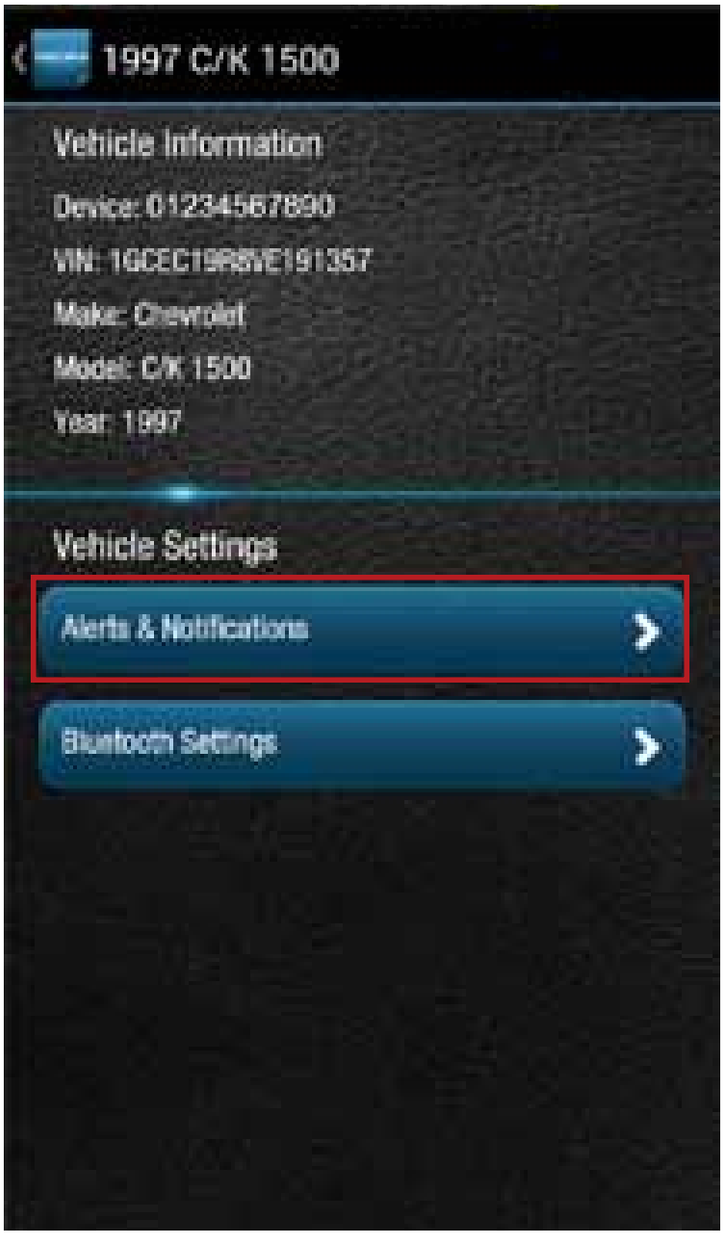
You can add a text notification to any alert. The process is similar for all alerts, here is how to add one to the speed alert. For Geo-Fence notifications, you will need to tap the name of the Geo-Fence you wish to configure.

1. Tap Settings from the side menu then tap Vehicle Settings.



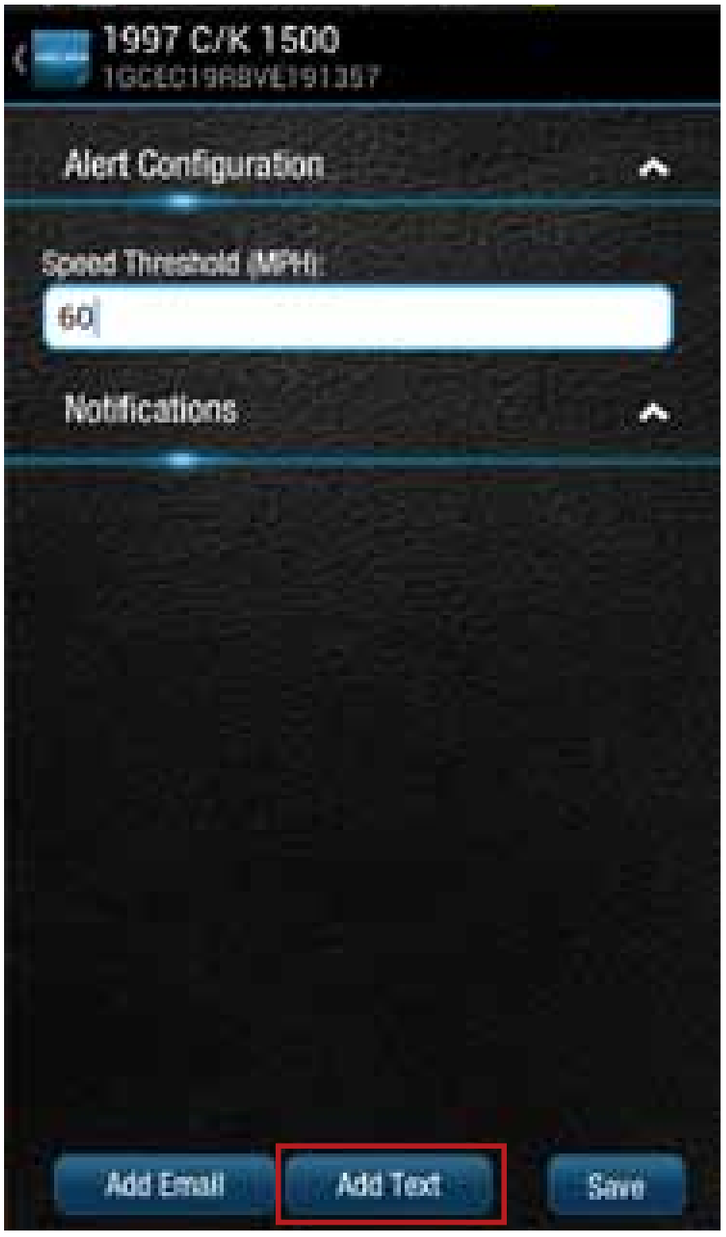
2. Tap the vehicle you wish to configure.

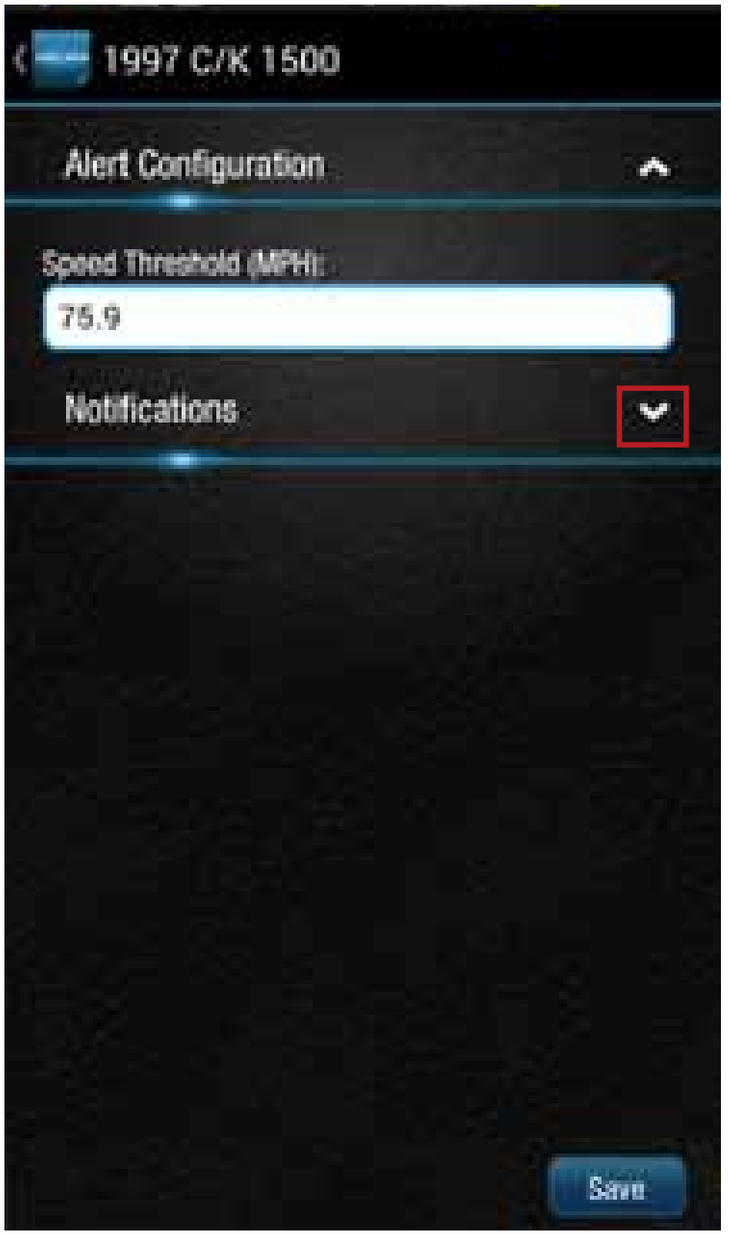
3. Tap Alerts & Notifications.



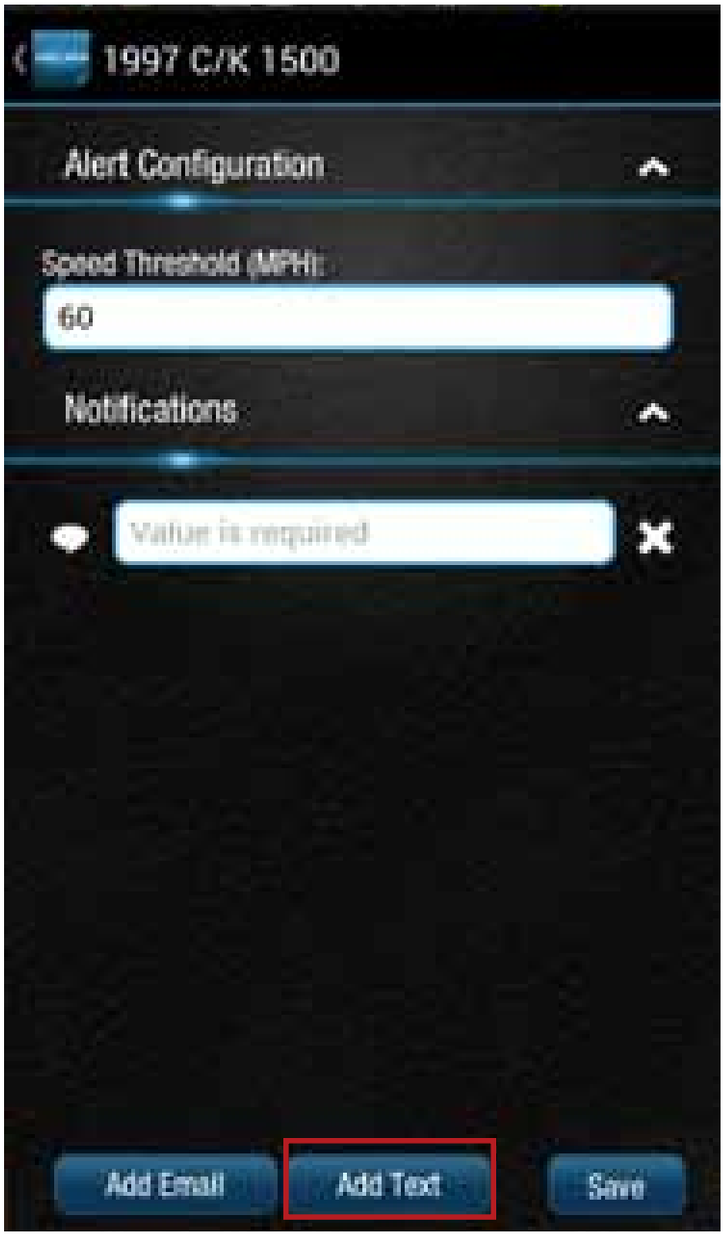
4. Tap the word Speed to configure the notifications.

5. Tap Add Text at the bottom of the screen. If you do not see the button Add Text, tap the small down arrow to right of the word Notifications to expand the notification section. You can enter as many mobile numbers as you wish.





6. Enter a valid 10 digit mobile number in the format 1112223333 using only numbers and no other characters. To enter additional mobile numbers, tap Add Text. You can enter as many mobile numbers as you wish.

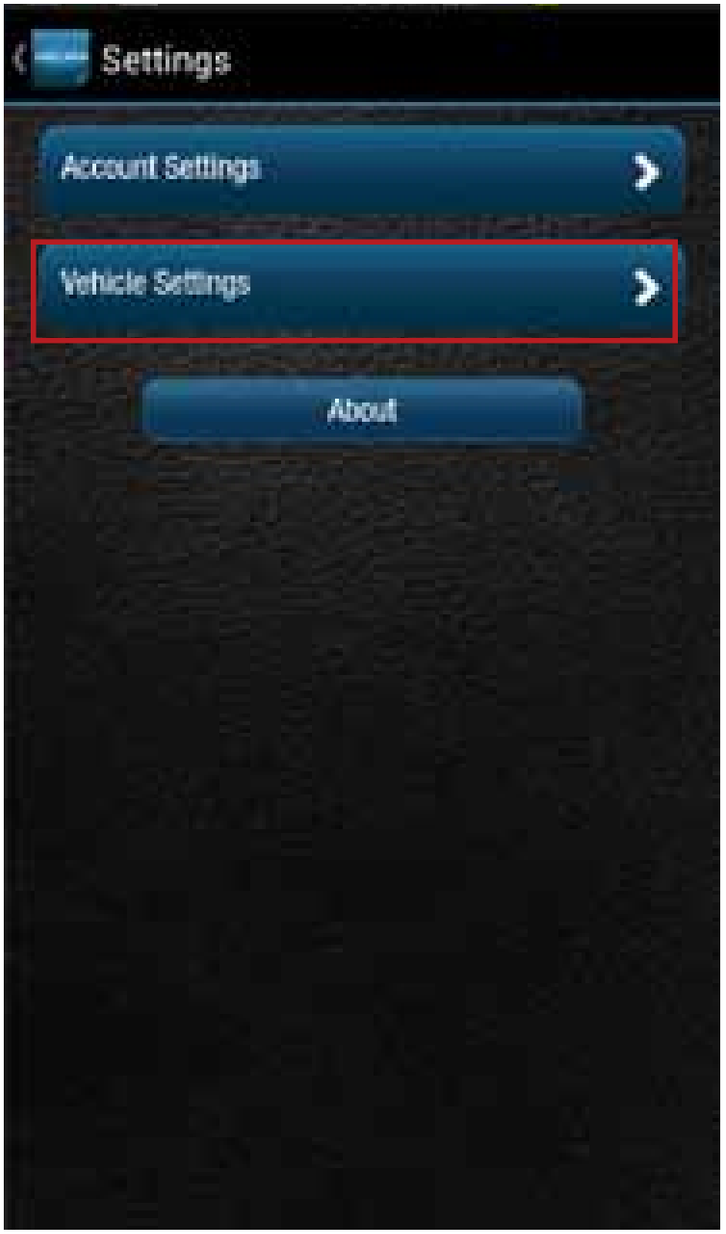


7. Tap Save to save your changes or tap the Back button or the side menu button to exit without saving your changes.

Modify or Delete a Notification Text Number

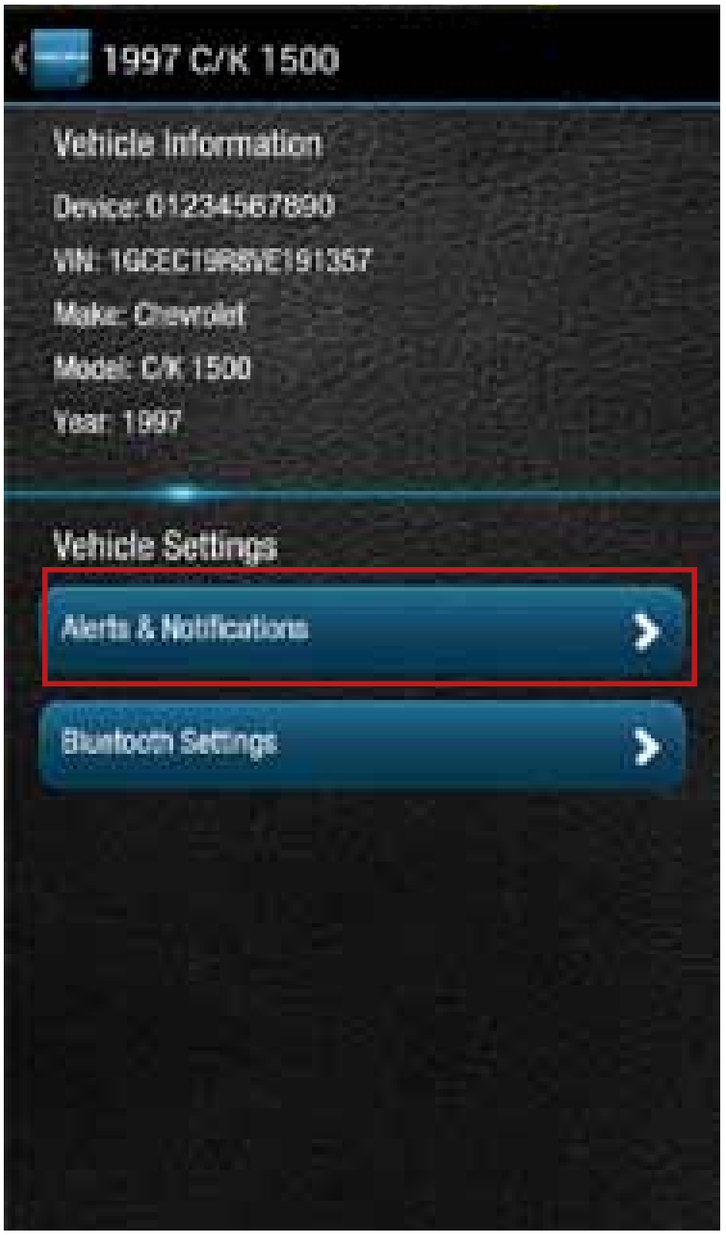
You can modify or delete a text notification mobile number associated with any alert. The process is similar for all alerts, here is how to modify and delete mobile numbers for the speed alert. For Geo-Fence notifications, you will need to tap the name of the Geo-Fence you wish to configure.

1. Tap Settings from the side menu then tap Vehicle Settings.



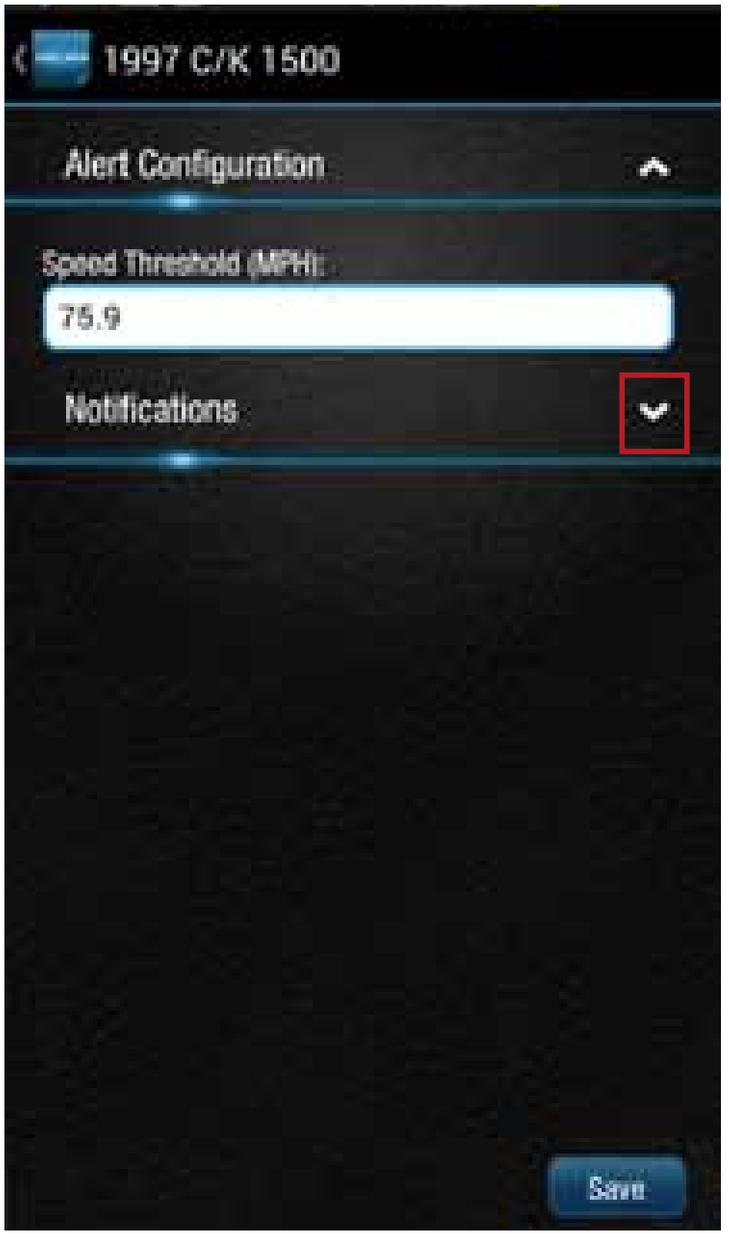
2. Tap the vehicle you wish to configure.

3. Tap Alerts & Notifications.



4. Tap the word Speed to configure the notifications.

5. If you do not see the notification mobile numbers displayed on the screen, tap the small down arrow to right of the word Notifications to expand the notification section.



6. To modify an existing mobile number, tap the mobile number and edit the number.

7. To delete a notification mobile number, tap the x next to the mobile number.

8. Tap Save to save your changes or tap the Back button or the side menu button to exit without saving your changes.

About Section

The About section allows you to:

• Access the OBD Locator

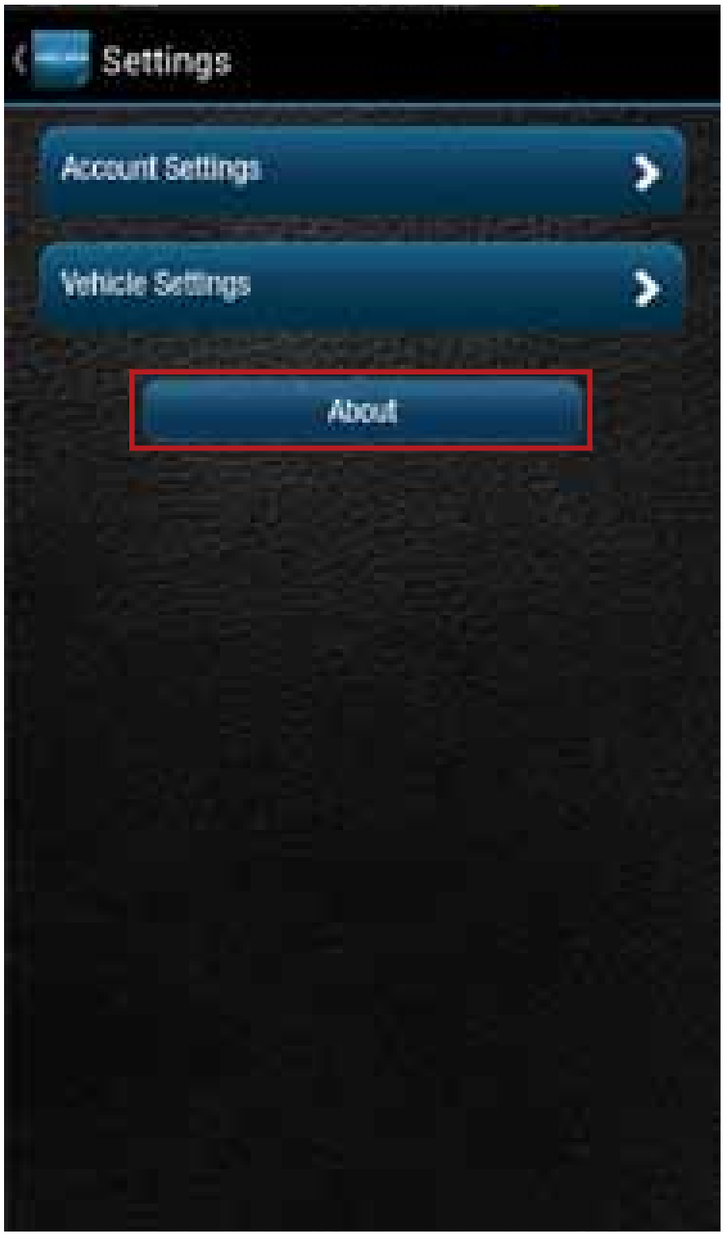
• Review the current Privacy Policy and Terms of Use

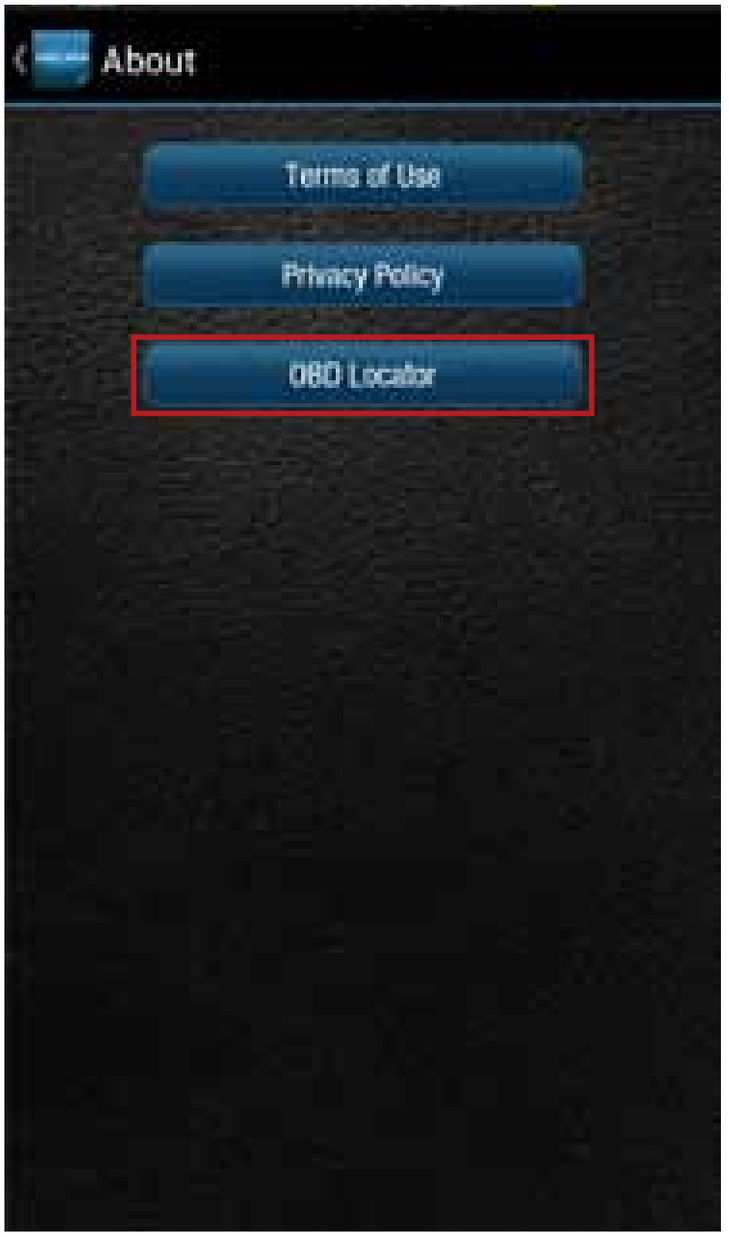
Locating Your OBD Connector

The OBD Locator button will launch your internet browser and navigate to a web page where you can select your vehicle and determine the location of the OBD II connector.

1. To access the OBD Locator, on the side menu tap Settings.

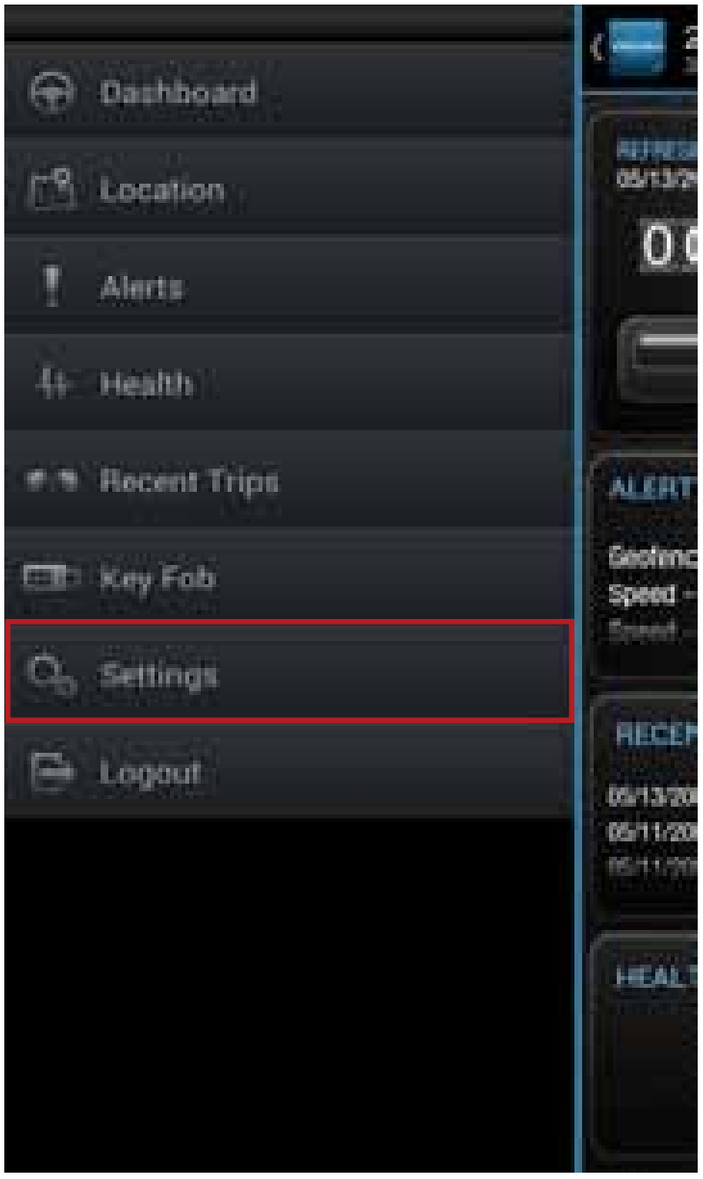
2. Tap About and then tap OBD Locator.



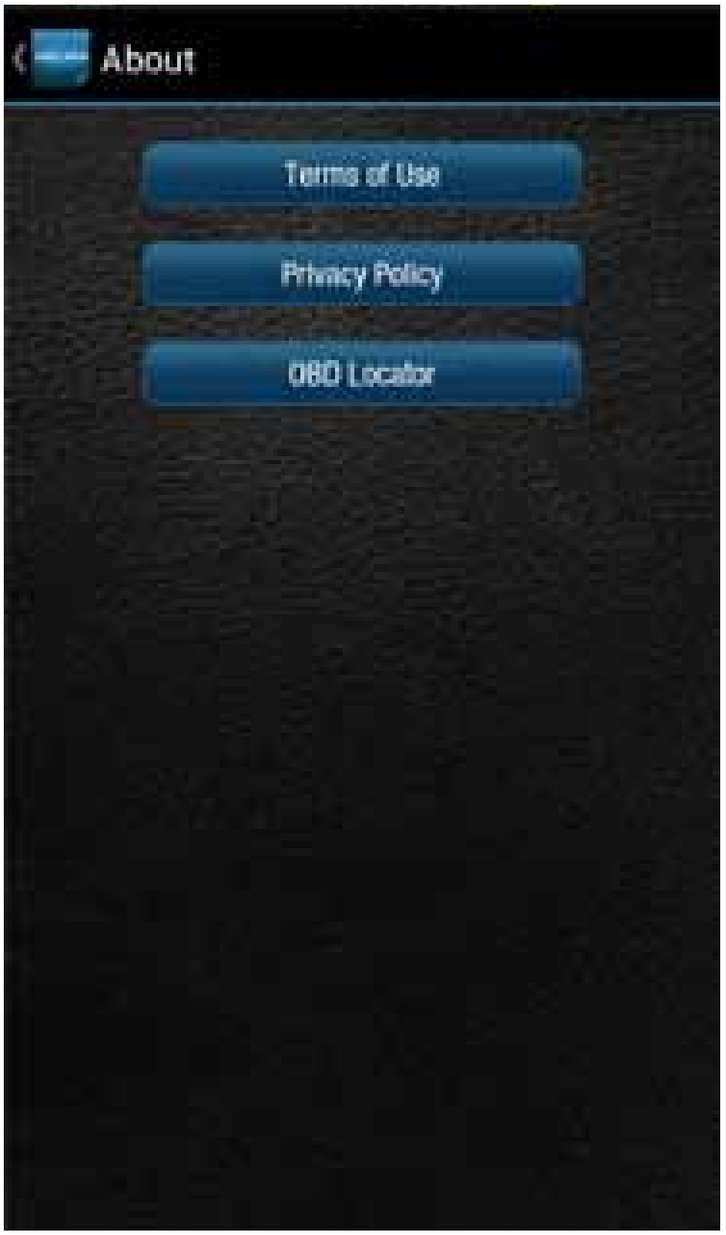


Reviewing the Terms of Use and Privacy Policy

1. To review the Terms of Use and Privacy Policy, on the side menu tap Settings.

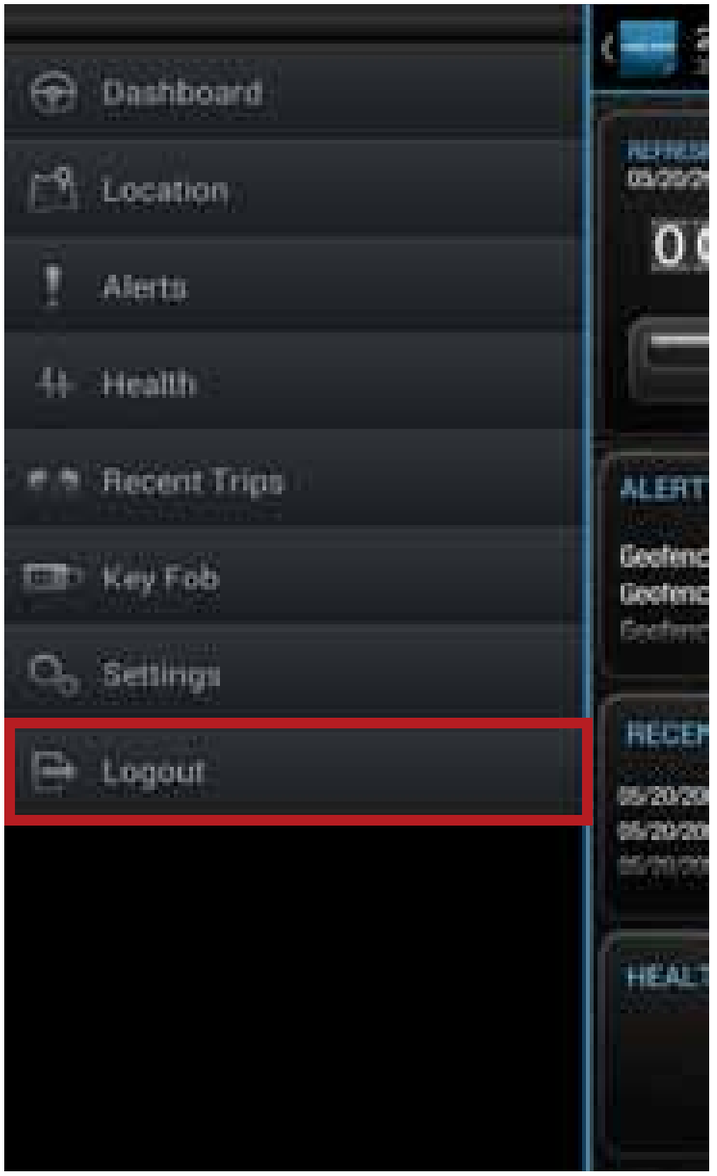


2. Tap About and then tap the document you with to review.



Logout

On the Side Menu of the app, tap Logout to logout from your vehicle. This will return you to the login screen.



Note: The Delphi Connected Car smartphone app will remain logged in indefinitely, unless the user logs out using the MENU and Logout selection.

Using the iPhone App

Forgot Username or Password

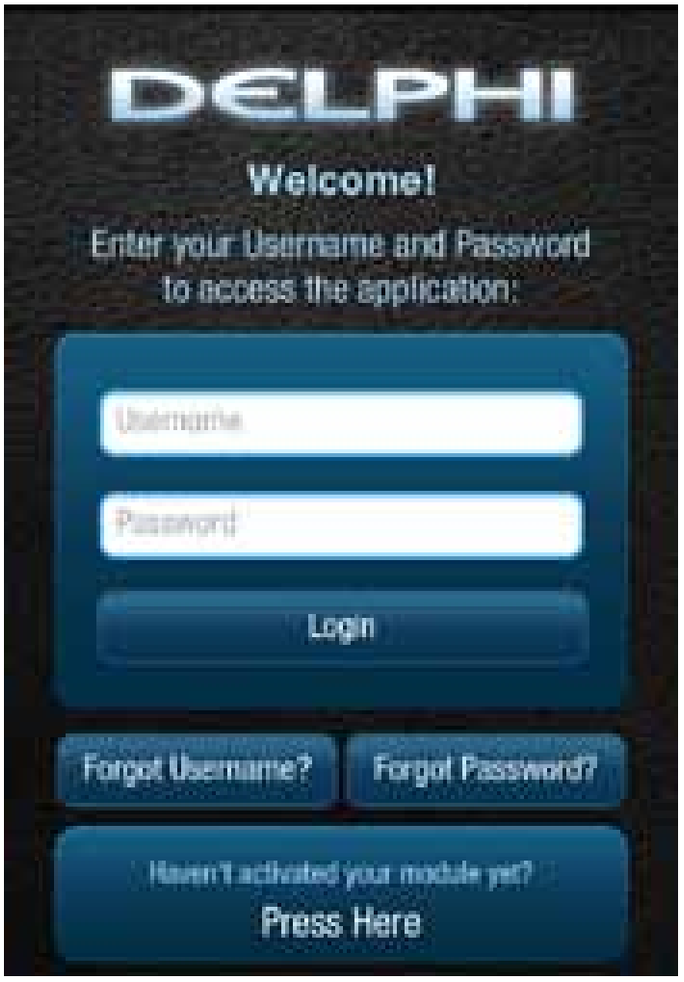
Should you forget your account login credentials, you can request your username or a password reset from the login screen.

To request your Username, tap Forgot Username?

Enter the account email address you provided in your User Settings and tap Submit.

You will receive an email with your Username sent to the account email address you provided as part of your User Settings. If you did not provide an account email address in your User Settings or do not receive the email with your Username, please call Verizon Wireless Customer Service at (800) 922-0204.

To request your Password, tap Forgot Password?



Enter your Username and tap Submit.

You will receive an email providing you a temporary password sent to the account email address you provided as part of your User Settings. Use this temporary password to login to your account. You will be required to change your password once you login. If you did not provide an account email address in your User Settings or do not receive the email with your temporary password, please call Verizon Wireless Customer Service at (800) 922-0204

Navigating Around

To navigate to a specific category, tap the item you want to view, such as Alerts, Recent Trips, Health and Location (as shown in the red boxes). You can also tap the Side Menu icon, located in the top left corner to navigate to the various features of the app.

- From the Side Menu, you can navigate to any of the Delphi Connected Car features.
- Open the Settings feature to modify account information, manage Vehicle Diagnostic Modules, configure Alerts and Notifications, and set up Bluetooth® pairing for compatible devices.
- Tap Key Fob to access the key fob feature.
- Tap Logout to log out from your vehicle.

Refreshing Your Vehicle Data

Tap the Refresh button from anywhere within the app to refresh your vehicle data. A refresh may take up to two minutes. You can continue to use the app during this time. The newest information will be displayed when it becomes available.

Note: Vehicle data will not auto refresh. If you would like to see the most current vehicle data, please tap the refresh button.

Selecting Your Vehicle

If you have more than one Vehicle Diagnostics Module associated with your account, you can select which vehicle's information to view. Tap the vehicle icon at the top of the screen to display all available vehicles. Tap the vehicle you wish to view or select current vehicle if you do not wish to change vehicles. The last vehicle that recorded data is indicated with the Vehicle Diagnostics Module icon, see yellow box.

Dashboard

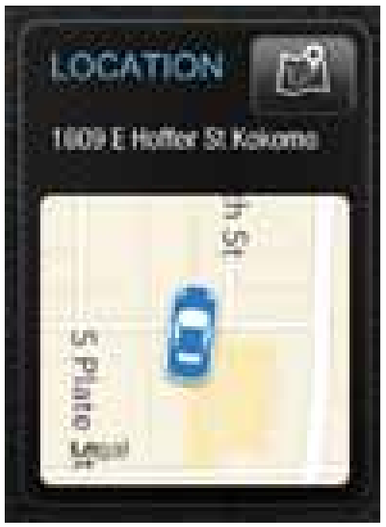
The Dashboard provides a summary of your vehicle status.

It includes the following information:

- Basic vehicle information including the engine run status, current programmable odometer, battery voltage and the fuel level, if your vehicle supports this feature:

Note: Fuel level readings will work on compatible vehicles.

• Last recorded Location of vehicle:



• The most recent alerts:

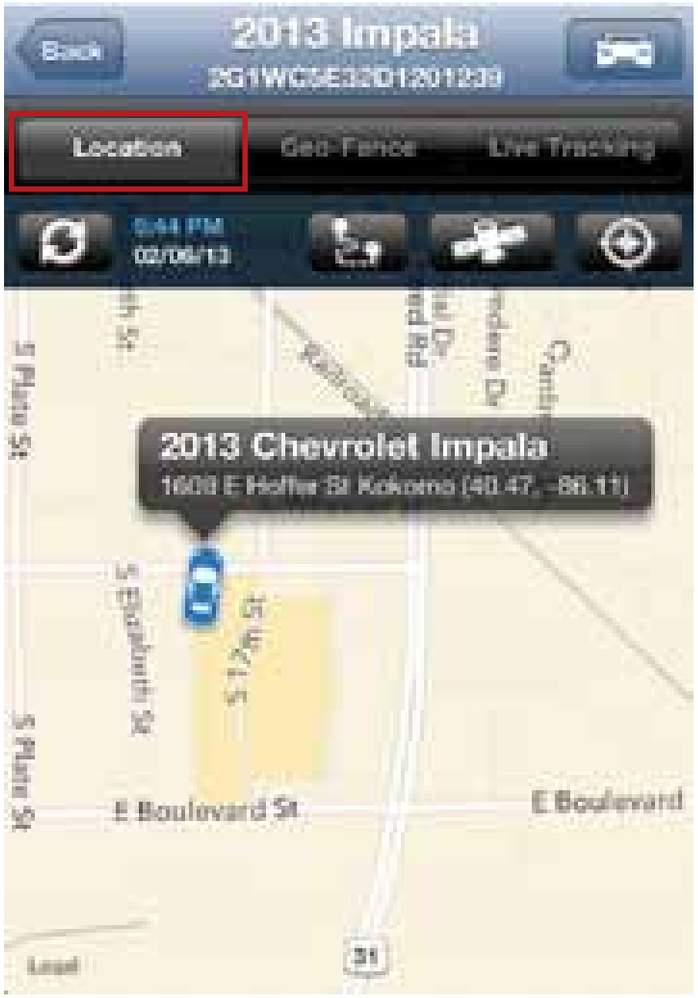
• The most recent health information reported by your vehicle:

Note: You will only see Health information if your vehicle has reported trouble codes using the diagnostic code scanning feaure. See Performing a Diagnostic Scan on Your Vehicle.

- The most recent trips:

Location

Use the Location feature to locate your vehicle at any time. The location screen indicates the last recorded vehicle location and the time and date when that location was last updated. You can also see the address and latitude and longitude of your vehicle. To remove the on-screen vehicle information, touch anywhere on the map.

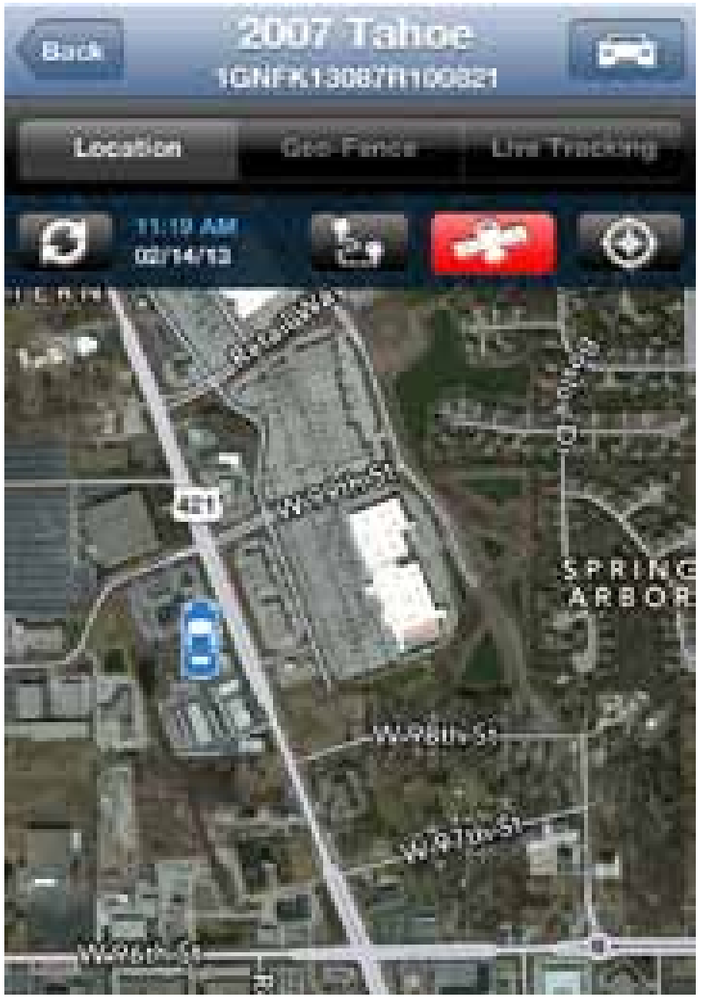


Note: Vehicle location is subject to GPS accuracy.

Note: Depending on local conditions, it can take a few minutes to locate your vehicle using GPS services. This may delay your ability to see your vehicle location when installing the Vehicle Diagnostic Module. In addition, when your vehicle is located in an enclosed structure, such as a garage, determining your vehicle's location may not be possible.

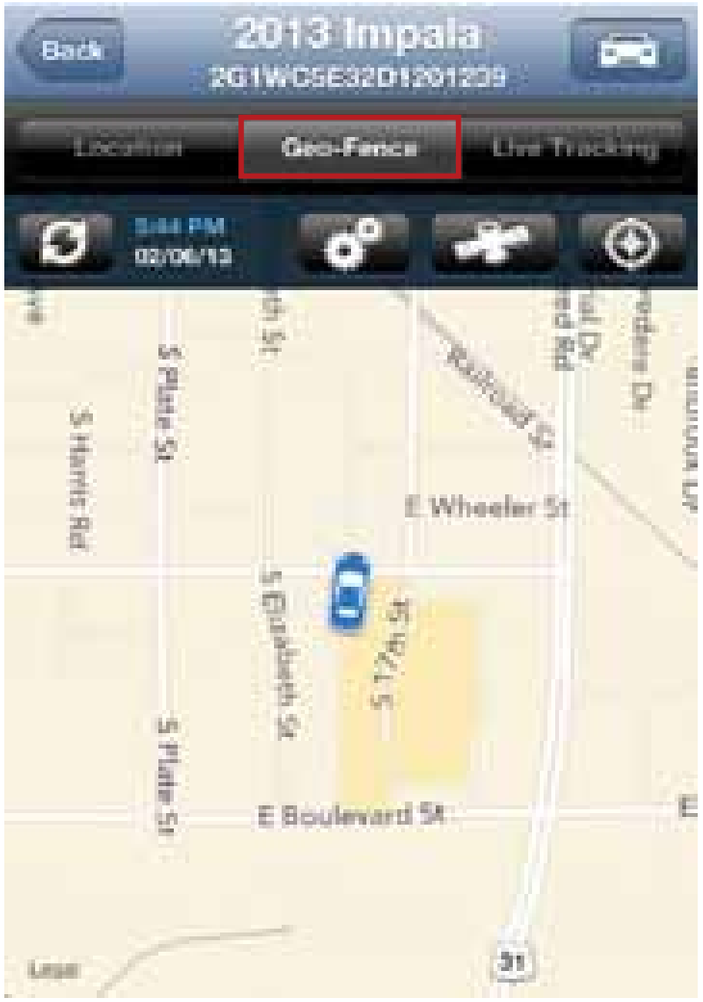
Map View

The map view can be customized using the map controls. You can use the standard iPhone map controls, such as scrolling and zooming to adjust the map view. To enable and disable the Satellite view, tap the Satellite button.



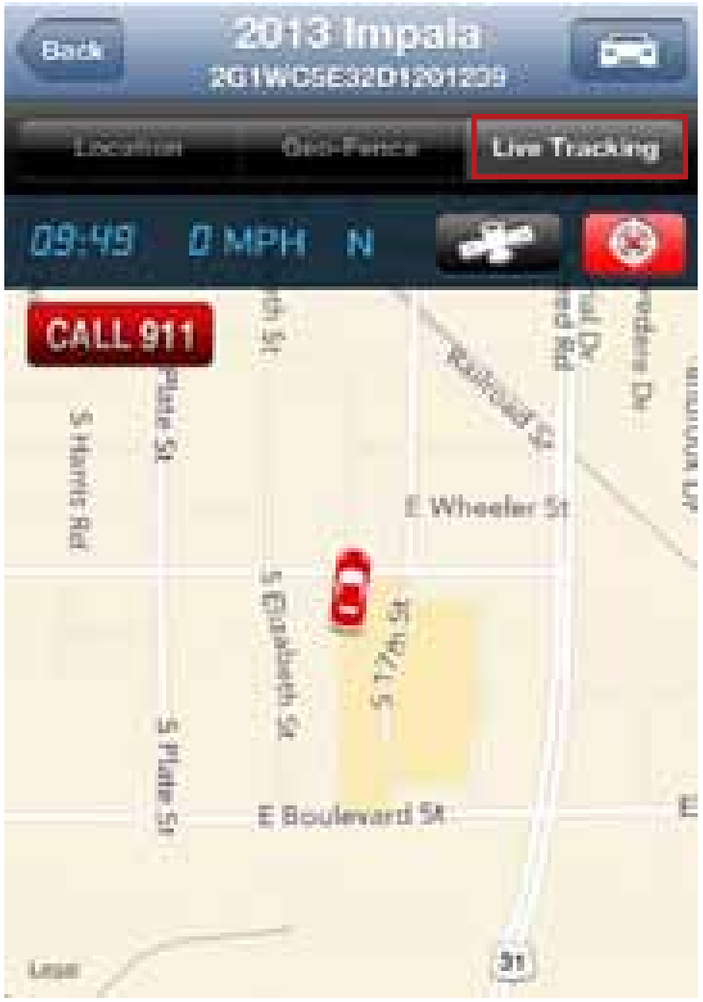
Geo-Fences

To enable and disable the display of Geo-Fences, tap the Geo-Fence button.



Live Tracking

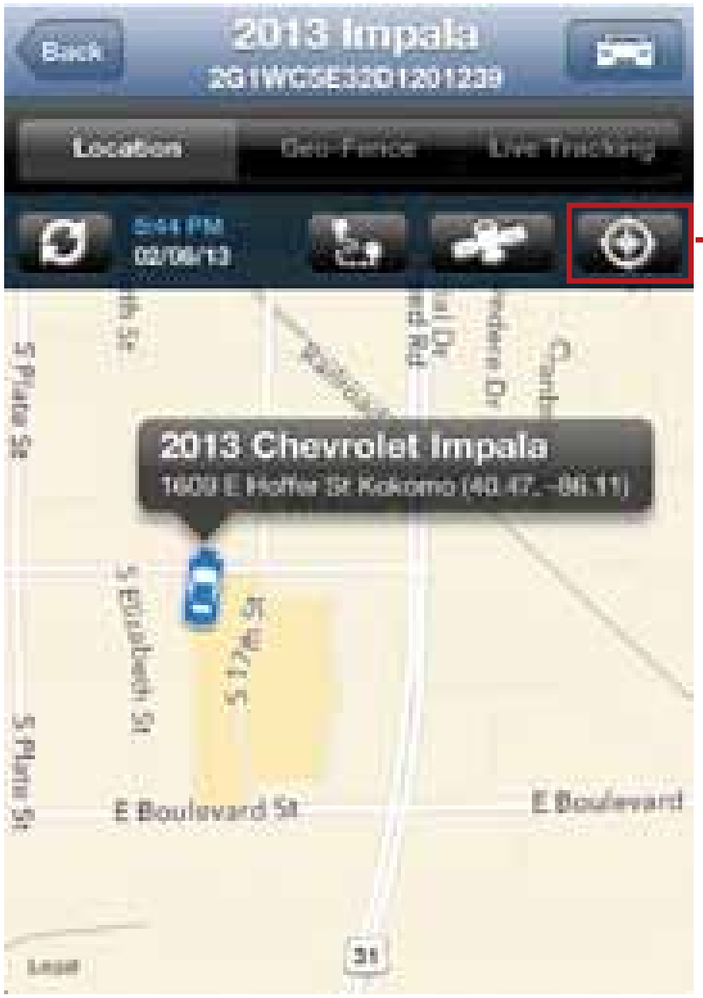
The Live Tracking button will enable real-time tracking of your vehicle. See Live Tracking on page 210 for more information.



Note: If the GPS is enabled on your phone, the location of your phone will be indicated with a blue dot on the map.

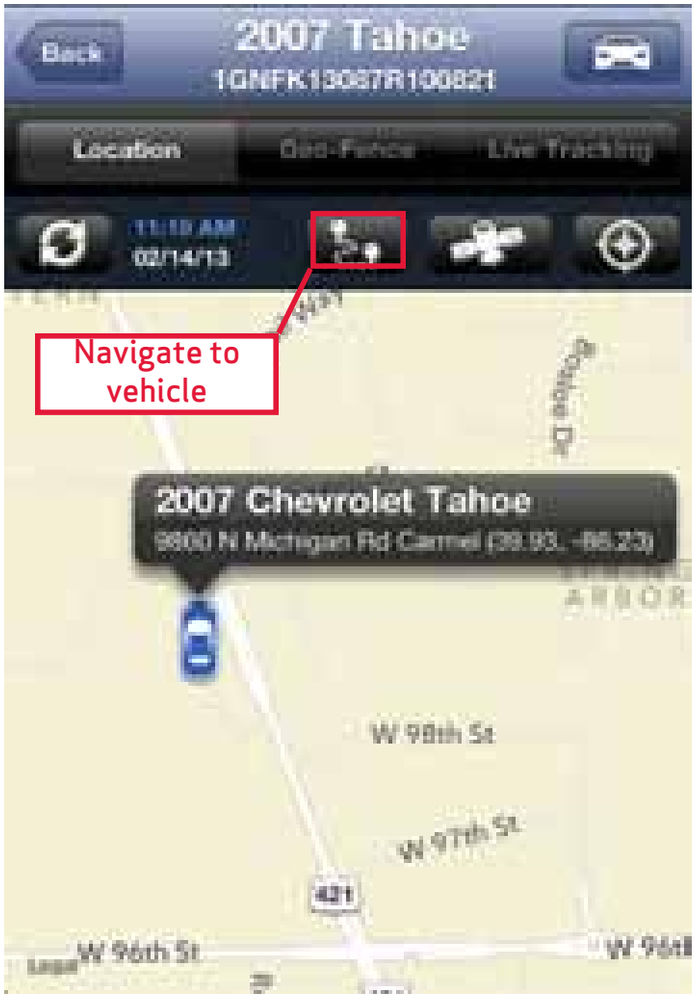
Find My Car

In the Location view, tap the Locate My Vehicle button to center the map on the vehicle's current location.



Navigate To Vehicle

If the GPS is enabled on your smartphone, you can have your default navigation app provide directions from your location to your vehicle. Tap the Navigate to Vehicle button. This command will launch the default navigation app on your phone and plot a route from your location to your vehicle's location.



Note: Navigate to vehicle will default to standard driving directions to the vehicle's location.

Programmable Odometer

A programmable odometer is provided for your vehicle. You can set it to your vehicle's odometer to track total mileage or you can set the odometer to 0 prior to a trip to use it as a trip odometer.

To set the odometer value, tap the odometer on the dashboard.

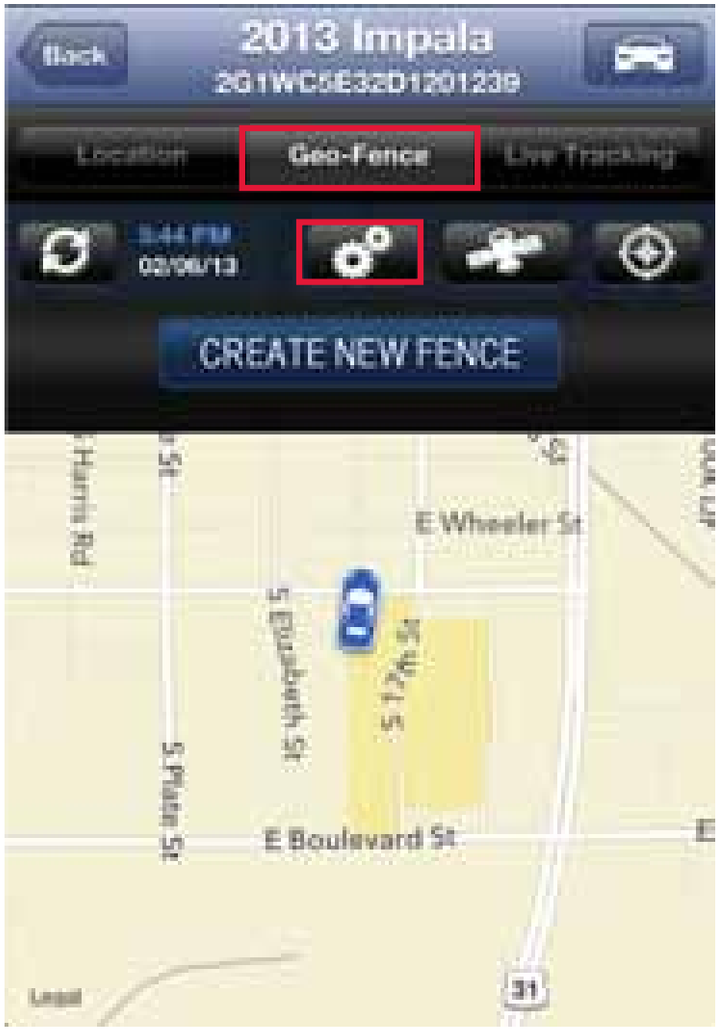
Enter the desired value in miles. Tap Save to save the value or tap back to exit without saving.

Managing Geo-Fences

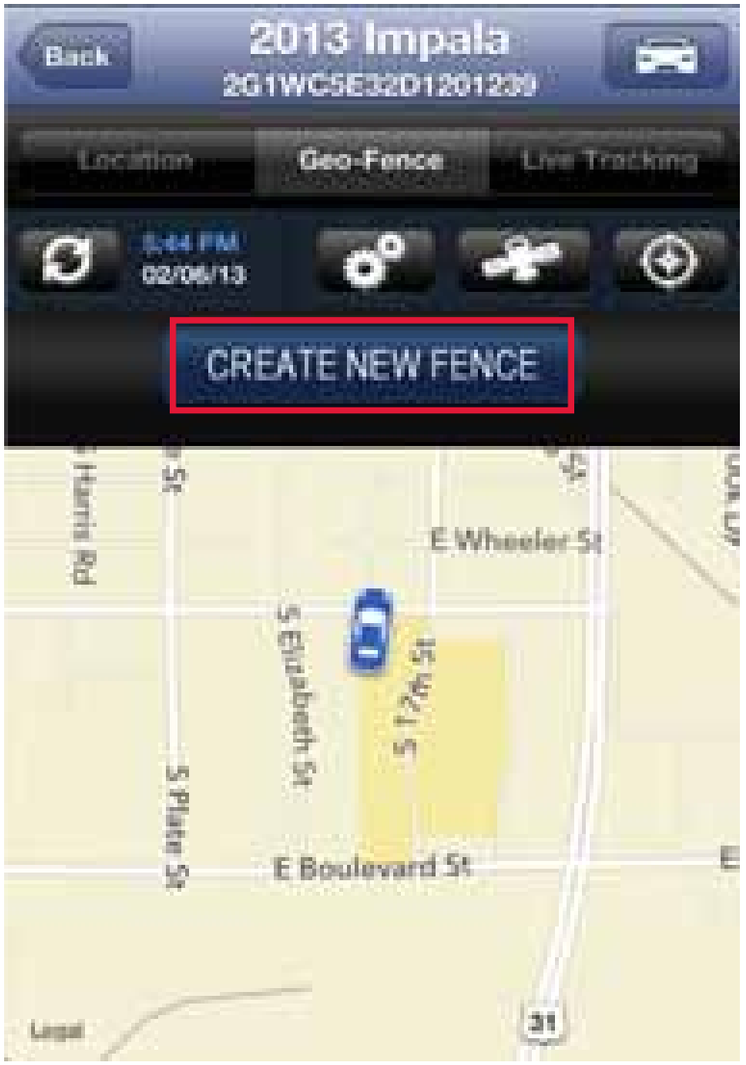
A Geo-Fence allows you to define a location that is of interest to you and create a boundary around it. When your vehicle crosses the boundary to enter or exit that location, an alert will occur and can be viewed on the Delphi Connected Car app or the website. You can also be notified via an email or text message if desired. See Configuring Notifications on page 223 for more information. You can define up to six Geo-Fences. These can be edited or deleted as often as you like. A Geo-Fence can be made as small as 0.01 miles, about 50 feet in diameter, or as large as you would like. Due to GPS location tolerance, it is suggested to make a Geo-Fence at least 0.1 miles in diameter to avoid false alerts.

Create a Geo-Fence Using the Map

1. Tap the Geo-Fence tab in the Location view. Tap the Manage Geo-Fence button to display the Geo-Fence settings panel.

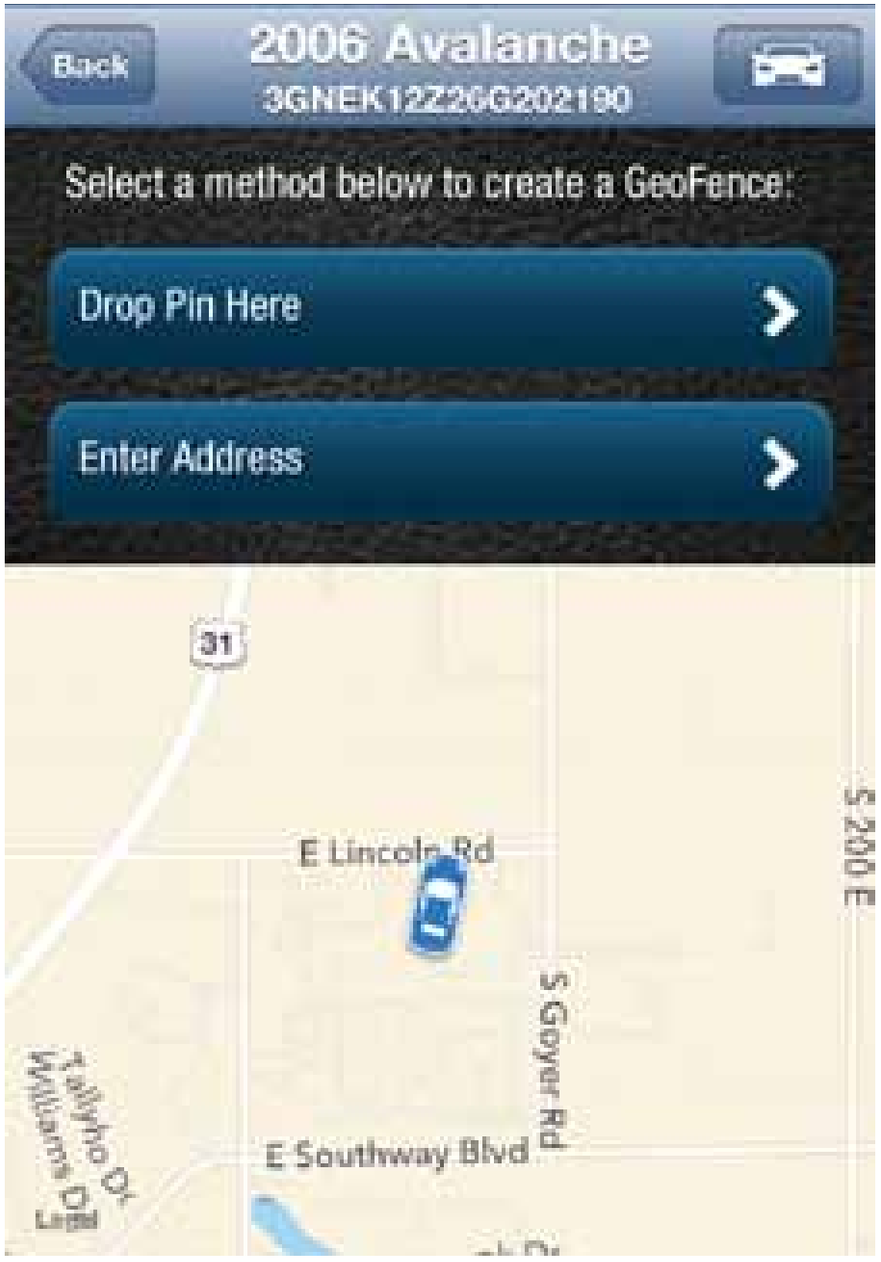


2. In the Geo-Fences settings panel, tap CREATE NEW FENCE.

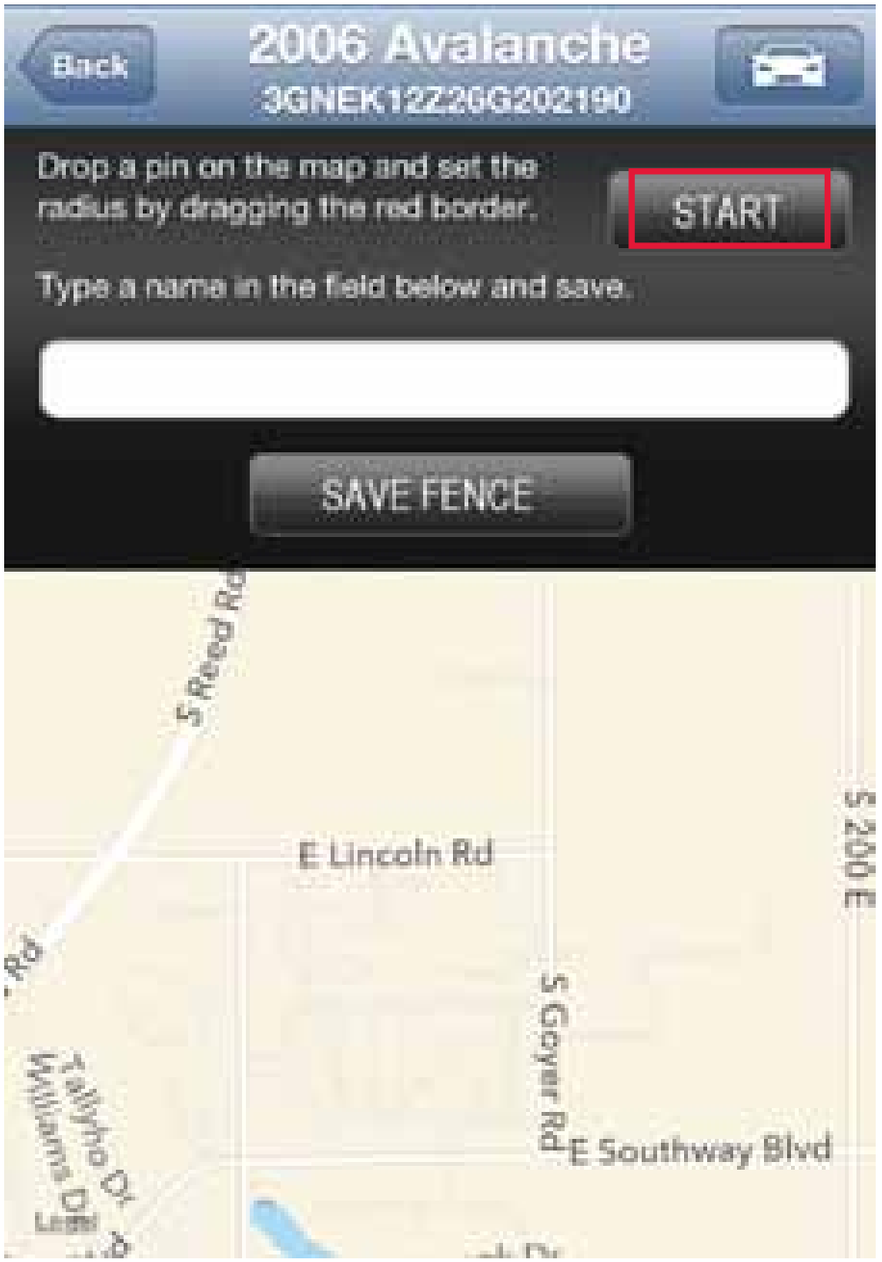


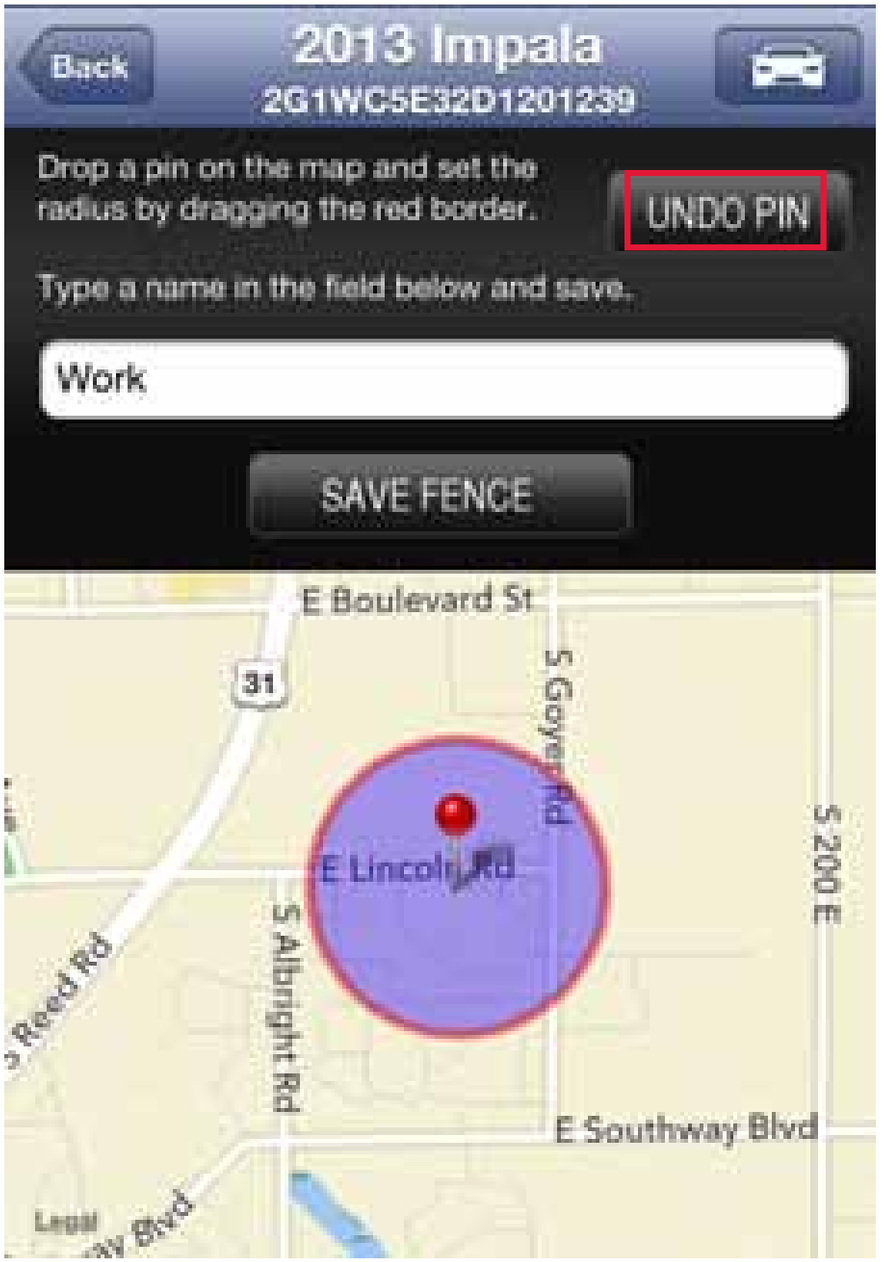
3. Scroll and zoom the map to where you would like to place the Geo-Fence.

4. Tap Drop Pin Here

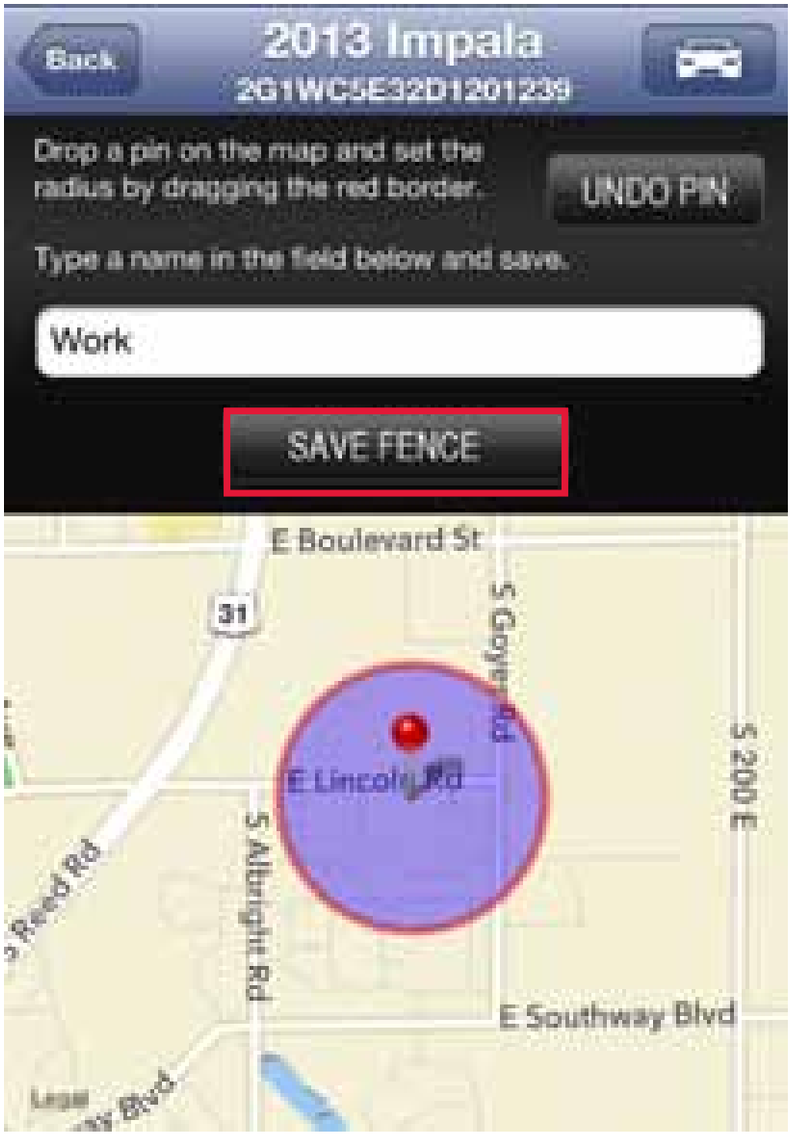


5. Tap Start to begin. A red pin with a circle will be created on the map. Follow the on-screen instructions to locate, resize and name your Geo-Fence. Tap UNDO PIN if you wish to remove the current pin and place it somewhere else.



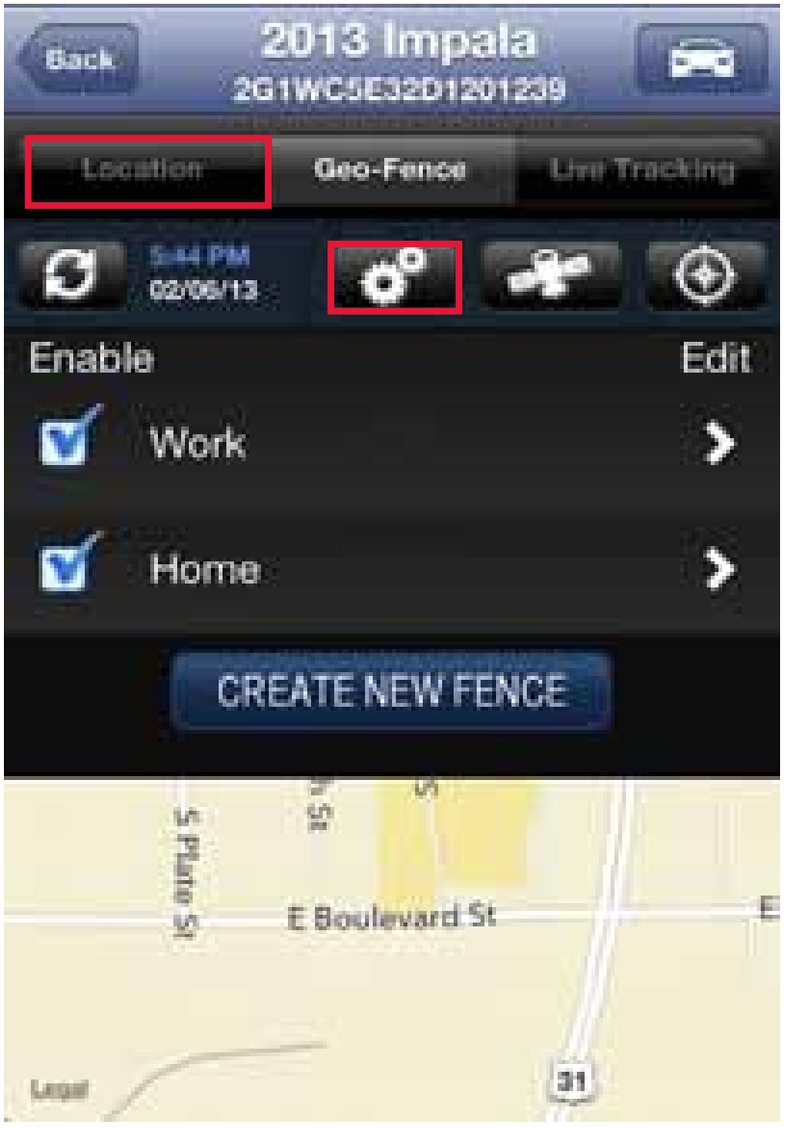


6. When finished, tap SAVE FENCE to save it or click Back to cancel creation.



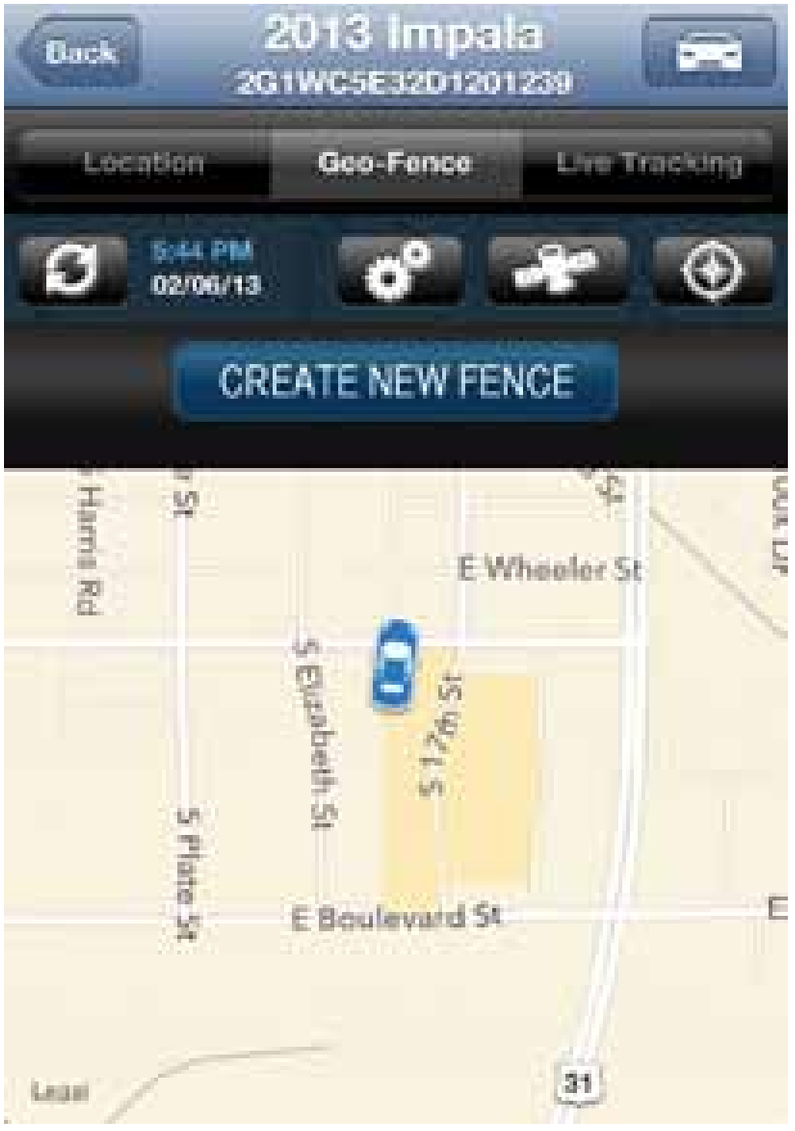
7. Create additional Geo-Fences if desired.

8. Tap the Geo-Fence Settings button or the Location button when you are done.



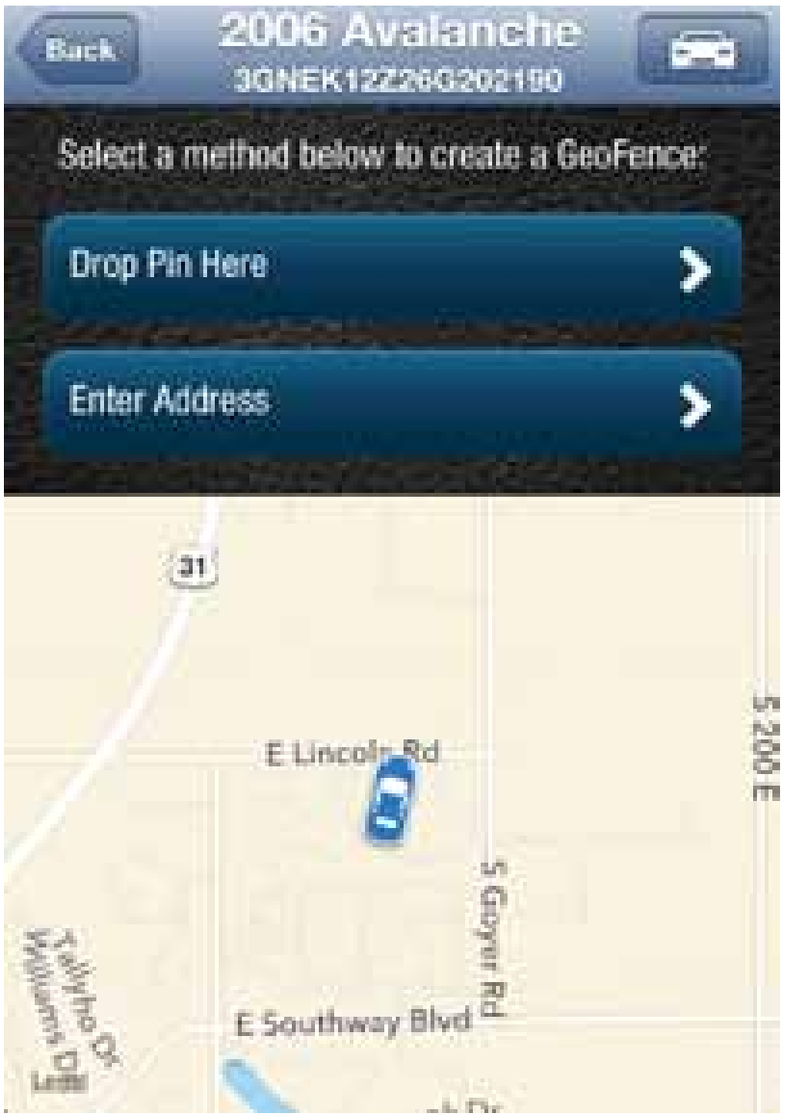
Create a Geo-Fence by Searching for an Address or Business Name

1. While in Location view, tap the Geo-Fence tab. Tap the Manage Geo-Fence button to display the Geo-Fence settings panel.

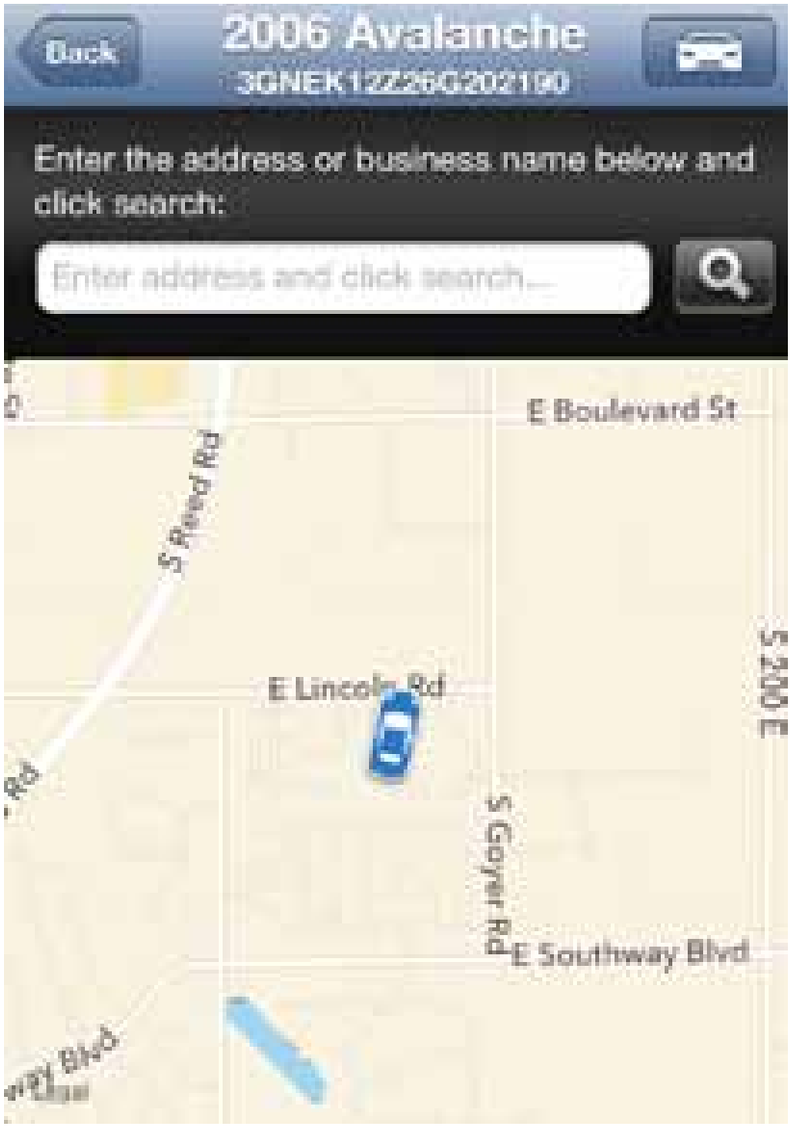


2. In the Geo-Fences settings panel, tap CREATE NEW FENCE.

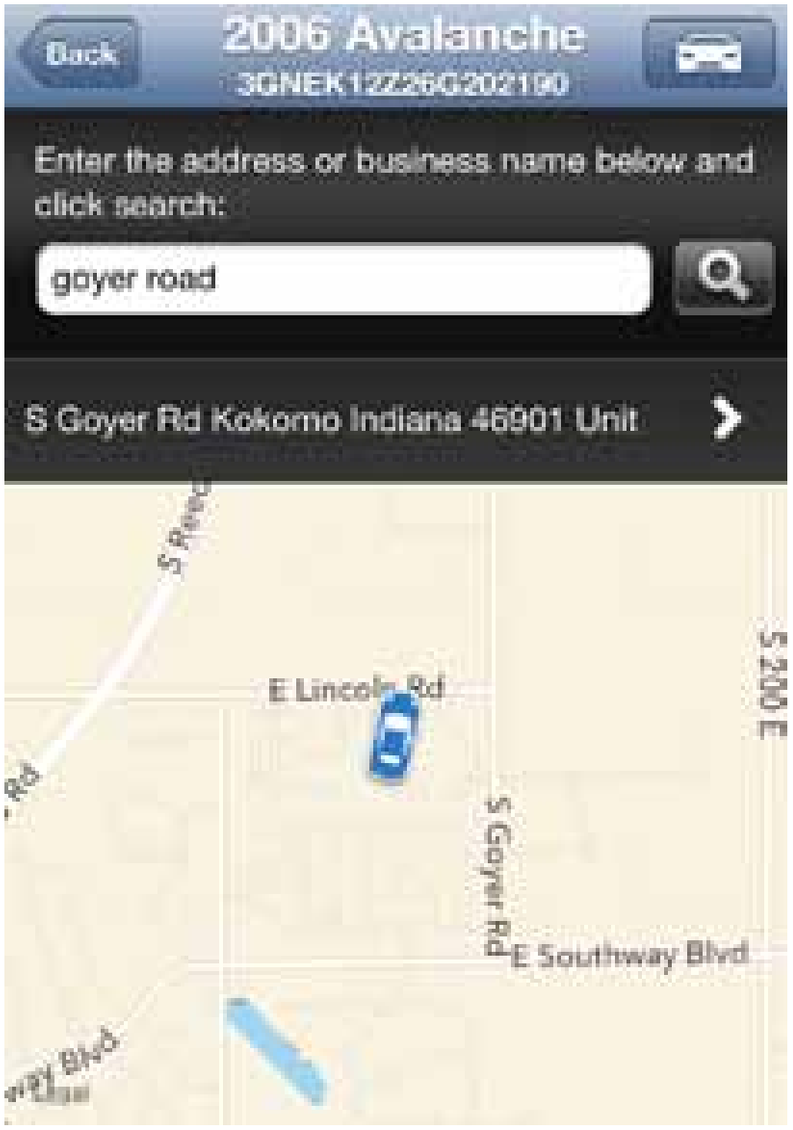
3. Tap Enter Address.

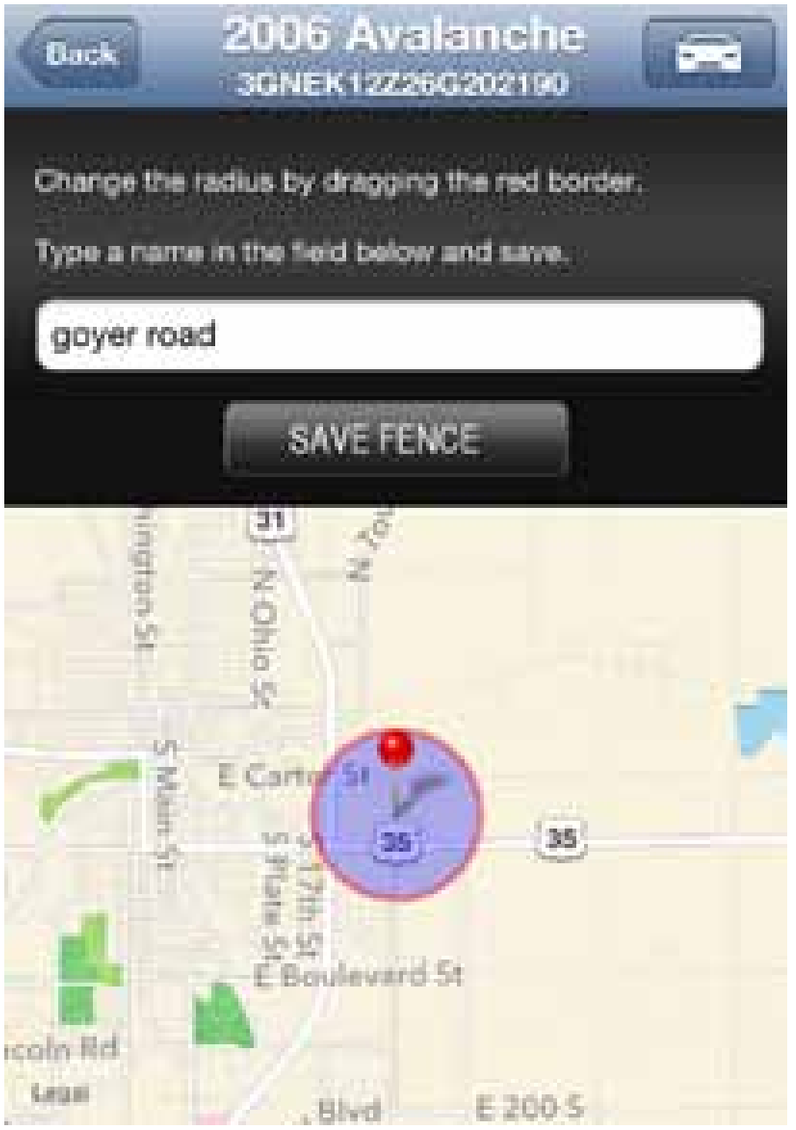


4. Enter the address or business name you want to find and tap the search icon (magnifying glass).



5. Scroll through the list of search results. You can modify the search criteria and tap the search icon (magnifying glass) to refresh the results. Within the search results, tap the desired location. A Geo-Fence will be created at the selected location.

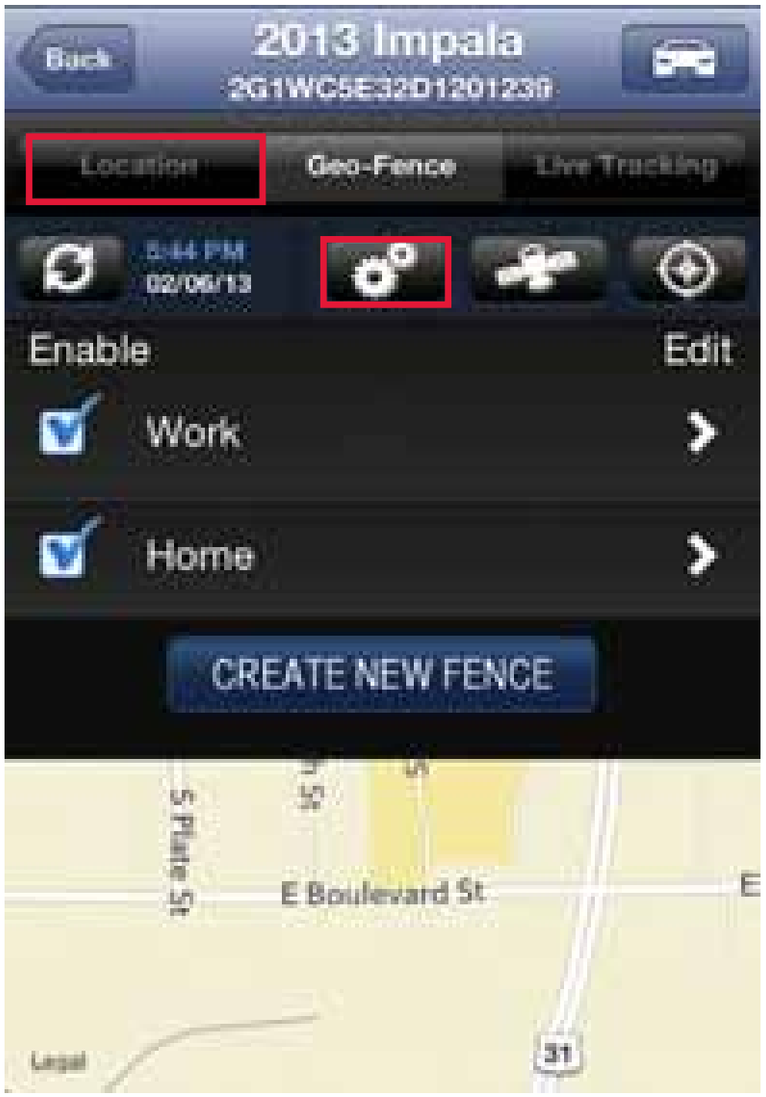




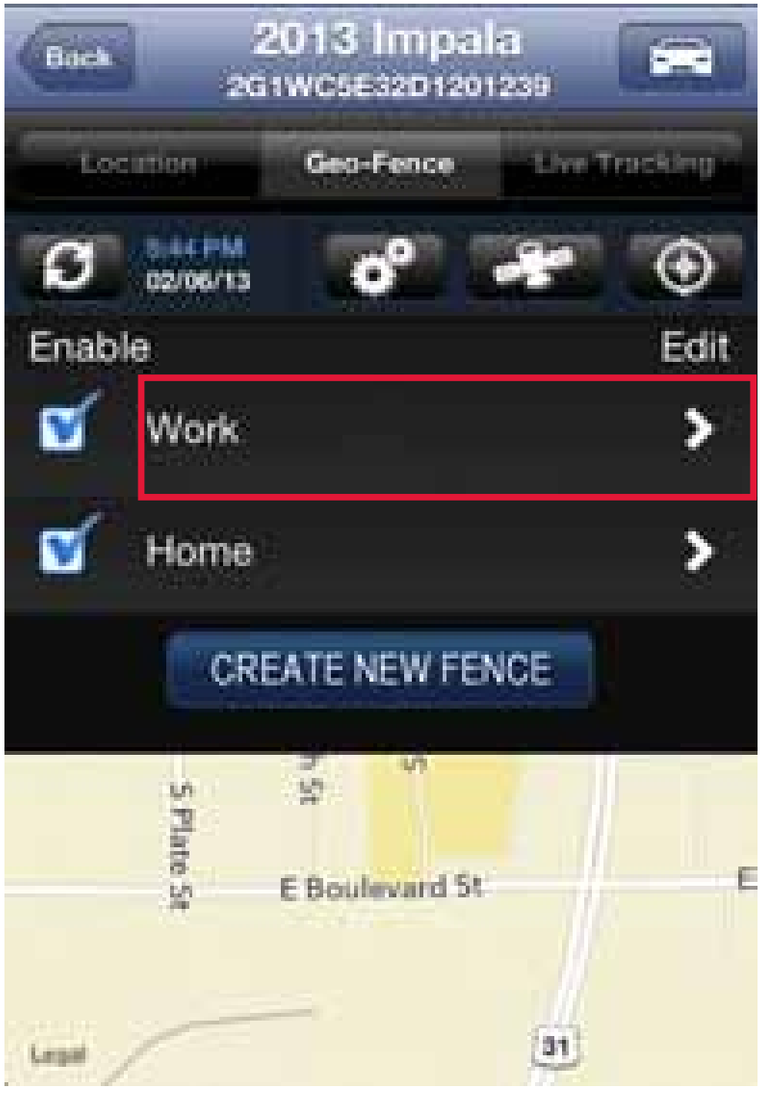
6. Follow the on-screen instructions to locate and size the Geo-Fence. The name of the Geo-Fence will default to your search text but you can change it to a different name. When you are finished, tap Save to save the Geo-Fence.

Edit or Delete an Existing Geo-Fence

1. While in Location view, tap Manage Geo-Fence on the soft menu to begin managing Geo-Fences.



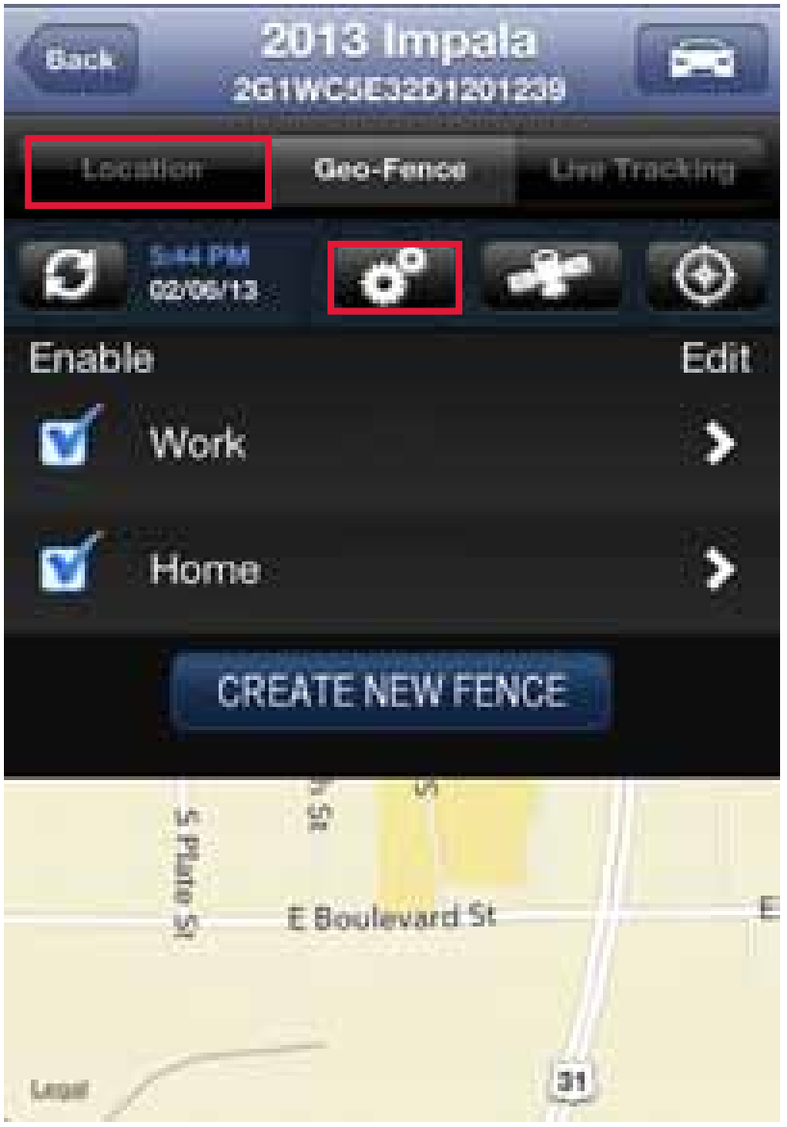
2. Tap on the name of the Geo-Fence you want to edit.



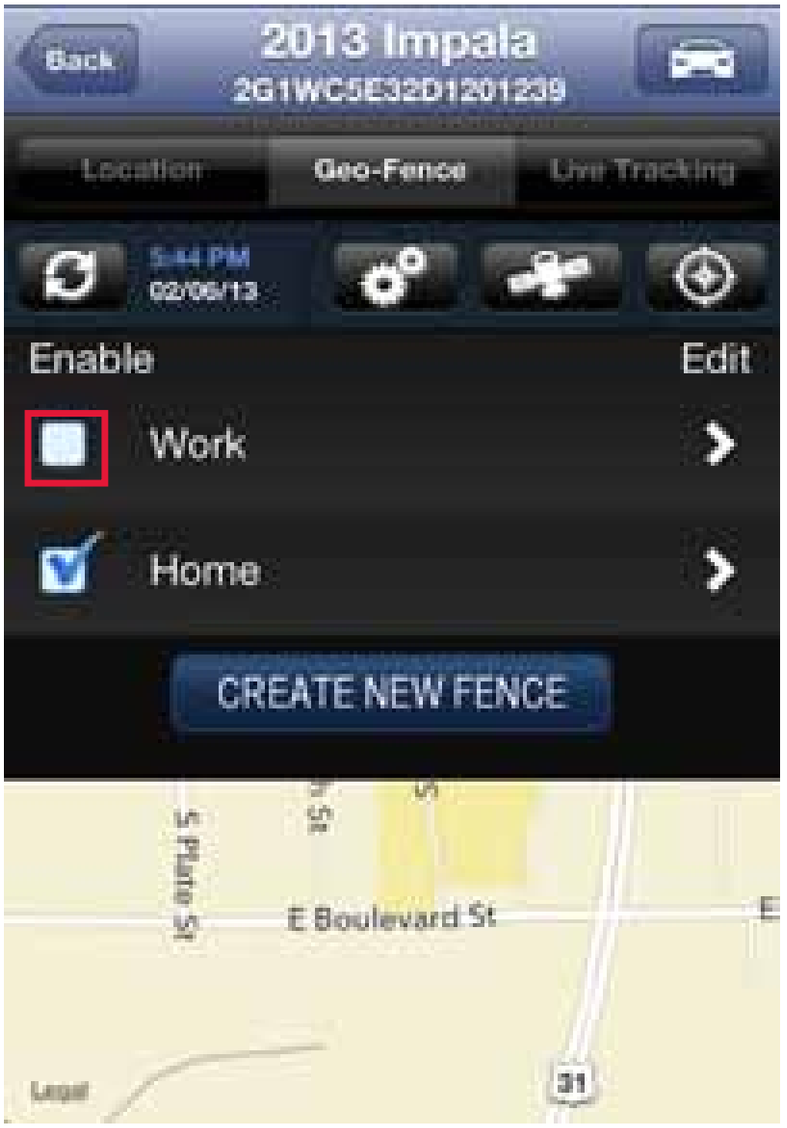
3. Follow the on-screen instructions to locate, resize and rename your Geo-Fence. You can remove the current pin and drop a new pin by tapping UNDO PIN. When you are finished, tap SAVE FENCE to save it or the Back button to exit without saving your changes. To delete the Geo-Fence, tap DELETE FENCE.

Enable or Disable a Geo-Fence

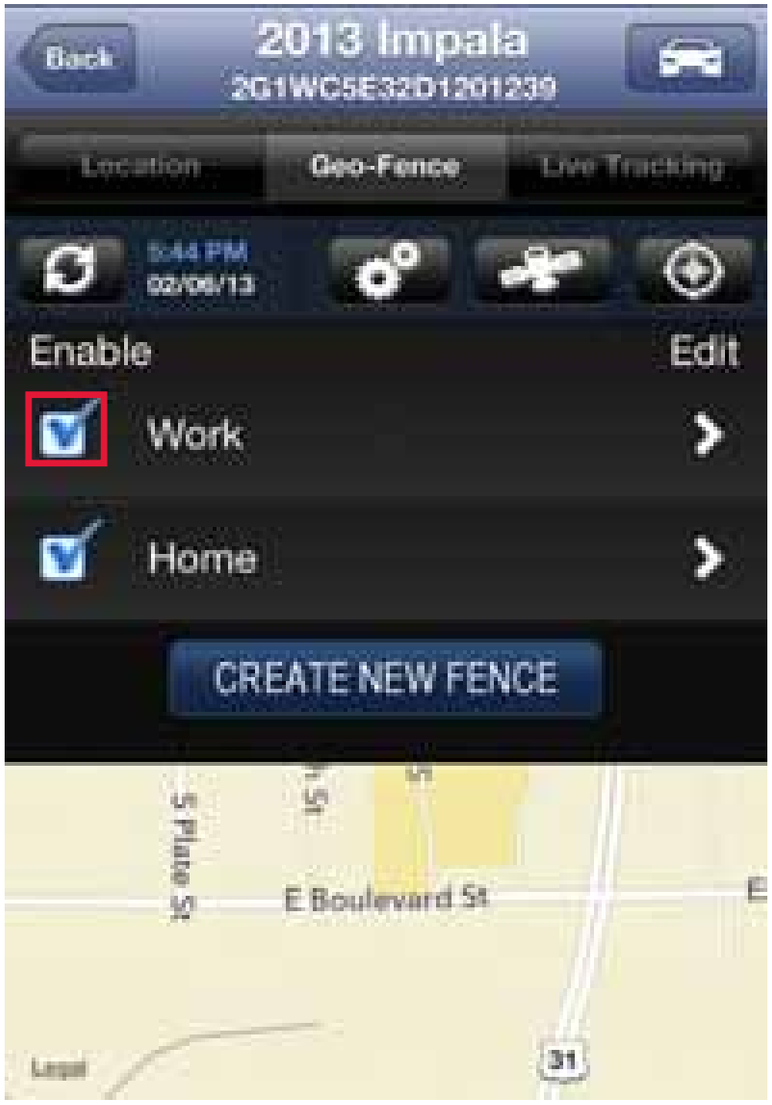
1. Tap the Geo-Fence button in the Location view to begin managing your Geo-Fences. If the Geo-Fence settings panel does not appear, tap on the Geo-Fence Settings button.



2. In the Geo-Fence settings panel, tap the box to the left of the Geo-Fence you wish to disable. This will not delete the Geo-Fence, but alerts will no longer be generated by this Geo-Fence.



3. To enable a Geo-Fence, tap the check box to the left of the Geo-Fence name you wish to enable. The Geo-Fence will be shown on the map again, and you will receive Geo-Fence alerts.

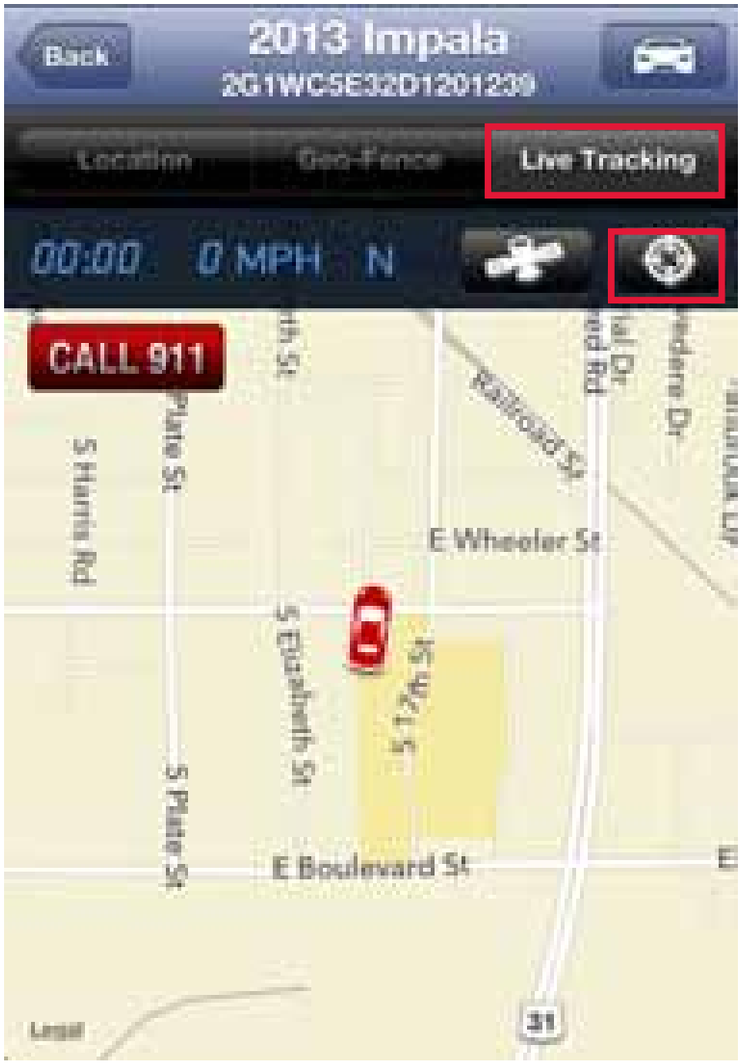


Live Tracking

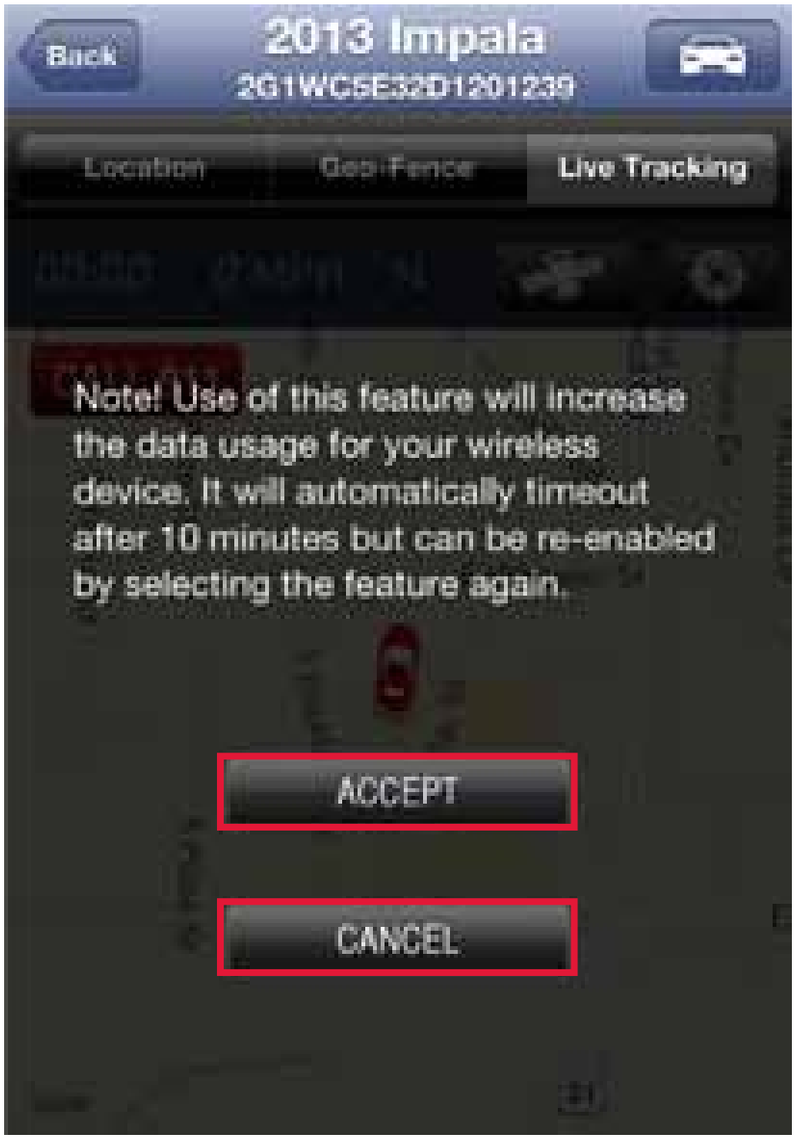
Live tracking provides you the ability to track your vehicle in real time using the Delphi Connected Car smartphone app or the Delphi website. Due to the amount of data usage required to perform live tracking, tracking will automatically timeout after 10-minutes. You can restart tracking by selecting this feature again. During Live Tracking, your vehicle's speed, heading and location on the map will be updated approximately every 5 seconds.

If you are concerned about the location of your vehicle and wish to call the authorities, you can use the provided emergency Call 911 button.

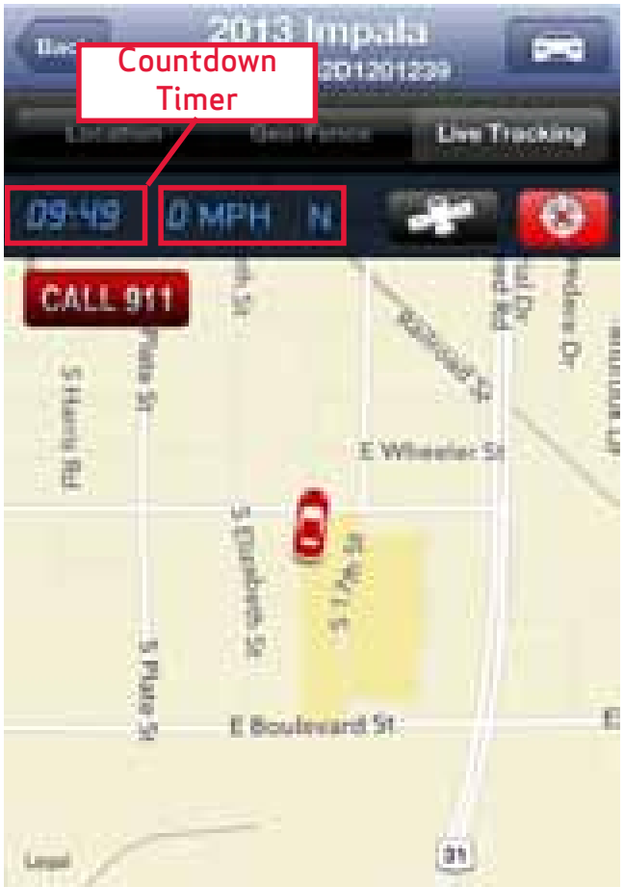
1. Tap Live Tracking tab in the Location view, then tap the Live Tracking icon to start the feature.



2. You will be see a warning message with a reminder of the 10-minute timeout. To continue, tap Accept. To exit live tracking, tap Cancel.



3. Tap the Activate Live Tracking button in the upper right hand corner. The button looks like a small gun sight.



Alerts

The Delphi Connected Car app will notify you with alerts of specific vehicle behaviors. Current alerts include the following:

- Vehicle speed exceeding a limit that you choose
- Vehicle RPM exceeding a limit that you choose
- Vehicle has entered or exited a Geo-Fence location
- The Check Engine Light (CEL) has illuminated, this is sometimes referred to as the Malfunction Indicator Lamp (MIL)

- The battery voltage falls below 11.5 volts

- While the engine is not running and the vehicle experiences a motion that exceeds a threshold that you choose.

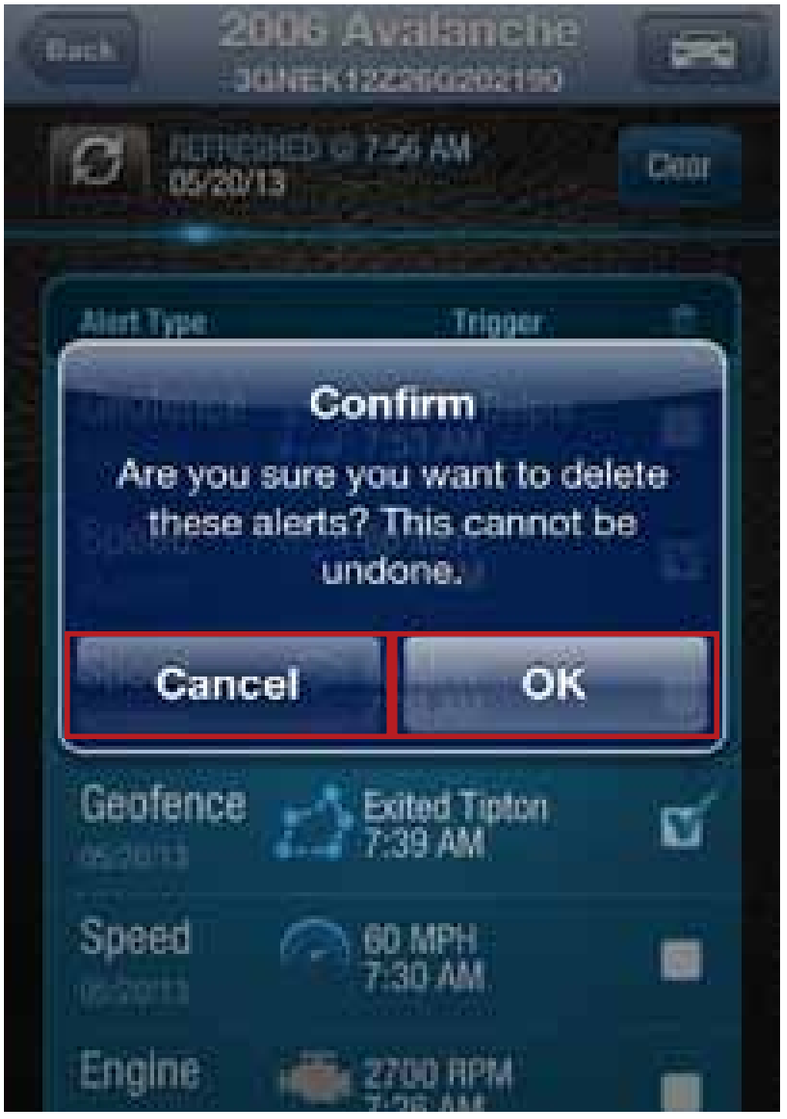
Note: The motion alert is enabled 10 minutes after the vehicle is turned off and disabled when the vehicle is started.

You can also configure email and text message notifications for each alert. For more information on configuring your alerts and the associated notifications, see sections Configuring Alerts and Configuring Notifications.

You can scroll to view all of your Alerts. The most recent Alert appears first.

To clear alerts, tap the box next to the alerts you wish to clear and select Clear. The smartphone app only displays the most recent alerts, you may not be able to clear all recorded alerts. In order to clear all alerts at one time, login to your account using the mycar.delphi.com website and select the Alerts tab.

You will need to confirm that you wish to clear the selected alerts. Tap OK to confirm, or tap Cancel to exit.



Health

The Health feature displays a history of vehicle diagnostics codes, often called trouble codes, which you have read from your vehicle. If the Check Engine Light comes on, you can perform a diagnostic scan of your vehicle which will display the codes reported by your vehicle. The Delphi Connected Car app will show you both the numeric diagnostic code and the meaning of the code. In some cases, the definition of a manufacturer specific code may not be available.

Each time you perform a diagnostic scan, any newly reported codes will be added to the list being displayed. Every code displayed will show the time and date when the code was read from your vehicle. Therefore, you may read the same code from the vehicle multiple times and see it in the list multiple times.

For more information on reading your vehicle codes, see section Performing a Diagnostic Scan on Your Vehicle on page 228.

You can scroll to view all of the reported diagnostic codes. The most recent codes are listed first. To view all codes, login to your online account and select the Alerts tab.

Note: A diagnostic scan will be performed automatically during the initial installation process.

Performing a Diagnostic Code Scan on Your Vehicle

To begin a diagnostic scan, tap the Refresh button labeled Perform trouble code scan

You will see a warning to make sure the engine is turned off and the key is in the On position before continuing. Once you begin the scan, please wait at least 2 minutes before starting your vehicle. Select Cancel to cancel the scan.

Clearing Diagnostic Codes

You can choose to clear the codes from either your display or from from your vehicle. If you clear the codes from your display, you will no longer see them in your vehicle's data but they may still be active in your vehicle. Performing a diagnostic scan will allow to see if they are still being reported by your vehicle.

If you clear the codes from your vehicle, the Vehicle Diagnostics Module will command your vehicle to clear the current diagnostic codes. If a fault condition exists in your vehicle, a diagnostic code may return until the problem is fixed. Clearing the codes in the vehicle will not clear the codes you see displayed in the app in the Health section. You can leave this list if you want to maintain a history of your vehicle's health.

Note: Simply clearing the diagnostic codes in your vehicle will not repair any problems it may have. Driving a vehicle that has diagnostic problems without first repairing them may cause damage to your vehicle. You should always correct any problems before clearing the diagnostic codes in your vehicle.

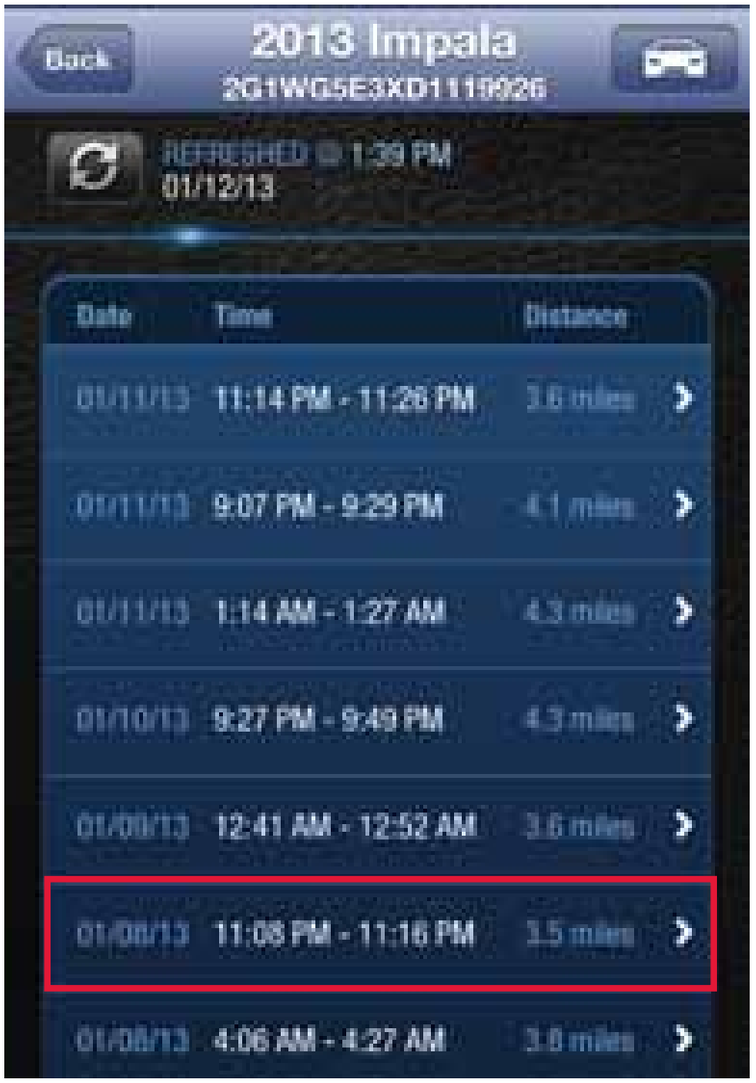
To begin clearing codes, tap Clear.

Tap Clear Display to clear the codes from your display, tap Clear Vehicle to clear the codes from your vehicle, or tap Cancel to exit.

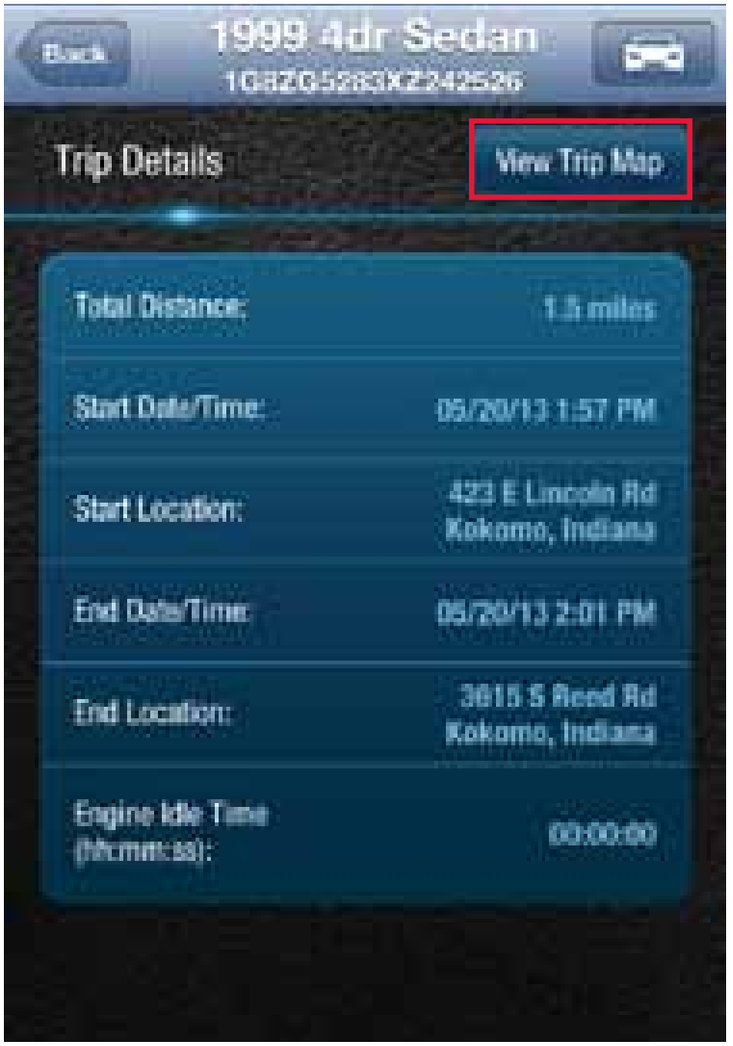
Recent Trips

The Recent Trips feature records all the trips the vehicle has taken since you installed the Vehicle Diagnostics Module. Within the smartphone app, you can view the ten most recent vehicle trips. The most recent trip is listed first. Select any trip to view the trip details. To view all the recorded trips, use the website.

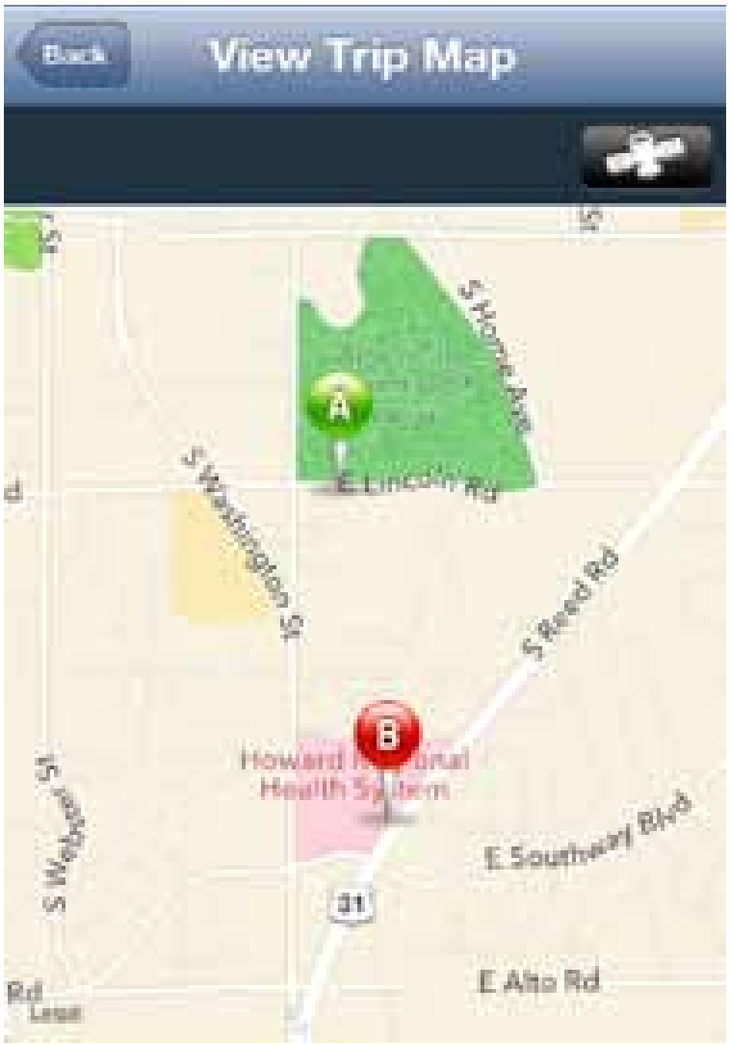
Tap any trip to view its details.



The trip details include total distance, start date and time, start location, end date and time, end location, and the amount of time the engine was idle time during the trip. Tap View Trip Map to view the trip on a map.



Use the map control tools (on page 198) to change the map scroll and zoom the map, or turn on Satellite view.



Key Fob Pairing

The key fob setup process has two main steps, configuring your Vehicle Diagnostics Module for your vehicle and pairing your Vehicle Diagnostics Module with your vehicle. You can perform the configuration step at any time from either the smartphone app or the website. To complete the pairing step you will need to be in your vehicle. It is necessary to perform this step in your vehicle because you may be prompted at times to turn your ignition key and press specific vehicle buttons. Following the successful set up of your Vehicle Diagnostics Key Fob, you will be able to use the smartphone app to send key fob commands to your vehicle in the same manner as you would with your original key fob. In addition, you can use the Delphi Connected Car web site to send key fob commands as well.

Note: While the Vehicle Diagnostics Module currently supports most remote start systems that came from the manufacturer, you can check if your remote start feature is supported. Refer to the fitment guide at connectedcar.delphi.com/fitment. For vehicles that require a sequence of buttons to be pressed to perform a remote start, you only need to press the Remote Start button once. The Vehicle Diagnostics Module will automatically provide any button sequence required to start the vehicle.

Note: You will only need to pair the key fob using the Delphi Connected Car app or website one time. After the initial pairing, the key fob capability will be available from either location.

Note: For vehicles that require a sequence of buttons to be pressed to perform a remote start, you only need to press the Remote Start button once. The Vehicle Diagnostics Module will automatically provide any button sequence required to start the vehicle.

Note: It is necessary to perform this step in your vehicle because you may be prompted at times to turn your ignition key and press specific vehicle buttons.

Note: The key fob setup should be only performed when all key fobs are present. If you do this with only one present it may de-program your secondary key fobs.

Before attempting the key fob setup process, look on your dashboard view to see if your vehicle's VIN has been identified. If the Vehicle Diagnostics Module was able to read your vehicle's VIN, you will see it displayed at the top of the screen below your vehicle name. If the Vehicle Diagnostics Module was unable to read your vehicle's VIN, your vehicle will be identified by the word Vehicle followed by a number. If your VIN is not available, see section Key Fob Setup without VIN.

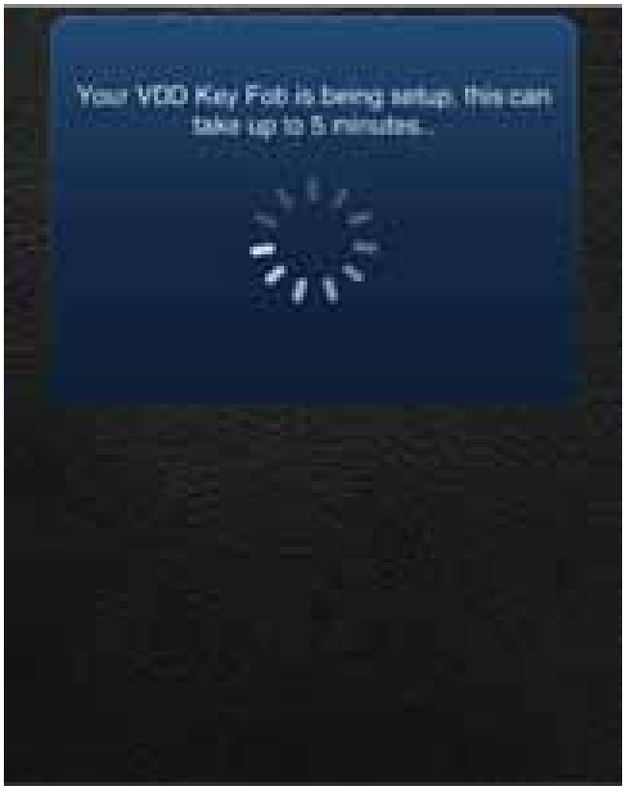
You can also edit your vehicle information and provide either the VIN or the Make, Model, and Model Year of your vehicle prior to fob setup. See section Edit Your Vehicle Information.

To enable your keyfob feature:

1. Navigate to the Key Fob feature which is accessible from the Side Menu. Tap OK to begin the fob setup process or Cancel to exit.

2. Using the Prev and Next buttons, look for the key fob picture that matches your key fob. Once you have found your key fob, tap Continue. If you do not find a picture of your key fob, tap “I don’t see my fob”. In this case, your key fob is not currently supported.

3. Once you have tapped Continue, you will see the following message while your key fob is being initialized. The configuration step can take up to 5 minutes. Do not close the app during this process.



4. When complete, the following screen will be displayed and you will need to be in the vehicle to perform the final key fob setup steps. If you wish to complete the process later, you can tap “Perform this step later”.

5. Once in the vehicle, tap Continue. Carefully follow the on screen instructions. You may be required to push buttons in your vehicle such as the door lock/unlock switch or you may need to turn the ignition key a certain number of times.

Following the successful pairing of your Vehicle Diagnostics Key Fob, you should be able to use your Delphi Connected Car app to send key fob commands over the Verizon Network to your vehicle in the same manner as you would with your manufacturer key fob. In addition, you can also use the Delphi Connected Car website to send key fob commands to your vehicle.

Note: You will only need to pair the key fob using the Delphi Connected Car app or website once. After the initial pairing, it will be available from the smartphone app or website.

Key Fob Pairing Without VIN

1. To enable your key fob feature, navigate to the Key Fob feature which is accessible from the Side Menu. If your key fob is not set up, you will see the following message. Tap OK to begin the fob set up process or Cancel to exit.

2. Use the on screen prompts to select your vehicle and select Submit. If are not able to select your vehicle, tap “My vehicle is not listed” and see section My Vehicle is Not Supported.

3. Using the Prev and Next buttons, look for the fob picture that matches your key fob. Once you have found your key fob, tap Continue. If you do not find a picture of your fob, click I don’t see my fob. In this case, your fob is not currently supported.

4. Once you have tapped Continue, you will see the following message while your key fob is being initialized. The configuration step can take up to 5 minutes. Do not close the app during this process.

5. When complete, the following screen will be displayed and you will need to be in the vehicle to perform the final key fob setup steps. If you wish to complete the process later, you can tap “Perform this step later”.

6. Once in the vehicle, tap Continue. Carefully follow the on screen instructions. You may be required to push buttons in your vehicle such as the door lock/unlock switch or you may need to turn the ignition key a certain number of times.

Following the successful pairing of your Vehicle Diagnostics Key Fob, you will be able to use your Delphi Connected Car app to send key fob commands over the Verizon Network to your vehicle in the same manner as you would with your manufacturer key fob. In addition, you can also use the Delphi Connected Car website to send key fob commands to your vehicle.

Note: You will only need to pair the key fob using the Delphi Connected Car app or the website once. After the initial pairing, it will be available from the smartphone app or website.

Pair Smartphone Bluetooth® to Vehicle Diagnostics Module

This feature lets you access the Vehicle Diagnostics Module key fob functions on your Delphi Conncted Car smartphone app when within Bluetooth® range of the Vehicle Diagnostics Module (range is dependent on your cell phone).

This feature requires:

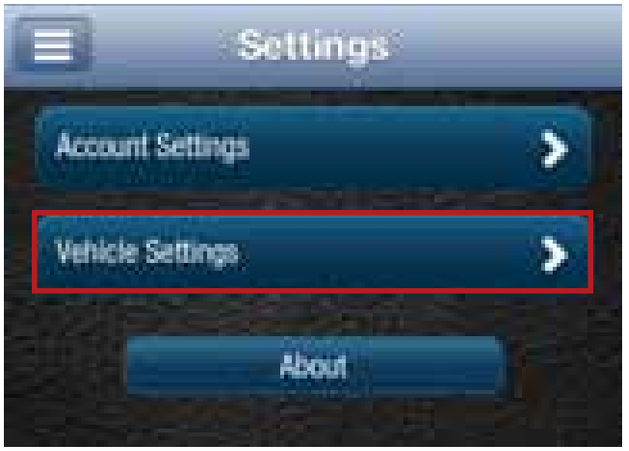
- Successful Vehicle Diagnostics Module key fob pairing to your vehicle.

- A compatible smartphone with Bluetooth®

To pair your Smartphone with the Vehicle Diagnostics Module Bluetooth® Direct Connect, follow the steps below:

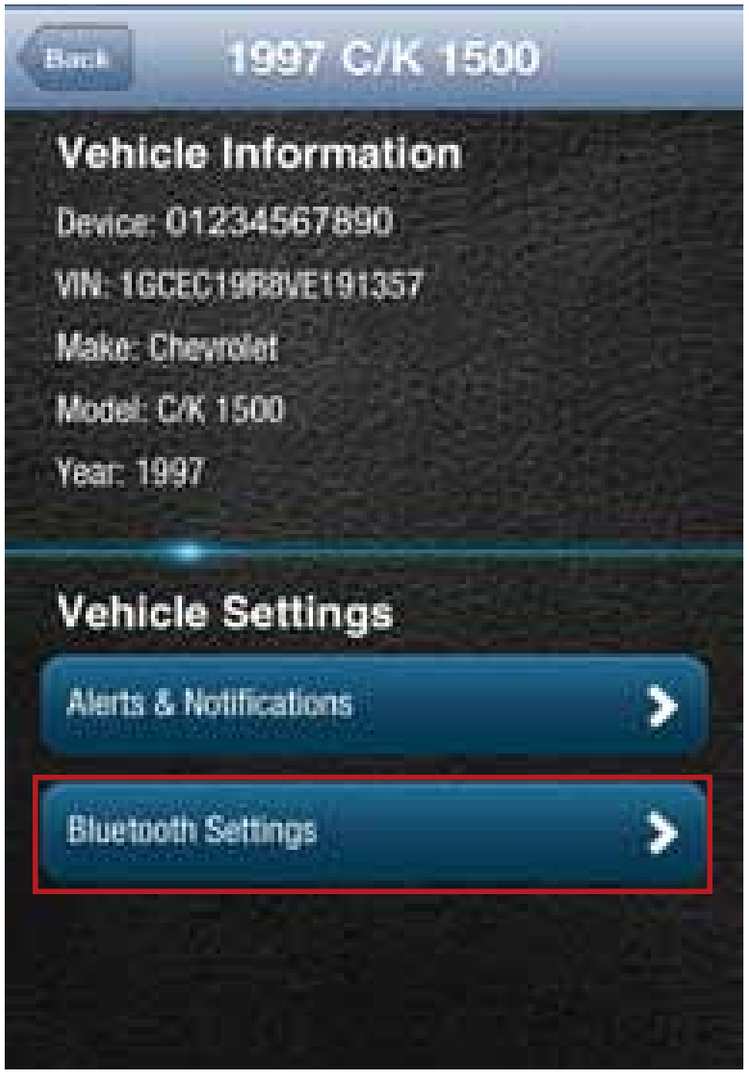
1. Access the Delphi Connect Car app side menu. Tap Settings.

2. Tap Vehicle Settings.



3. Tap the vehicle in which the Vehicle Diagnostics Module is currently installed.

4. Tap Bluetooth Settings.



5. Tap Discover to activate Bluetooth® pairing.

6. The Status LED on your Vehicle Diagnostics Module should begin flashing blue.

7. Press your phone's Home button and follow the procedures for turning on your smartphone's Bluetooth® feature.

8. Tap Search for Devices or Scan Now if your phone doesn't begin scanning automatically.

9. When a device named ACT231 appears as an available device, tap it.

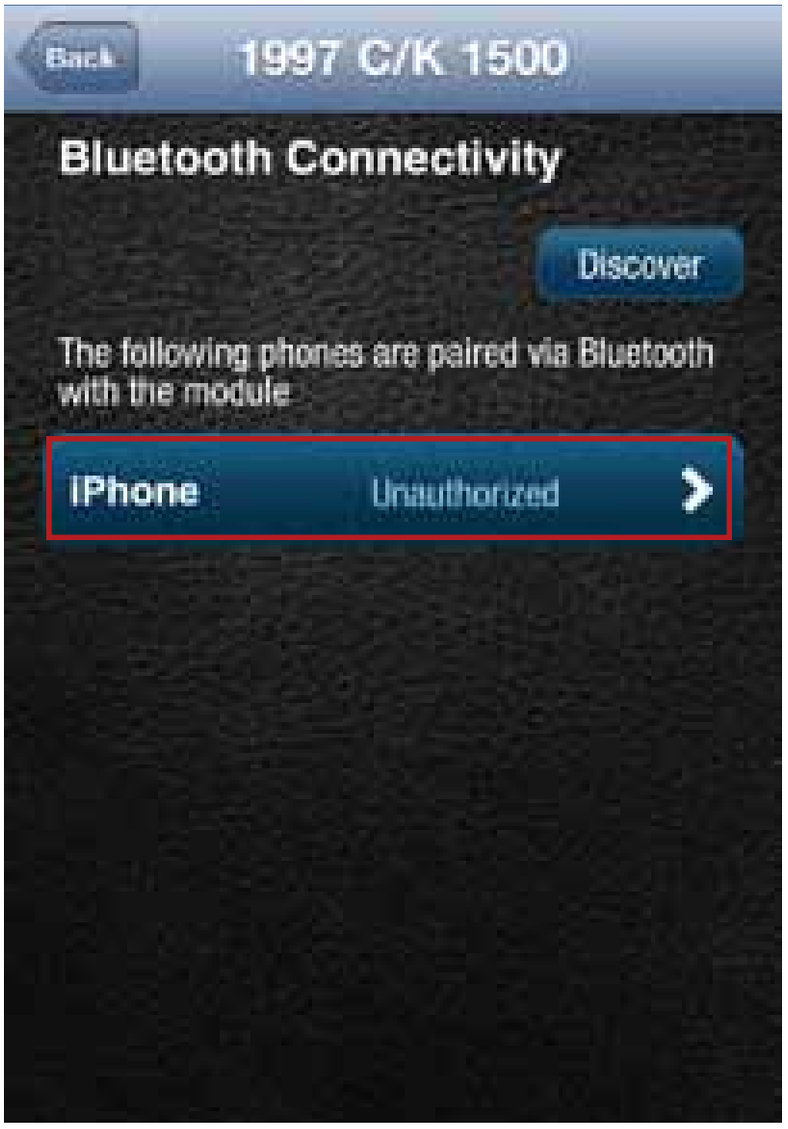
10. The device ACT231 should now show as paired.

Authorize your smartphone's Bluetooth® key fob functionality.

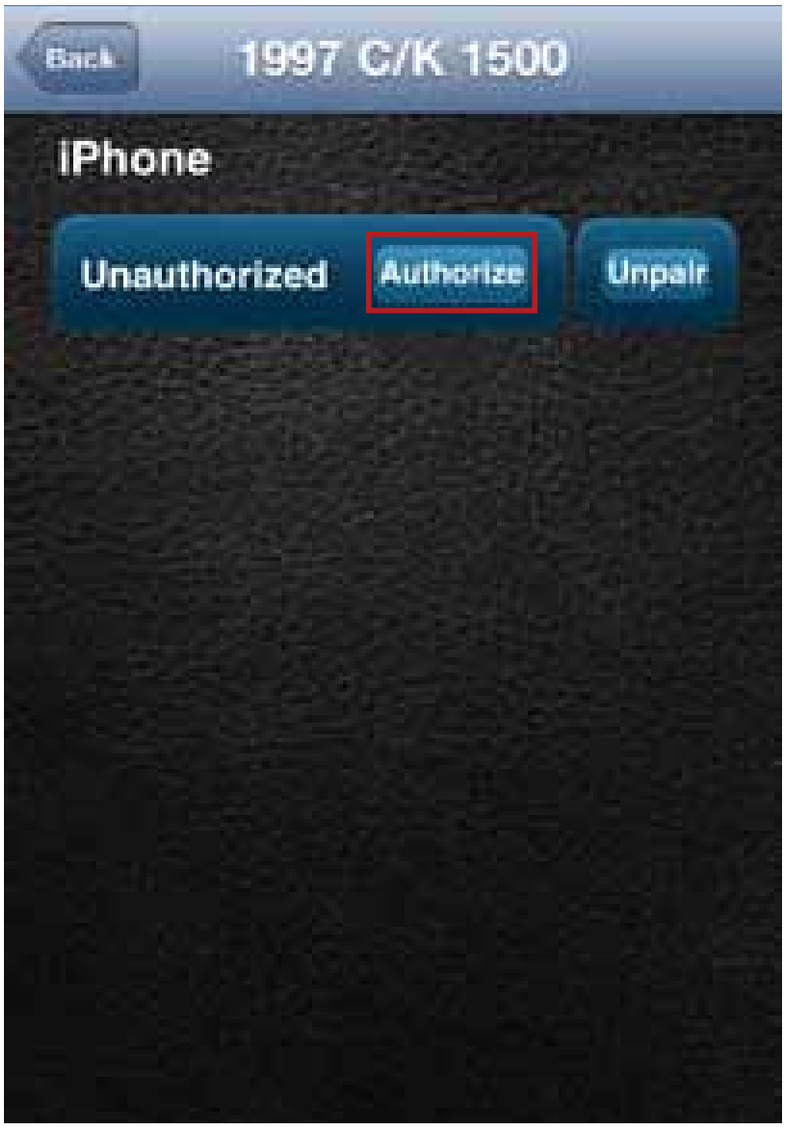
1. Return to the Delphi Connect Car app. If your phone doesn't appear on the list of Bluetooth® phones, tap the Back button and then re-enter Bluetooth Settings.

2. Your phone will be listed as Unauthorized.

3. Tap your phone's name.



4. Tap Authorize to enable your phone to provide key fob control over Bluetooth®. Your phone will now show as authorized.



5. Return to the Delphi Connected Car side menu.

6. Observe the LED on the Vehicle Diagnostics Module and wait until it returns to flashing blue every 10 seconds.

7. Tap the Key Fob menu item and test the buttons.

Bluetooth® setup is complete.

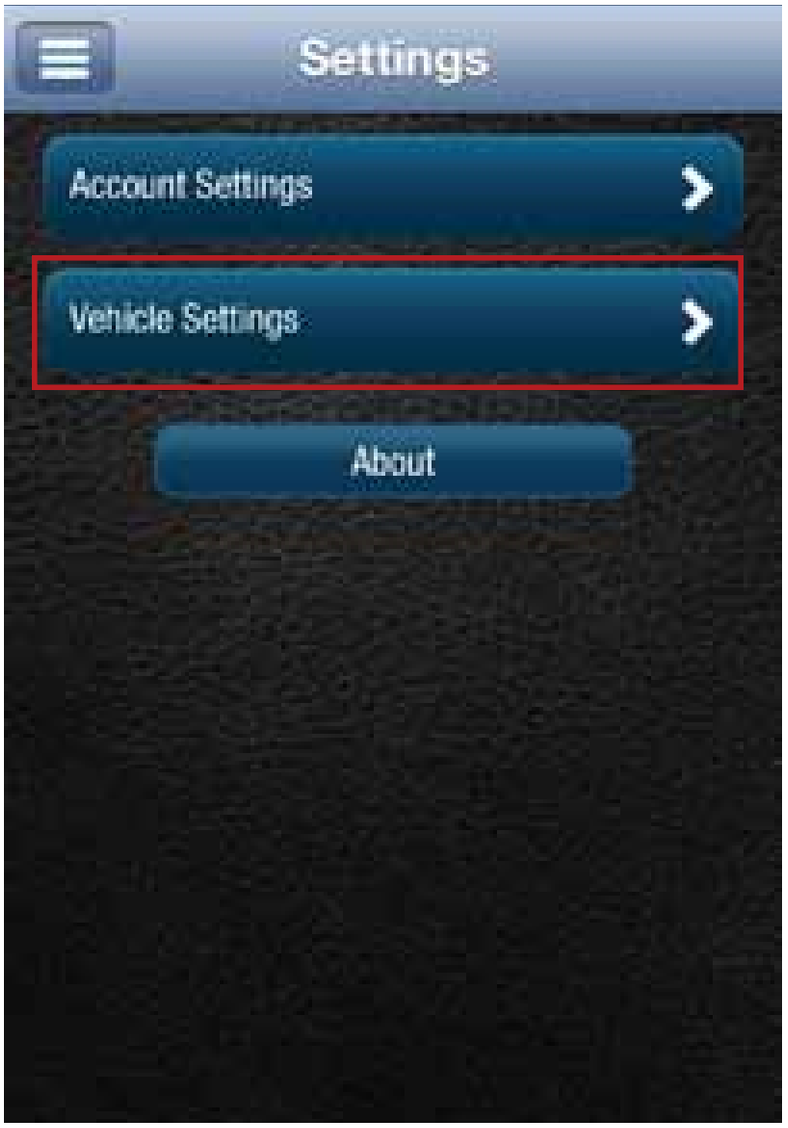
Remove the Bluetooth Connection to Your Vehicle Diagnostics Module

You can remove the Bluetooth connection between your phone and your Vehicle Diagnostics Module.

1. Access the Delphi Connect Car app side menu.

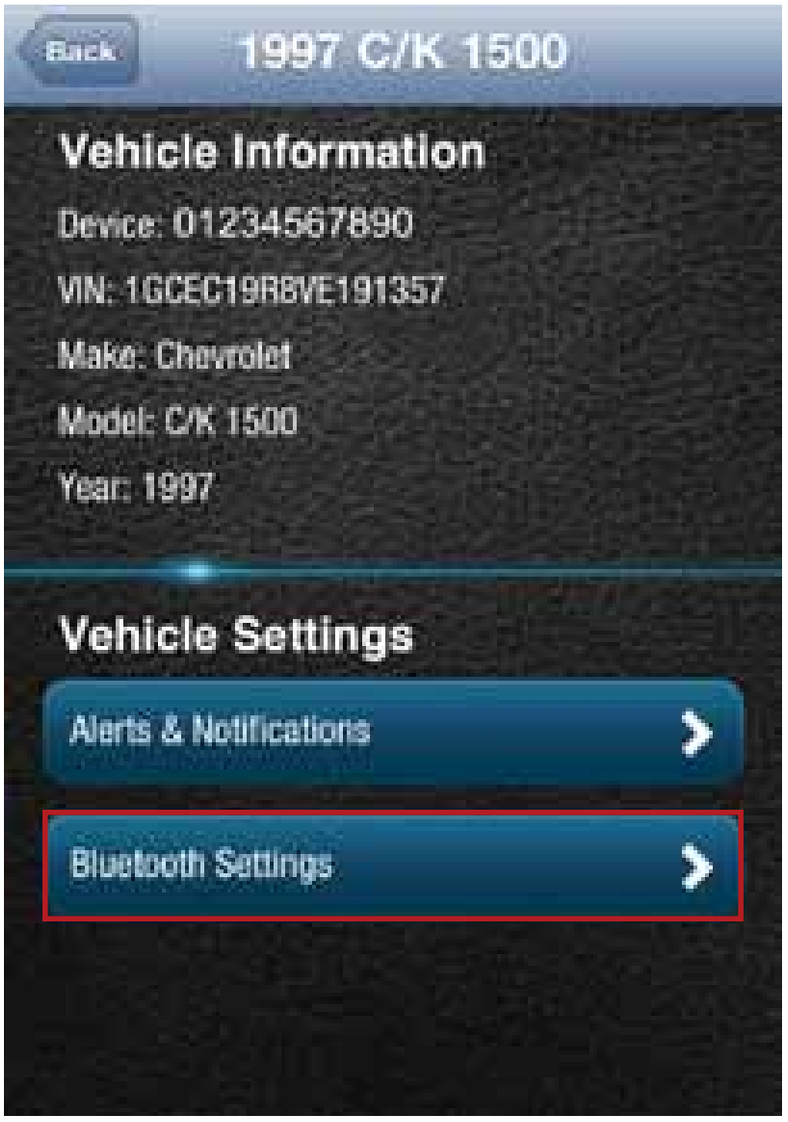
2. Tap Settings.

3. Tap Vehicle Settings.



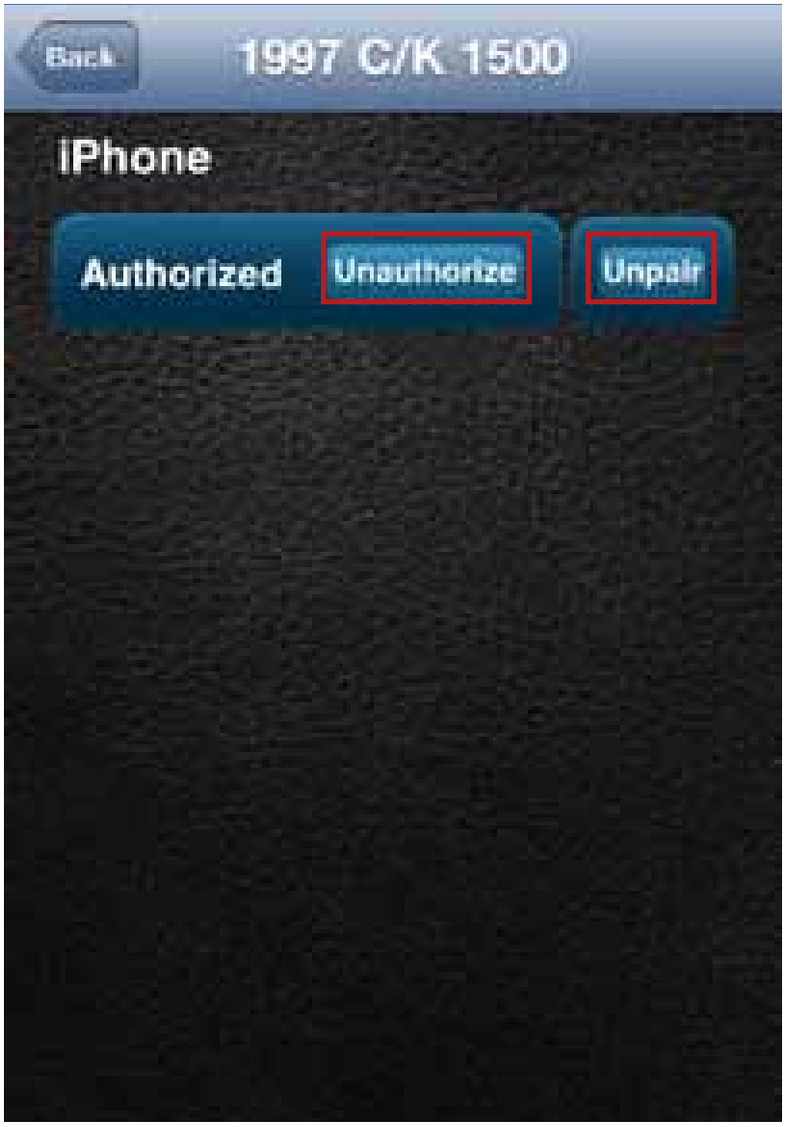
4. Tap the vehicle in which the Vehicle Diagnostics Module is currently installed.

5. Tap Bluetooth Settings.



6. Tap the name of the device you wish to remove.

7. Tap Unauthorize and then tap Unpair to remove the pairing for this device. The device will be removed from the list.



Note: Remember to unpair the Vehicle Diagnostics Module from your smartphone, sometimes this is called “forget.”

Settings

The Settings menu provides access to your Account Settings, Vehicle Settings and additional information in the About section.

Account Settings

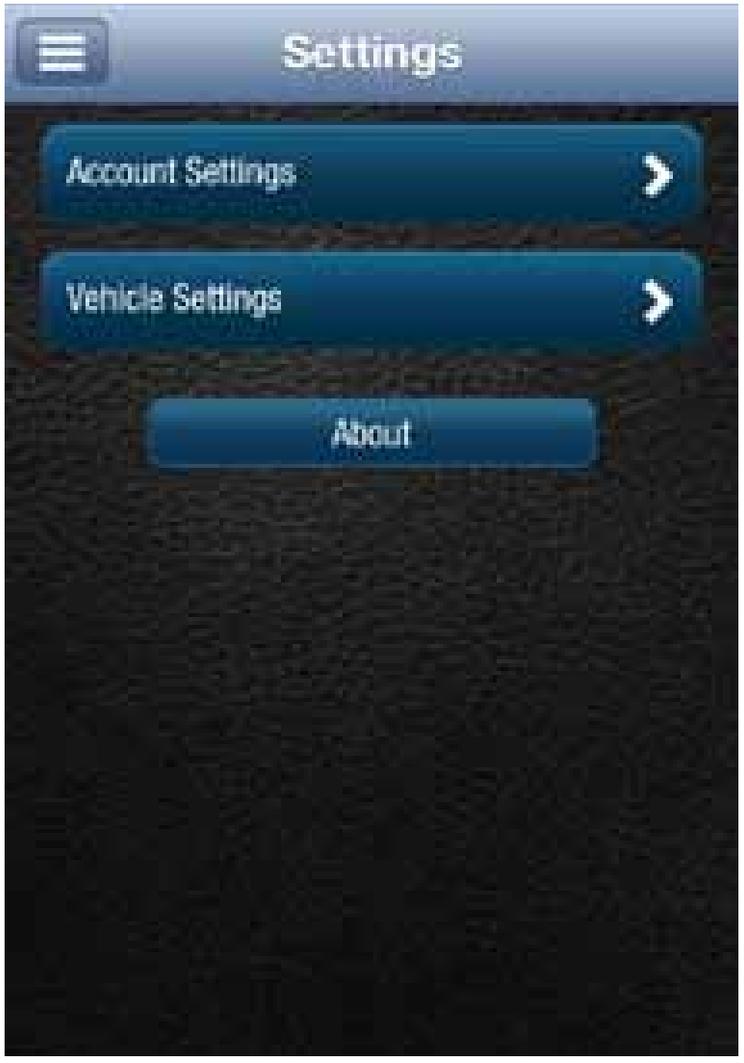
The Account Settings allow you to:

- Modify your User Settings, such as your login credentials and account email address
- Manage the Vehicle Diagnostics Modules associated with your account

User Settings

Account Email Address

The account email is used to communicate information regarding your connected car account, for example the forgot username and forgot password features.



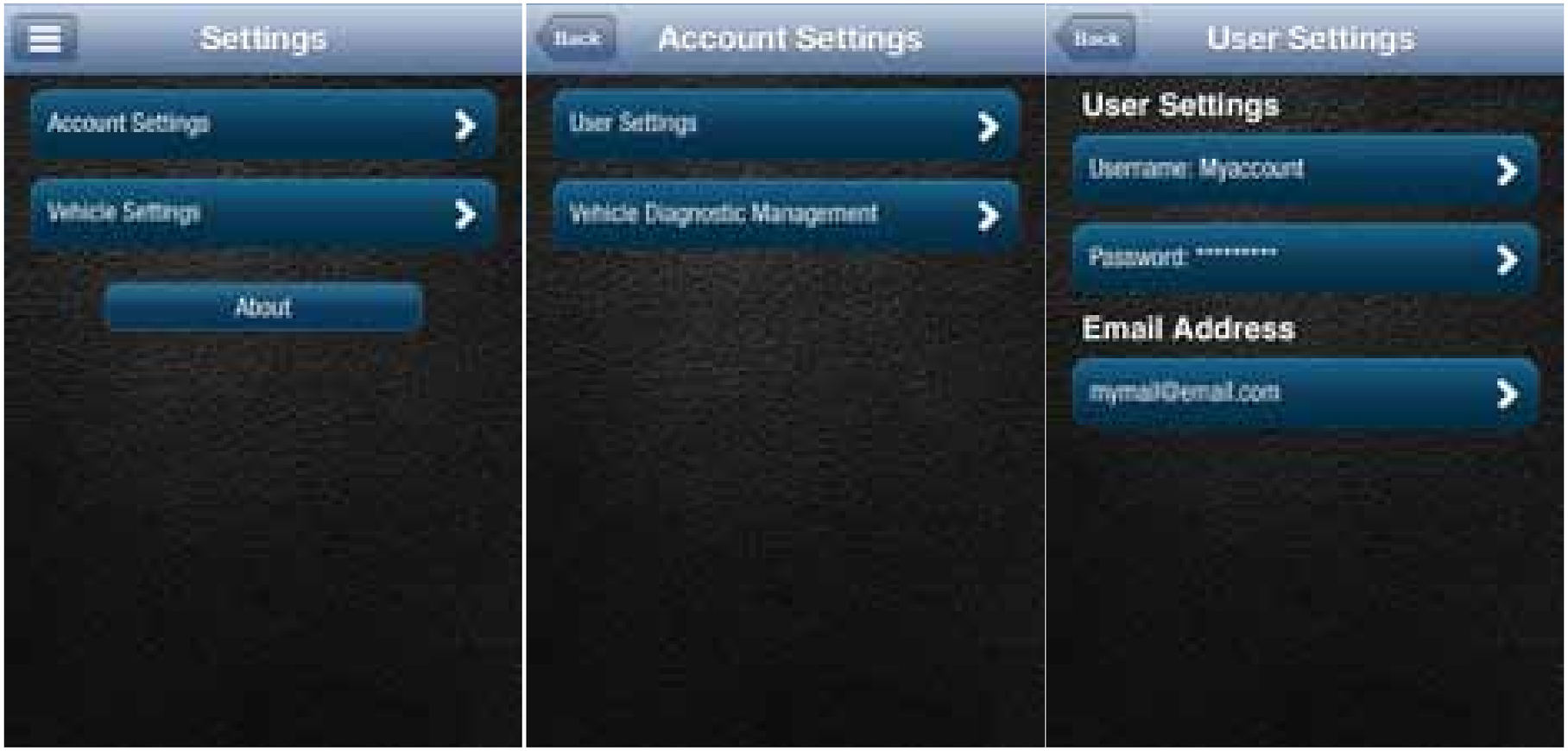
Add Account Email Address

On the side menu tap Settings, then Account Settings then User Settings then Enter Email Address.

Edit or Delete Account Email Address

To edit or delete the account email address:

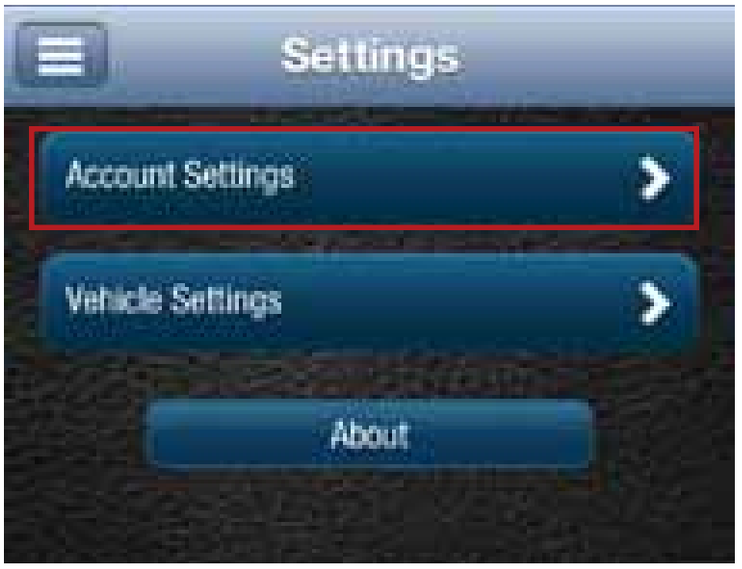
On the side menu tap Settings, then Account Settings then User Settings then tap the email address you entered previously.

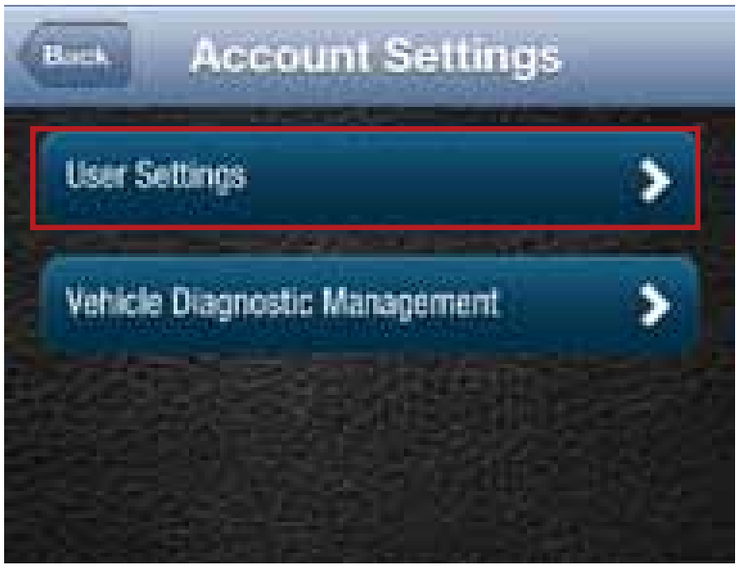


Enter your new account email address or delete the current one by clearing the field. Tap Save Settings to save the email address or tap the Back button or Side Menu to exit without saving.

Change Username

On the side menu tap Settings, then Account Settings then User Settings then tap Username.

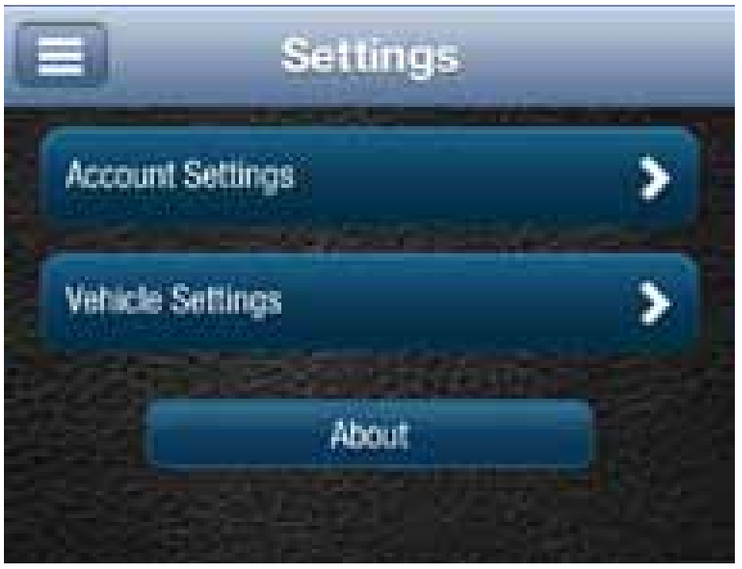


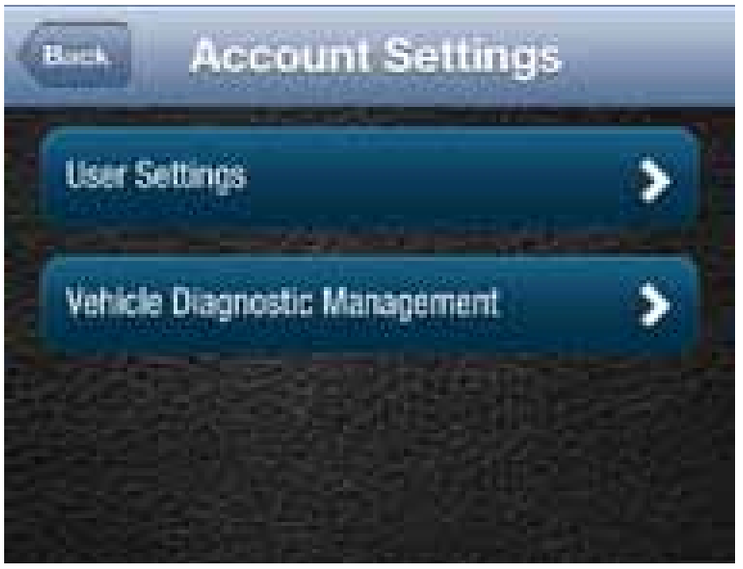


Usernames must be at least one character long, can include letters, numbers and special characters. The username may be composed only of letters if desired. Tap Save when done or tap the Back button or the Side Menu to exit without saving. Usernames are not case sensitive.

Change Password

On the side menu tap Settings, then Account Settings then User Settings then tap Password.





You must enter the same password twice in order to change it. Passwords must be at least six characters long and include at least one number. Passwords are case sensitive. Tap Save to save your new password or tap Back to cancel changing your password.

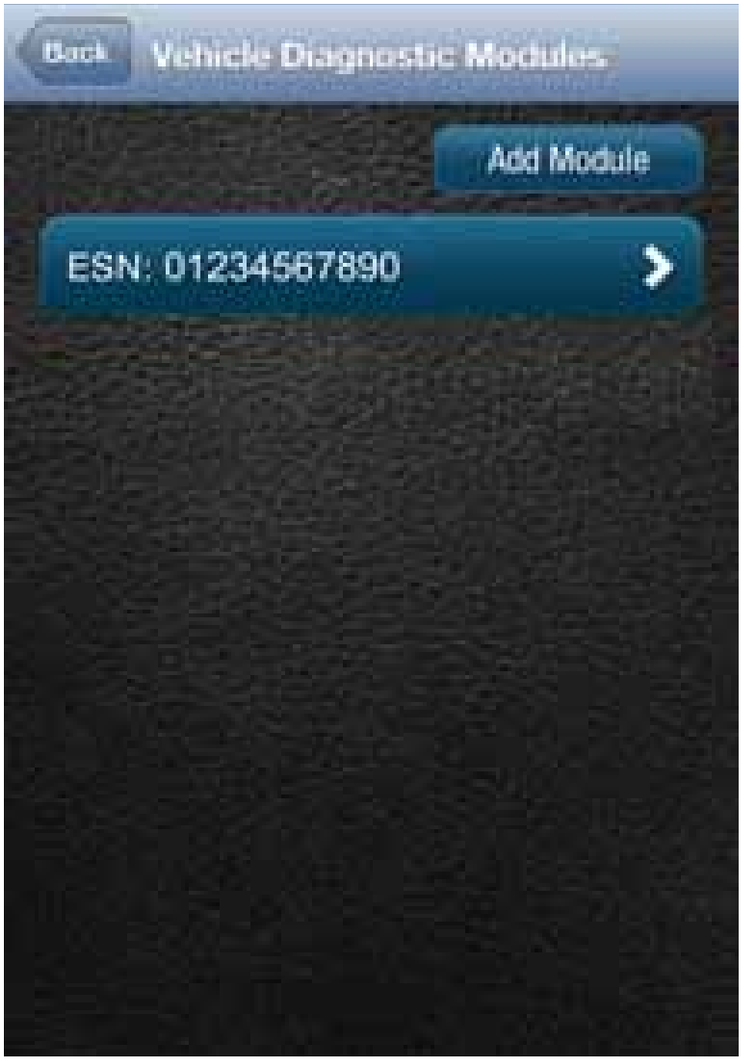
Vehicle Diagnostic Management

Vehicle Diagnostics Management allows you to:

- View the Vehicle Diagnostics Modules associated with your account
- Add Vehicle Diagnostics Modules to your account
- Remove Vehicle Diagnostics Modules from your account

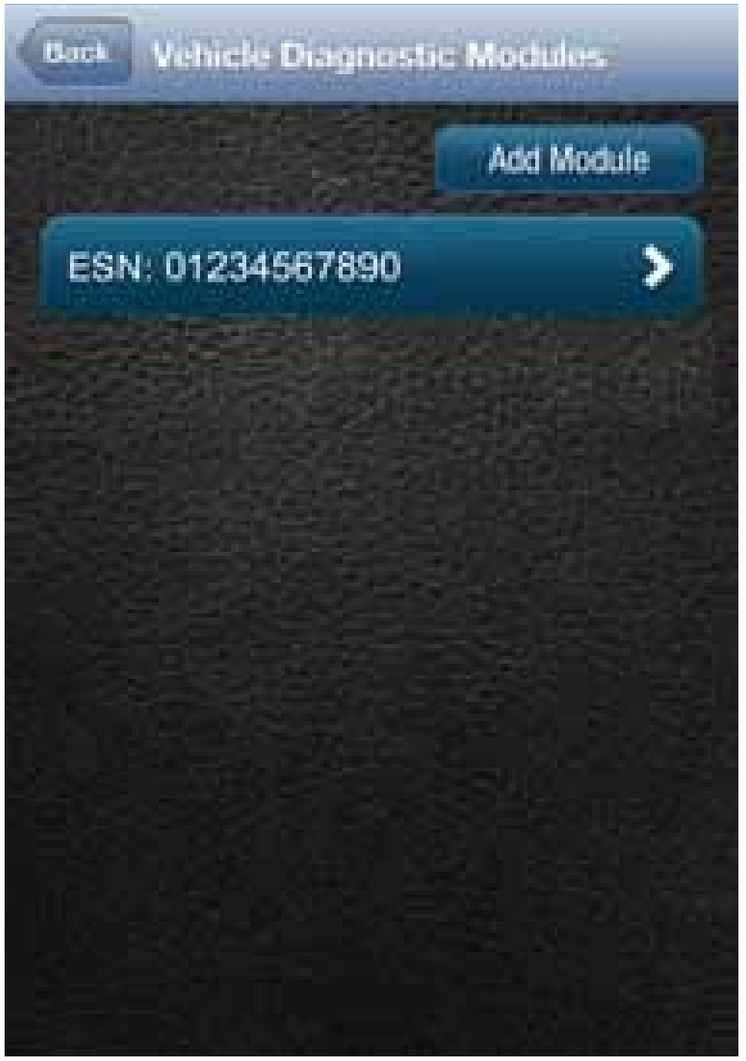
View Vehicle Diagnostics Modules Associated with Your Account

On the side menu tap Settings, then Account Settings then Vehicle Diagnostic Management. You will see all the Vehicle Diagnostics Modules currently associated with your account.

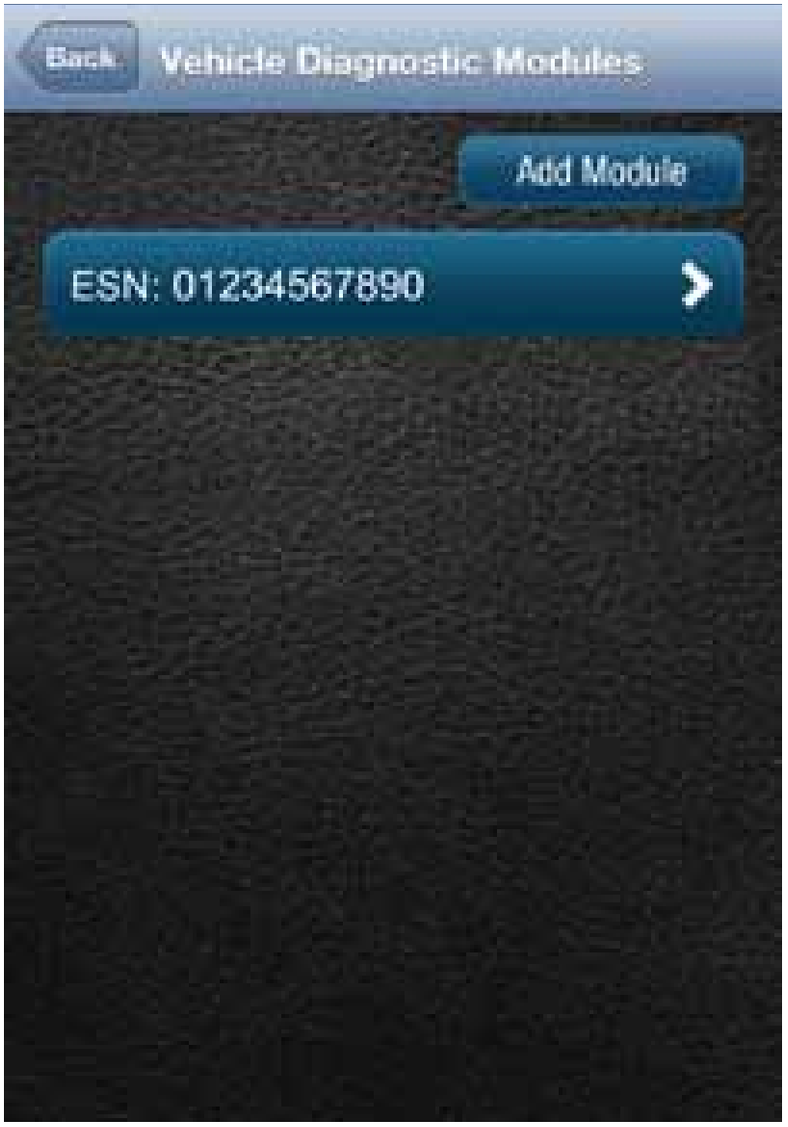


Add a Vehicle Diagnostic Module to Your Account

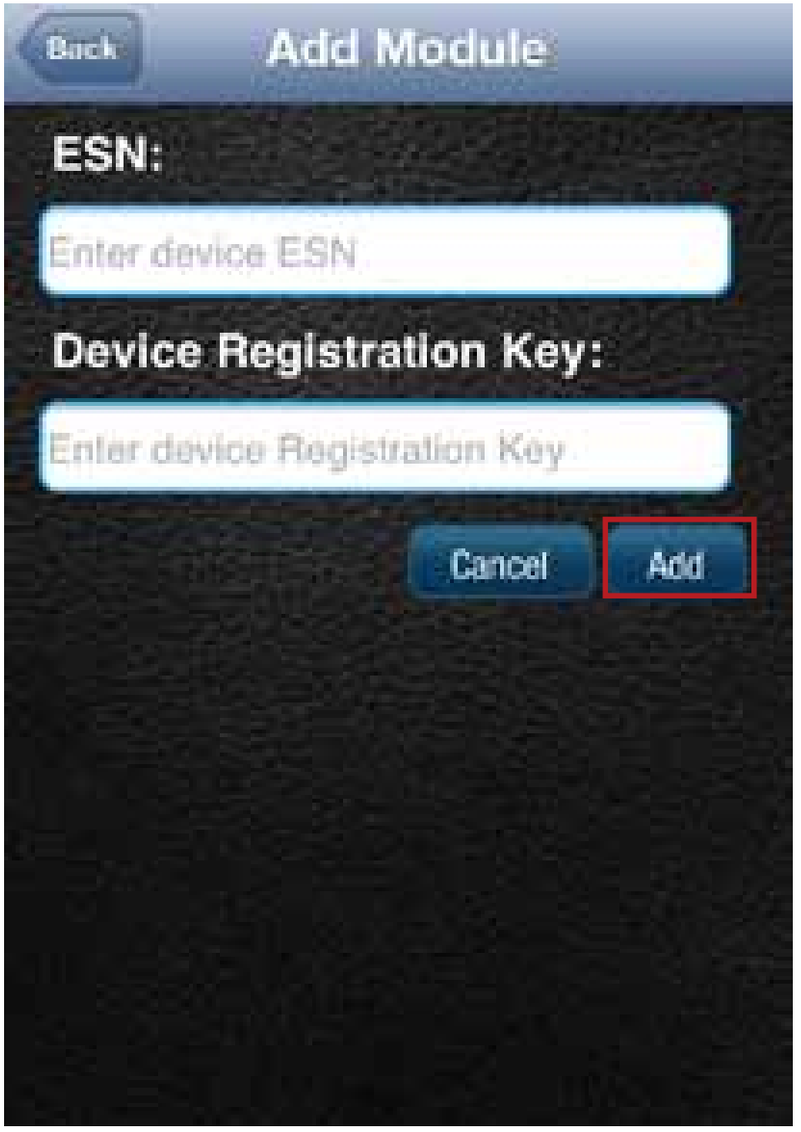
1. On the side menu tap Settings, then Account Settings then Vehicle Diagnostic Management.



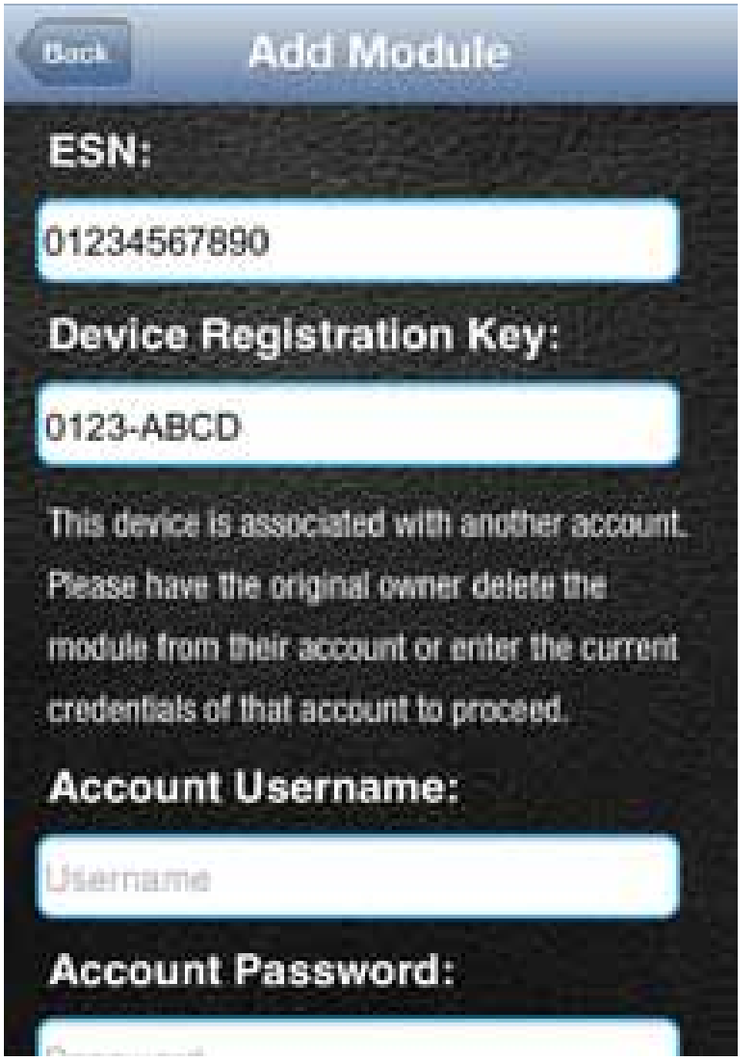
2. Tap Add Module.



3. Enter the ESN and the device Registration Key exactly as they are printed on the Vehicle Diagnostics Module label — including the dash in the Registration Key. Tap Add.



4. If the Module is still associated with another account, you will also need to enter the Username and Password of that account then click Add.

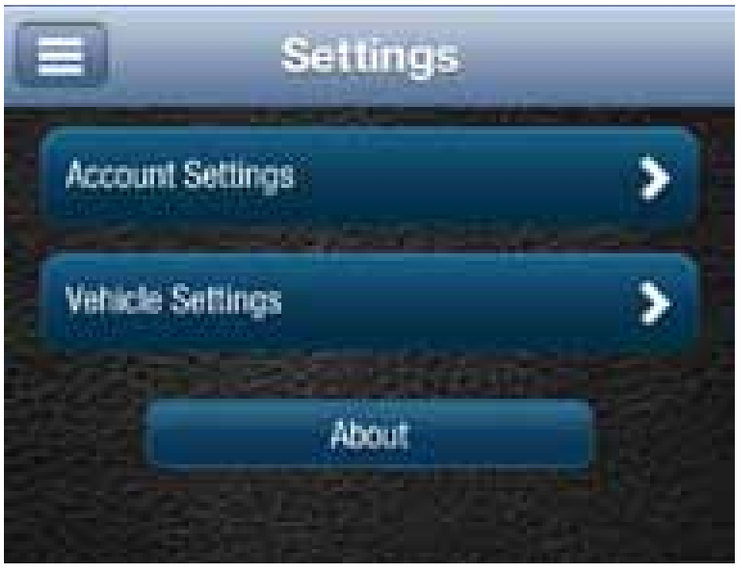


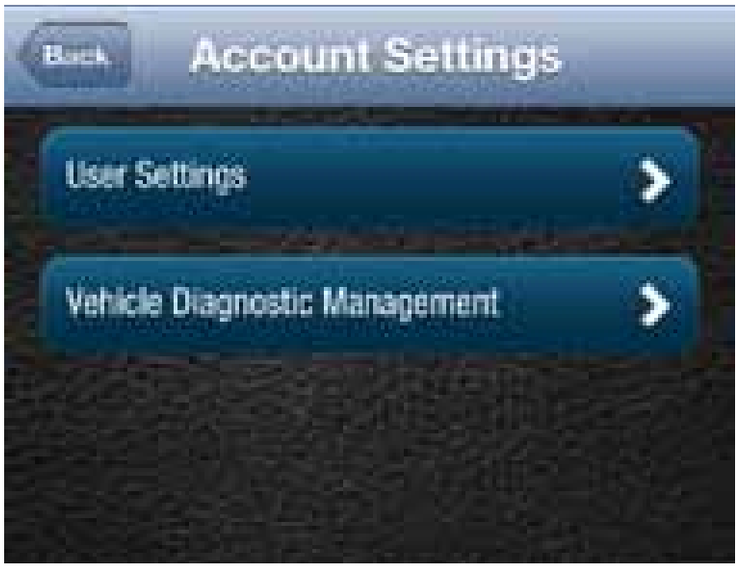
Note: Once you have added the Module to your account, log out from your account on all smartphone apps and the website. Unplug the Module if it currently on a vehicle. Plug the Module into the desired vehicle. Finally, follow the steps in section Reconnect Your Vehicle Diagnostics Module. You may now log into your account to view your new Module in your account.

Note: Any vehicle data in the previous account will not be transferred to the new account. Once added to the new account, all vehicle data reported by the Module will be available in the new account. Any previous key fob pairings will remain in the Module after adding the Module to the new account. Any previous Bluetooth pairings will be available after adding the Module.

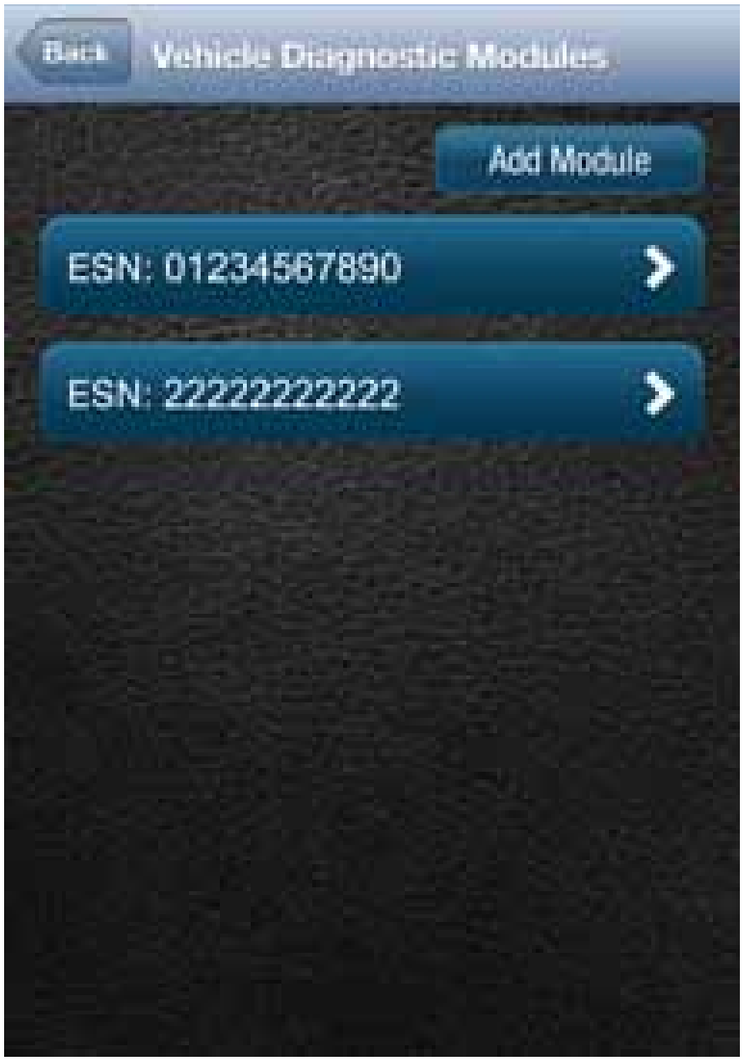
Remove a Vehicle Diagnostics Module from Your Account

1. On the side menu tap Settings, then Account Settings then Vehicle Diagnostic Management.





2. Tap the ESN number of the Vehicle Diagnostics Module you want to remove.



3. Review the on-screen information matches the Module you want to remove and tap Delete Module.

Note: Removing a Module from your account does not deactivate it from your Verizon account. This also does not cancel your monthly service with Verizon or Delphi Connected Car services. Contact customer support at (800) 922-0204

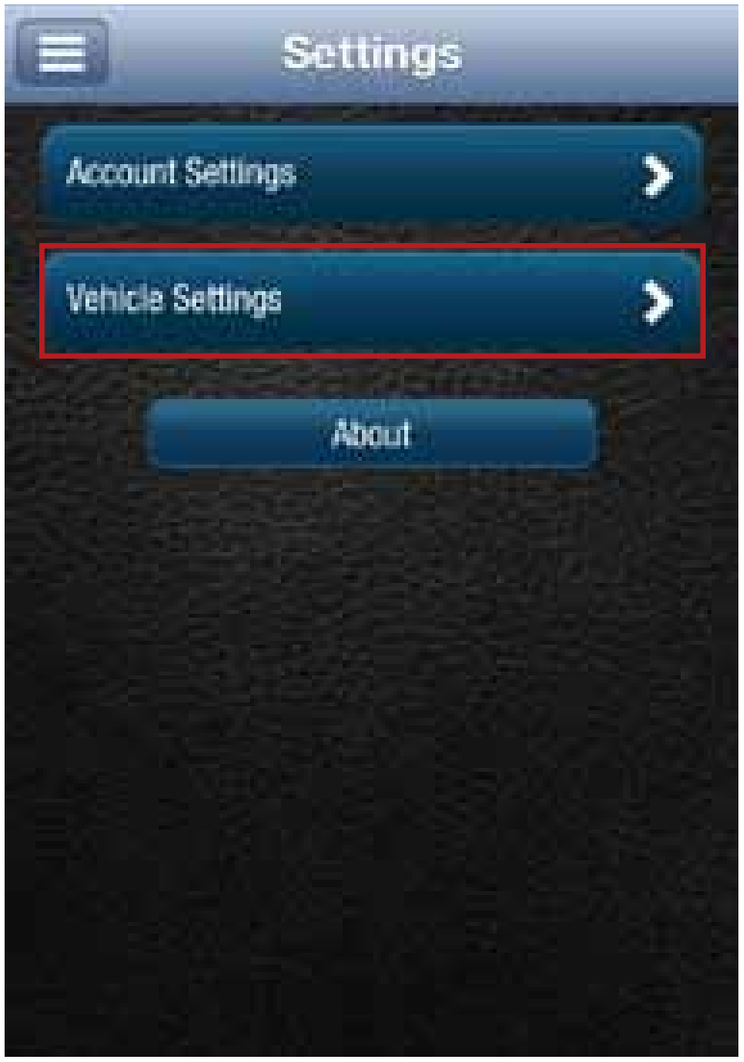
Vehicle Settings

The Vehicle Settings allow you to:

- Review and edit your vehicle information, such as providing your vehicle VIN when the VIN is not available
- Configure alerts and notifications
- Setup Bluetooth Direct Connect

Review Your Vehicle Information

To review your vehicle information, tap Settings from the side menu then tap Vehicle Settings.

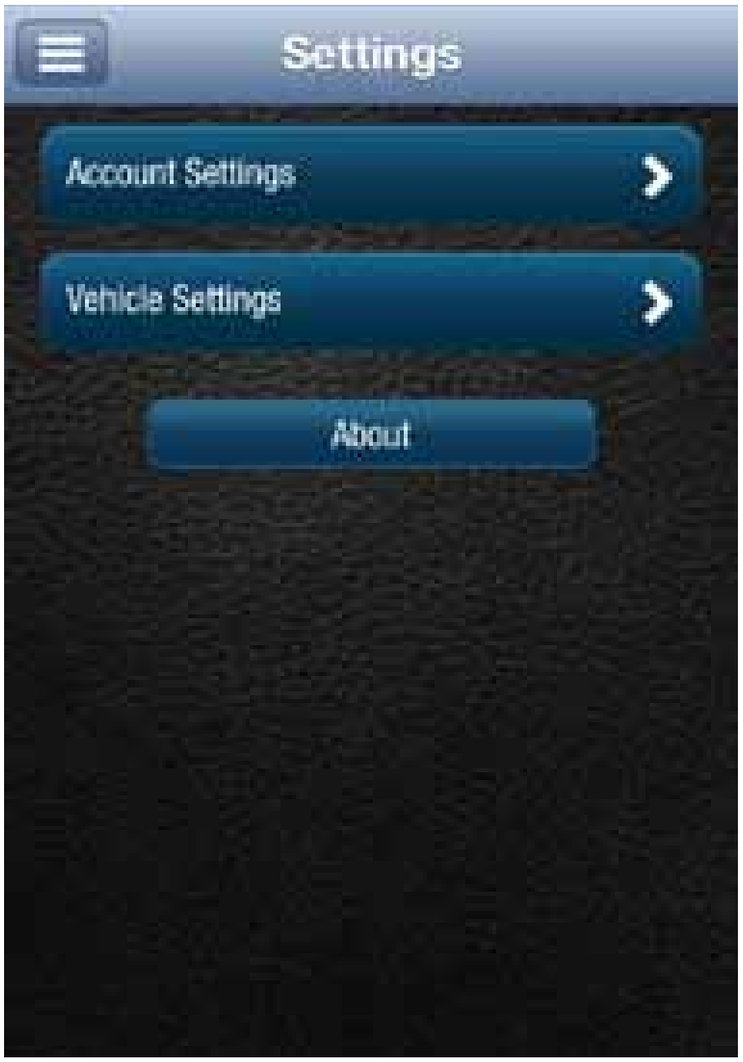


Tap the vehicle you wish to review.

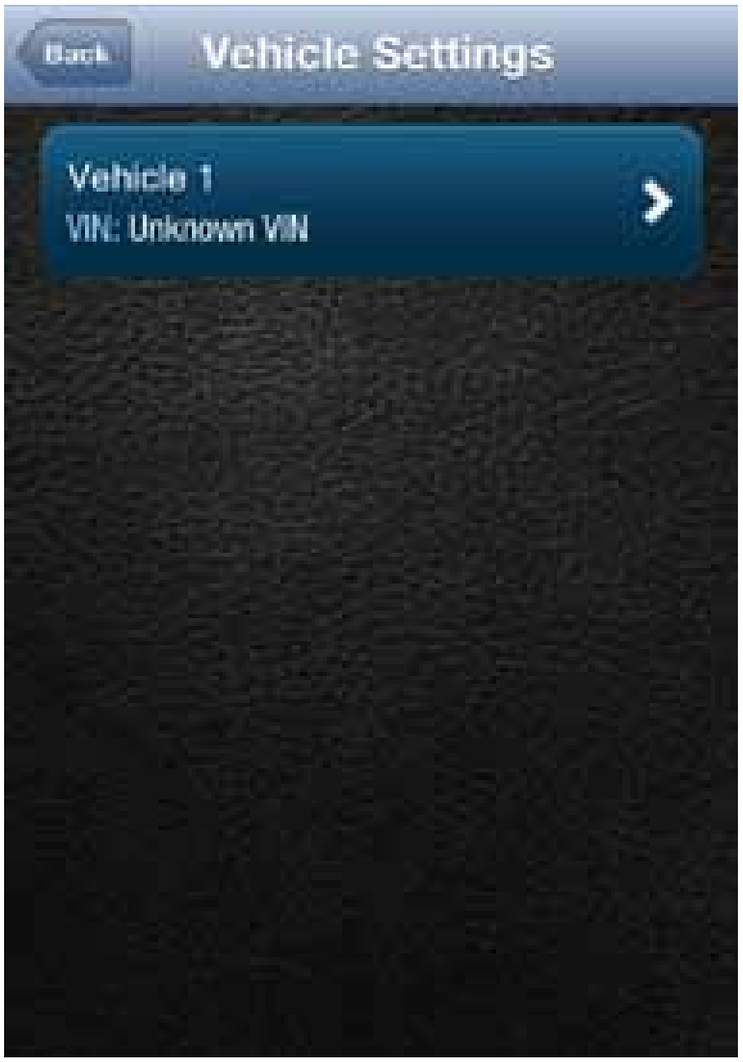
Edit Your Vehicle Information

If your vehicle did not report a VIN, you can enter the VIN or information about your vehicle yourself.

1. To edit your vehicle information, tap Settings from the side menu then tap Vehicle Settings.



2. Tap the vehicle you wish to review and then tap Edit.



3. You can enter either the VIN from your vehicle or you can enter the vehicle make, model and model year. Tap the circle next to the information you want to provide.

4. Enter the VIN or use the drop-down menus to select your vehicle's make, model and model year.

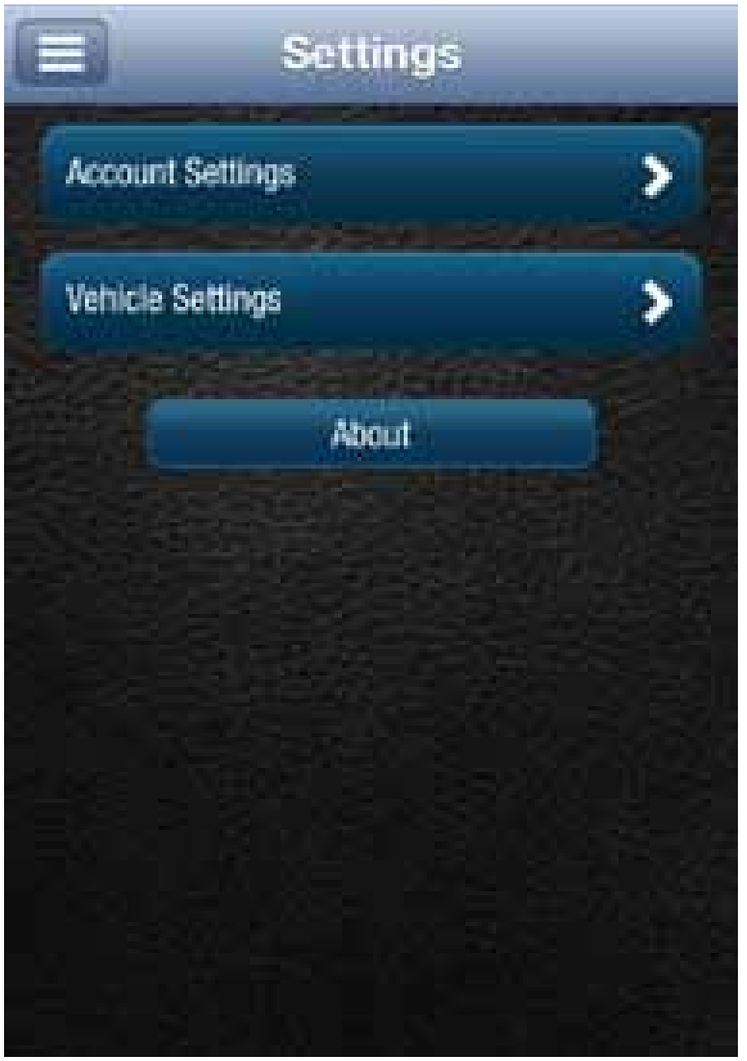
5. Tap Save to save your changes or back to exit without saving your changes.

Configuring Alerts

The Alerts settings allow you to customize some of the alerts available to you. All alerts will be stored in your vehicle's cloud data and can be viewed using your smartphone app. See section Alerts. You can also configure the notifications associated with each alert. See section Configuring Notifications

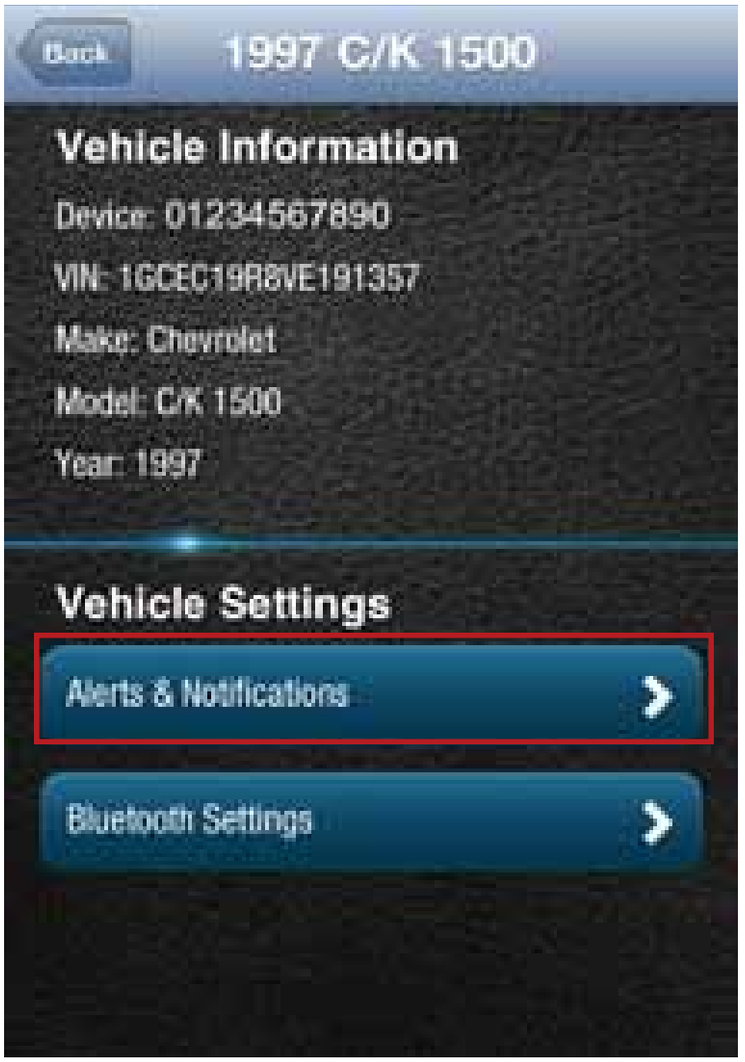
Configuring the Geo-Fence Alerts

1. Tap Settings from the side menu then tap Vehicle Settings.



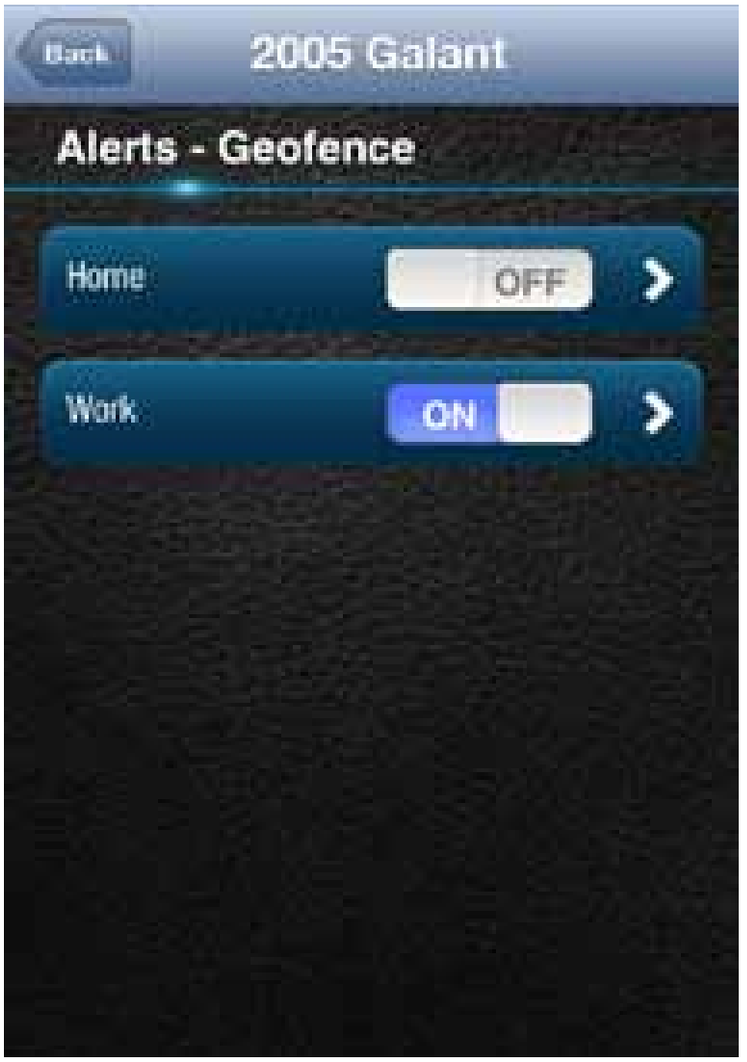
2. Tap the vehicle you wish to configure.

3. Tap Alerts & Notifications.



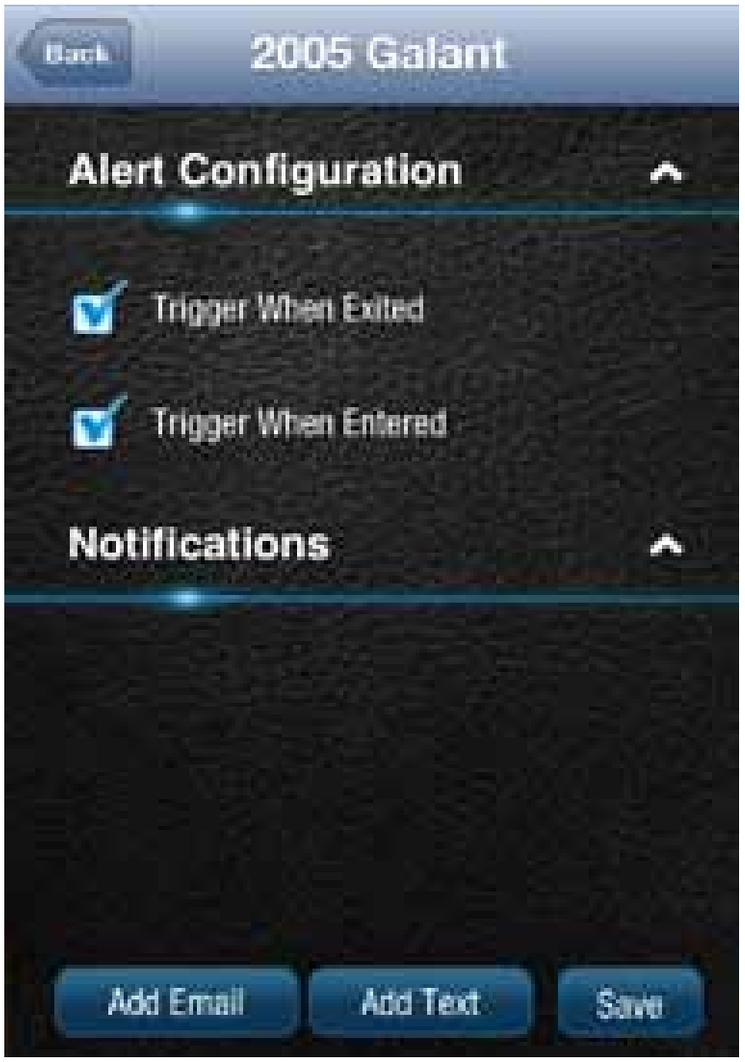
4. Tap Geofence.

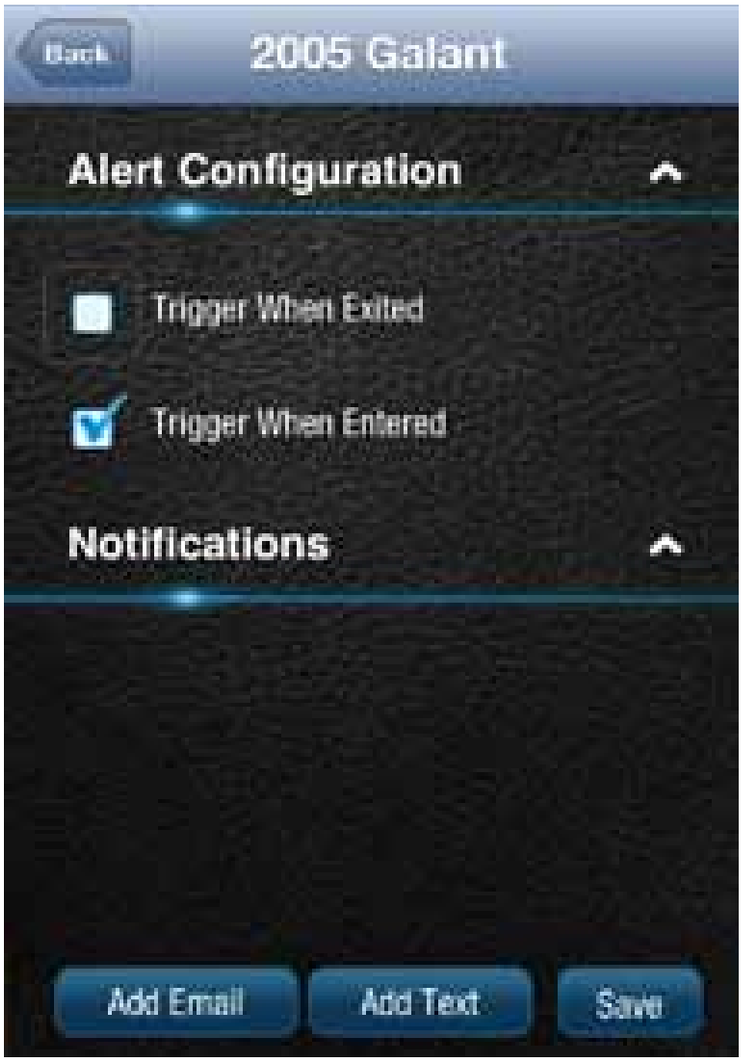
5. To disable a specific Geo-Fence, tap the ON/OFF slider next to the Geo-Fence name. To re-enable the Geo-Fence tap the ON/OFF slider again.



6. Tap the Geo-Fence name to configure the entry and exit alerts individually.

7. To disable the entry alert, uncheck the box next to the words Trigger When Entered. To disable the exit alert, uncheck the box next to the words Trigger When Exited. Re-check the appropriate box to re-enable an alert.



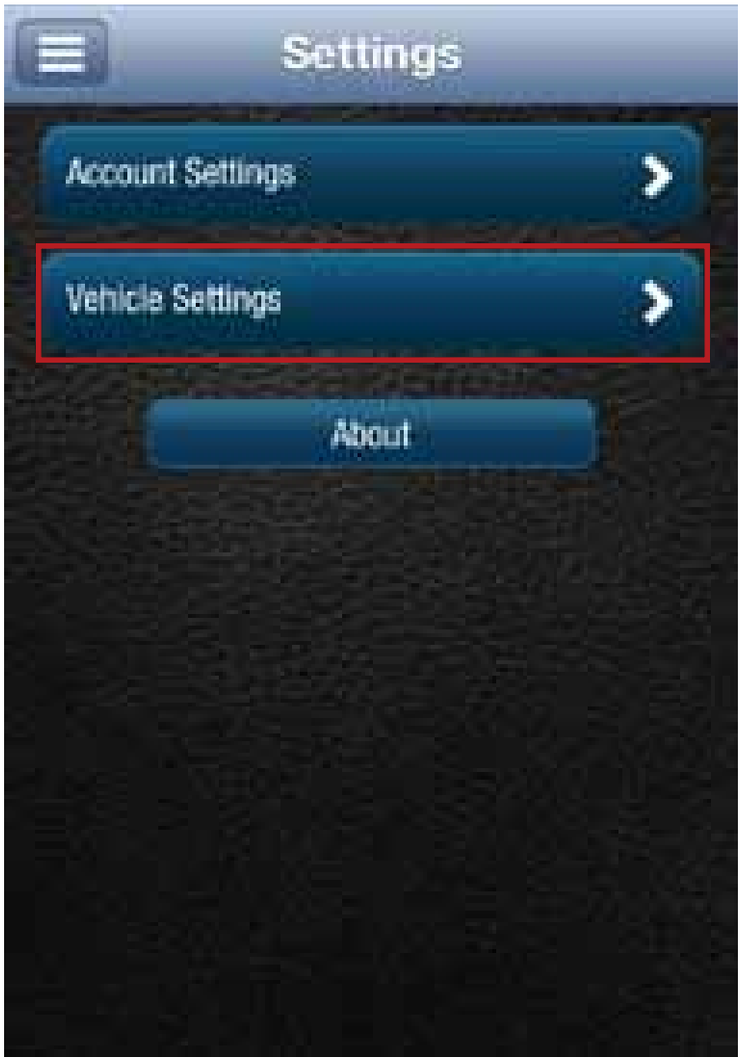


8. Tap Save to save your changes or tap the Back button or the side menu button to exit without saving your changes.

See Configuring Notifications for information on configuring notifications.

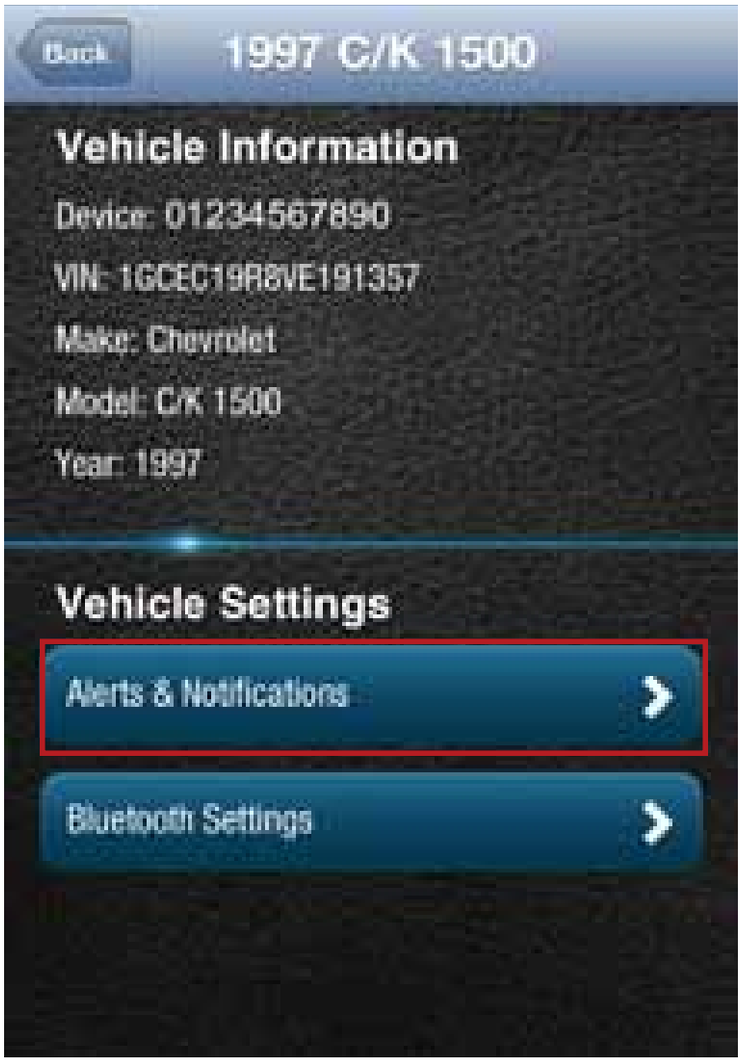
Configuring the Speed Alert

1. Tap Settings from the side menu then tap Vehicle Settings.



2. Tap the vehicle you wish to configure.

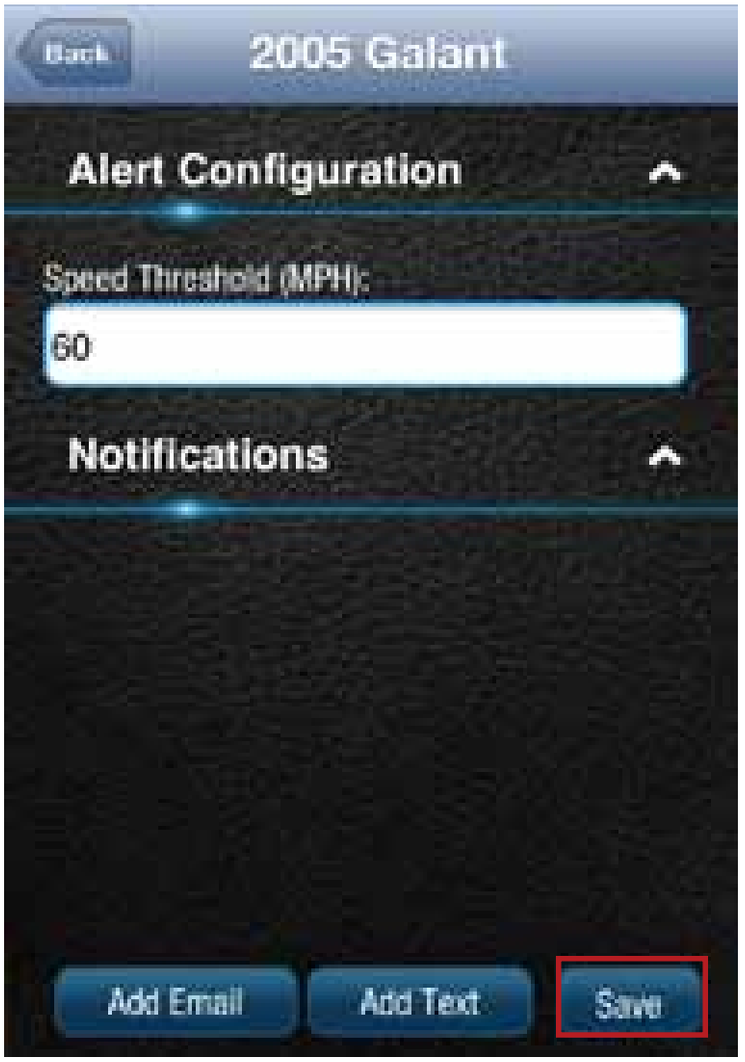
3. Tap Alerts & Notifications.



4. To disable the speed alert, tap the ON/OFF slider to the right of the word Speed. The slider will change from ON to OFF. To re-enable the speed alert, tap the ON/OFF slider again.

5. Tap the word Speed to configure the speed threshold.

6. Enter the speed in miles per hour that you want to trigger the speed alert. That is, when the vehicle is driven at this speed or higher for 5 seconds or more, the speed alert will be recorded.

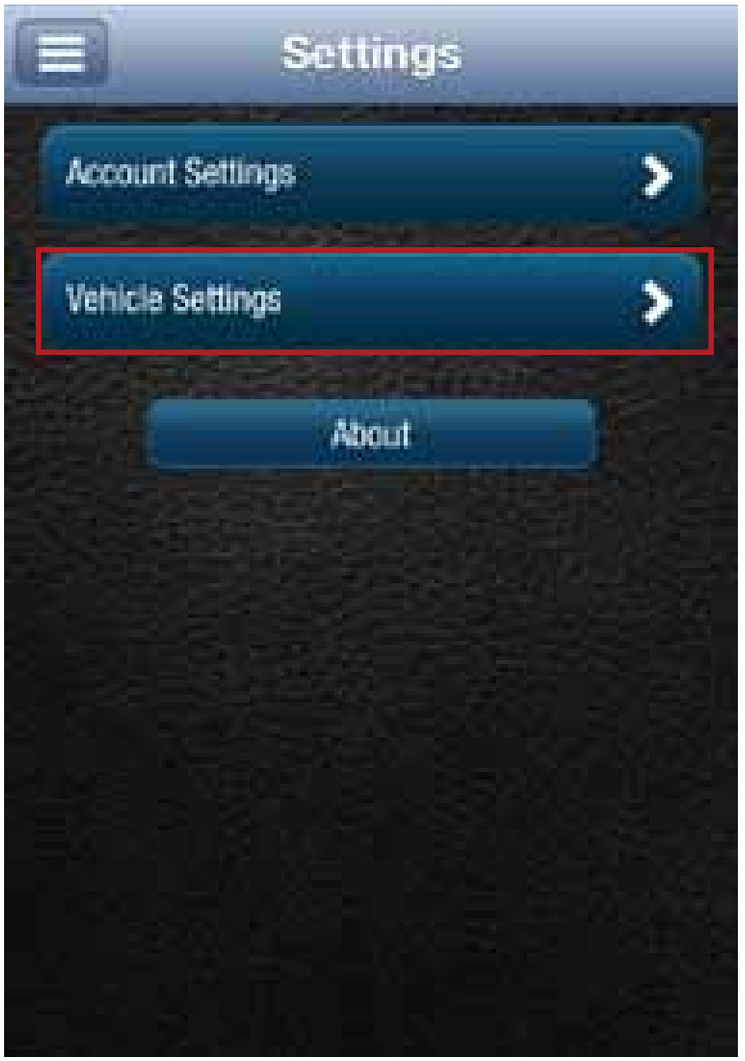


7. Tap Save to save your changes or tap the Back button or the side menu button to exit without saving your changes.

See Configuring Notifications for information on configuring notifications.

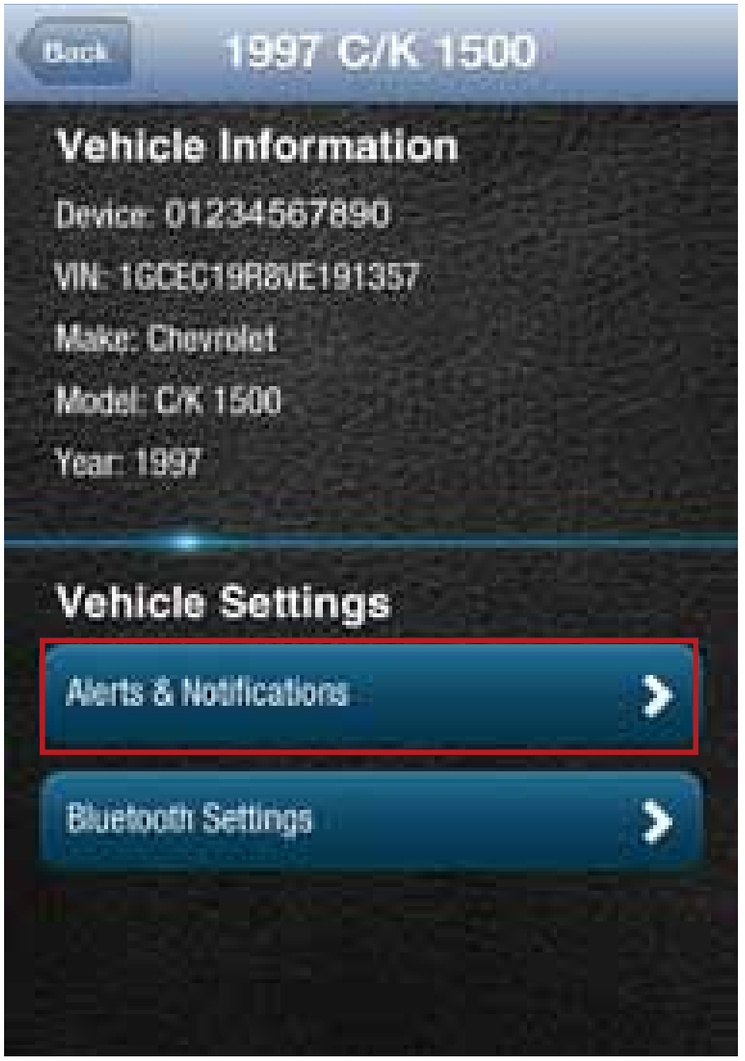
Configuring the Motion Alert

1. Tap Settings from the side menu then tap Vehicle Settings.

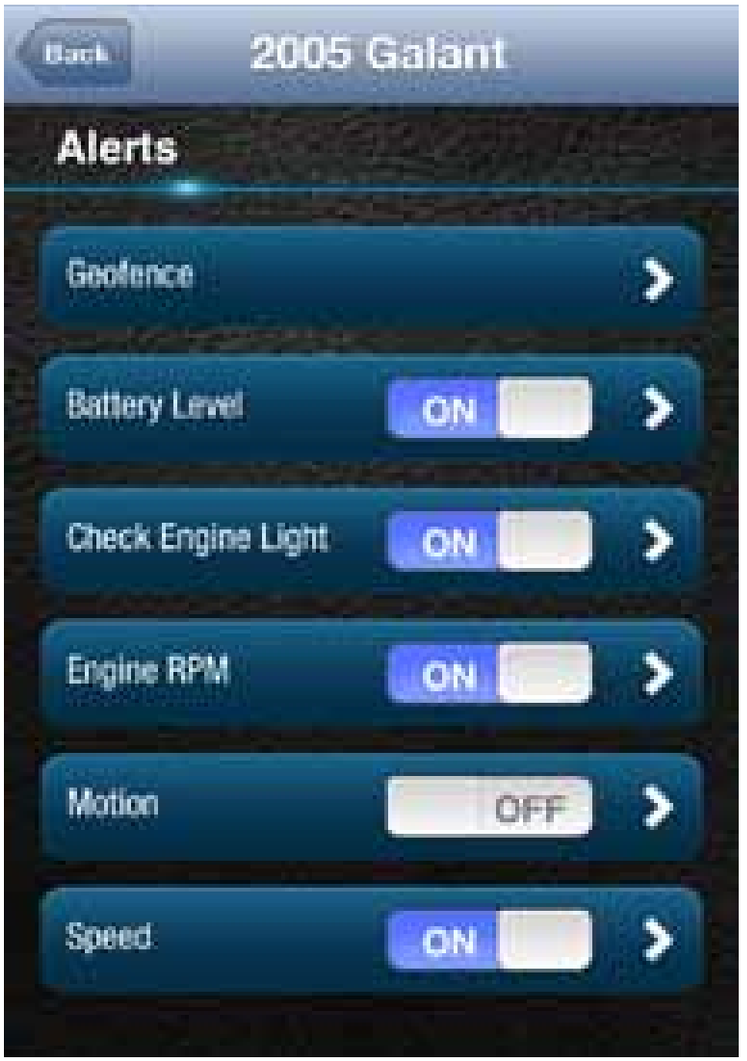


2. Tap the vehicle you wish to configure.

3. Tap Alerts & Notifications.



4. To disable the motion alert, tap the ON/OFF slider to the right of the word Speed. The slider will change from ON to OFF. To re-enable the motion alert, tap the ON/OFF slider again.



5. Tap the word Motion to configure the motion threshold.

6. Enter the threshold in G-forces that you want to trigger the motion alert. That is, once the ignition of off for 10 minutes and the vehicle experiences a motion of this force or more , the motion alert will be recorded. A setting of 2 G's can typically be set off by slamming a vehicle door or rocking the vehicle.

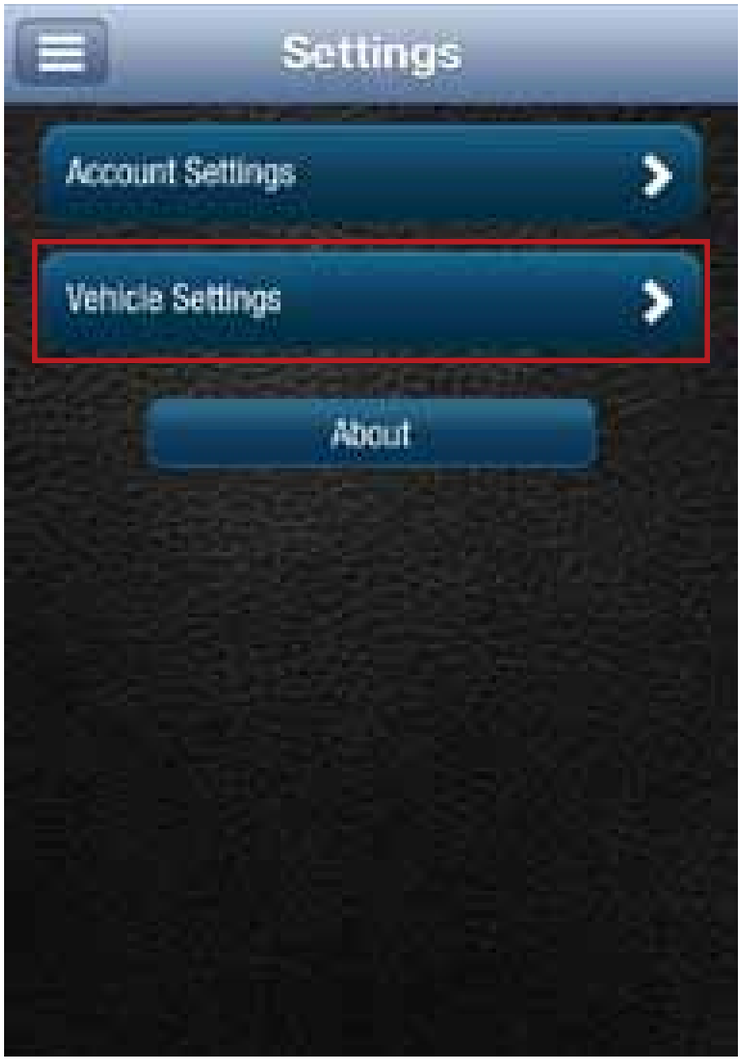
7. Tap Save to save your changes or tap the Back button or the side menu button to exit without saving your changes.

Note: You may need to adjust the motion threshold more than once to achieve the desired level of sensitivity for you vehicle. A smaller value is more sensitive, a larger value is less sensitive.

See Configuring Notifications for information on configuring notifications.

Configuring the Engine RPM Alert

1. Tap Settings from the side menu then tap Vehicle Settings.



2. Tap the vehicle you wish to configure.

3. Tap Alerts & Notifications.

4. To disable the engine RPM alert, tap the ON/OFF slider to the right of the words Engine RPM. The slider will change from ON to OFF. To re-enable the engine RPM alert, tap the ON/OFF slider again.

5. Tap the words Engine RPM to configure the RPM threshold.

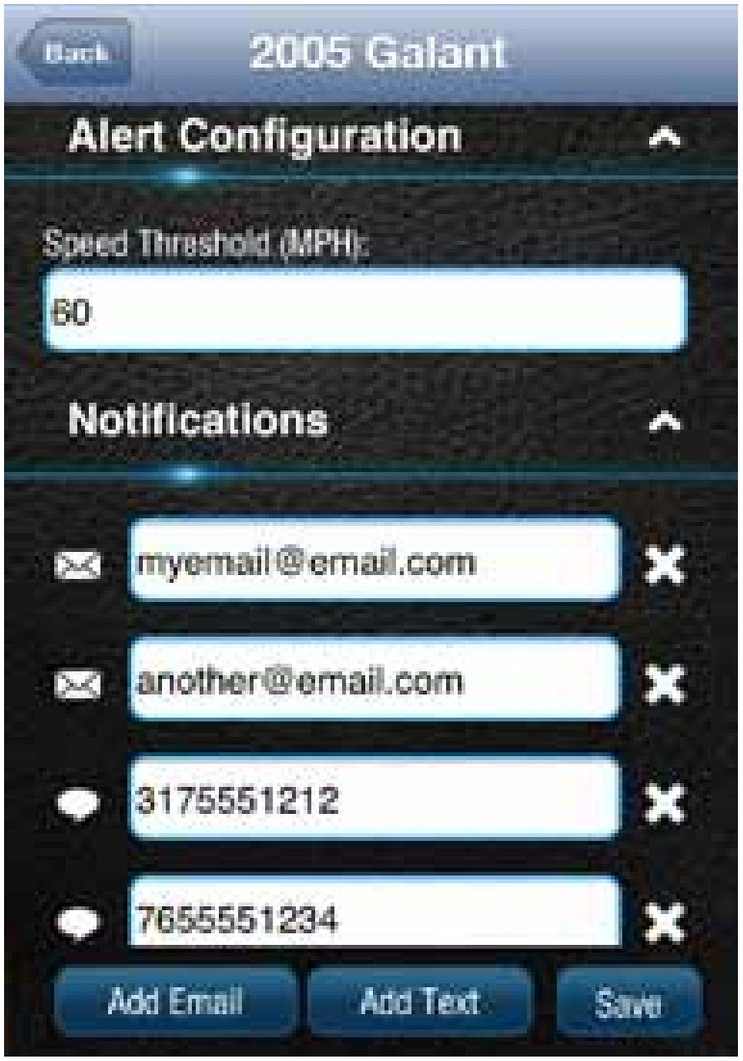
6. Enter the engine RPM threshold in revolutions per minute and the minimum time required in seconds that you want to trigger the engine RPM alert. That is, when the engine RPM exceeds the RPM threshold for the number of seconds you specify, the engine RPM alert will be recorded.

7. Tap Save to save your changes or tap the Back button or the side menu button to exit without saving your changes.

See Configuring Notifications for information on configuring notifications.

Configuring Notifications

For each alert, you can configure email and text notifications that will be sent when the alert occurs. This includes the ability to send a notification email to any number of email addresses you choose for each alert and to send a text message to any number of mobile phones you choose for each alert.



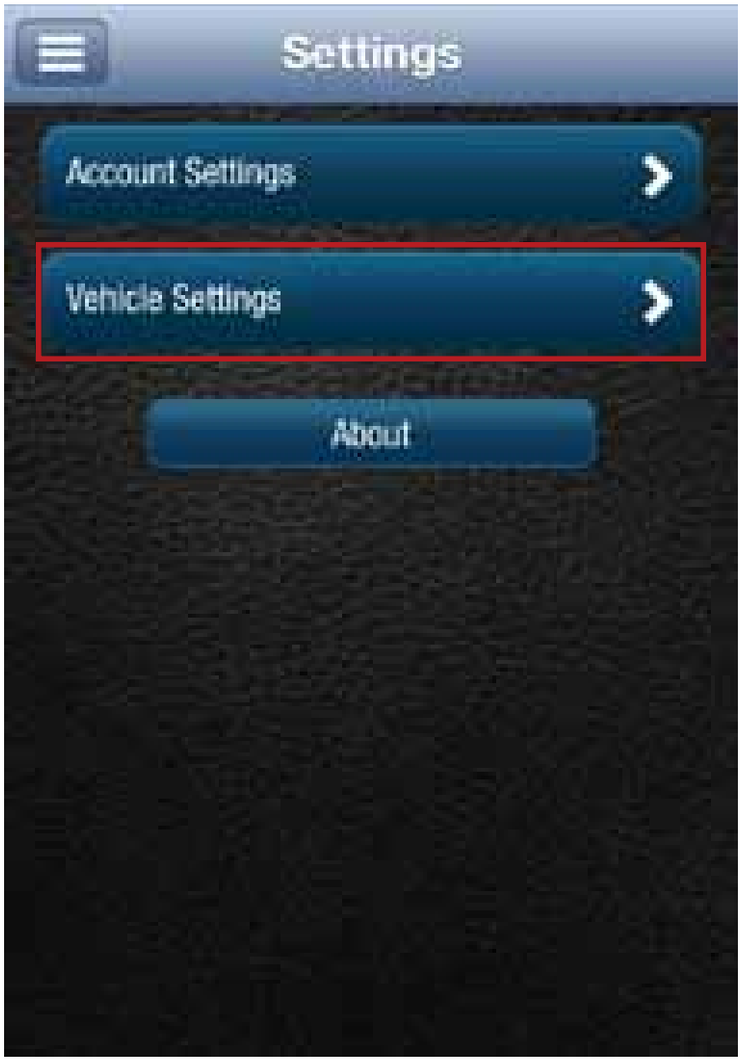
Note: When you add a new mobile number for notifications, you will receive a confirmation txt message with opt-in instructions. In order to receive notifications at that number, follow the opt-in instructions in the txt message. If you do not opt-in, you will not receive notifications on that mobile number.

Note: To discontinue receiving alerts on a mobile phone, you can remove the mobile number from the notification settings. You can also reply STOP any notification txt message. This will not remove the mobile number from the notification settings, you will need to perform this step separately.

Add a Notification Email Address

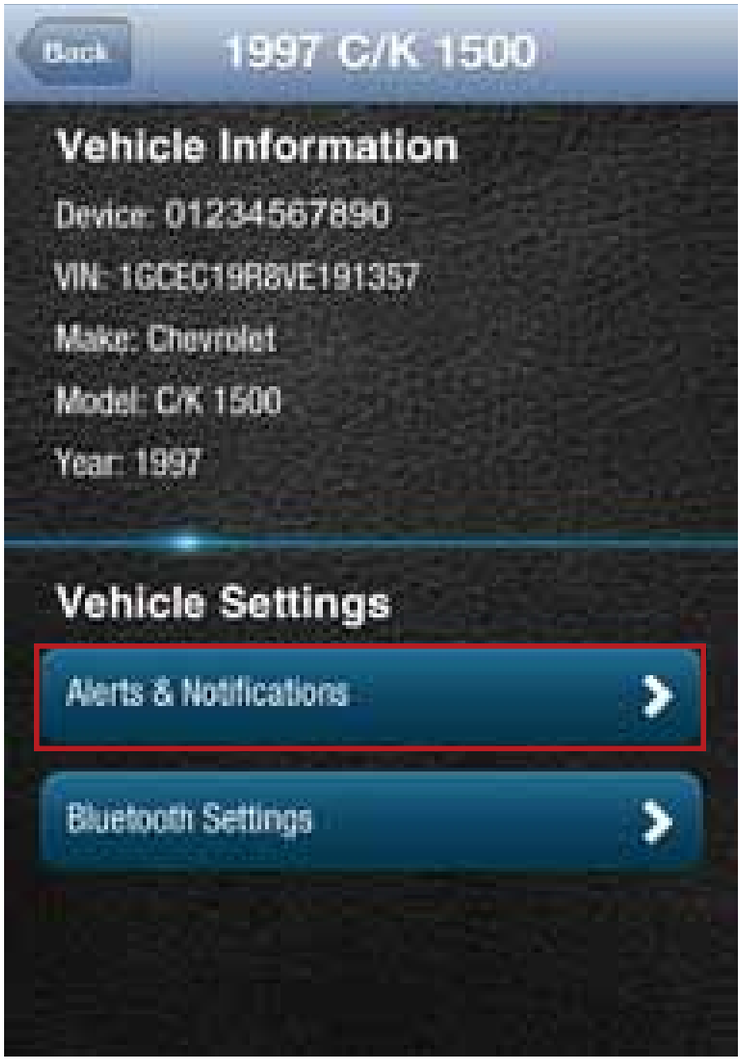
You can add an email notification to any alert. The process is similar for all alerts, here is how to add one to the speed alert. For Geo-Fence notifications, you will need to tap the name of the Geo-Fence you wish to configure.

1. Tap Settings from the side menu then tap Vehicle Settings.



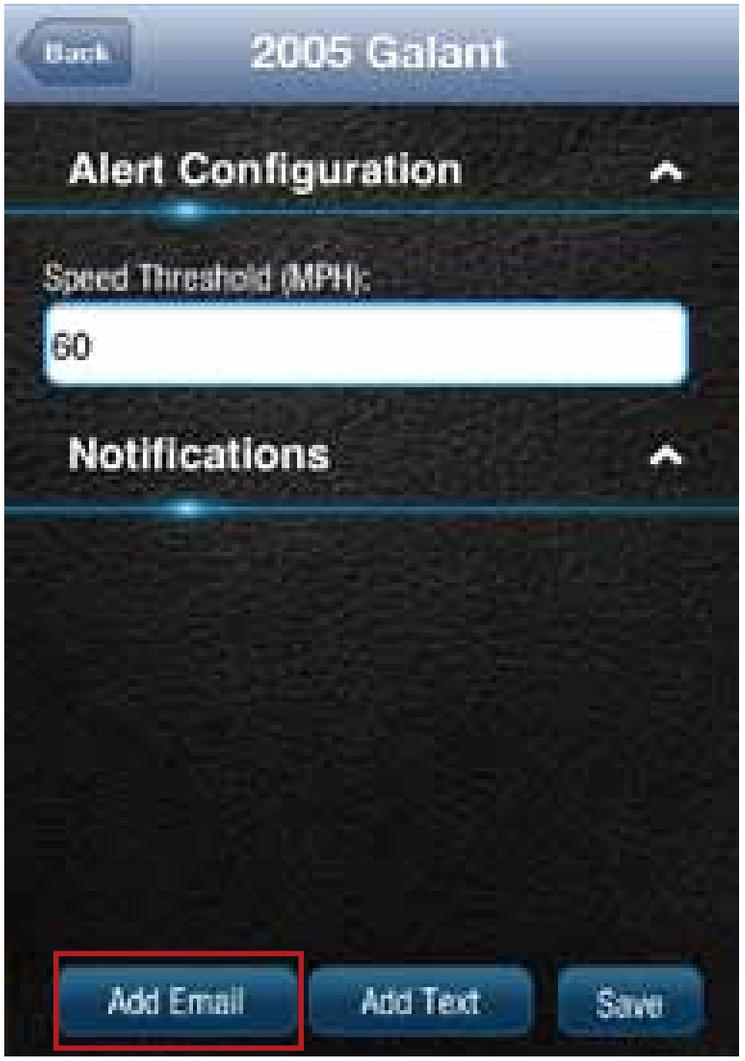
2. Tap the vehicle you wish to configure.

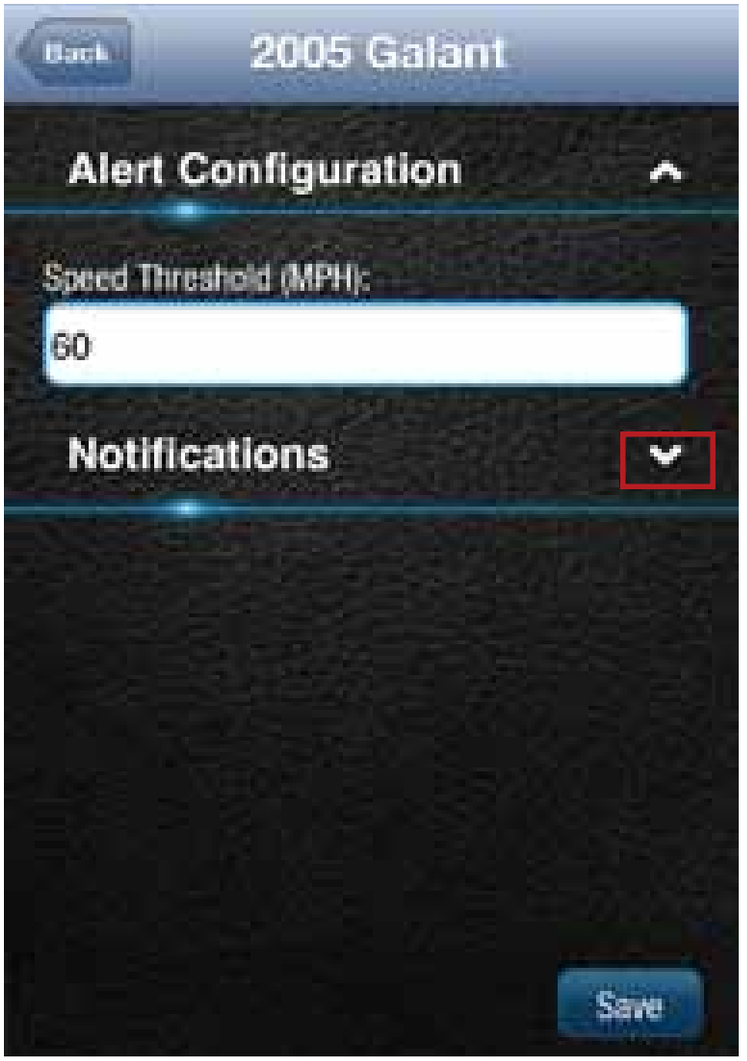
3. Tap Alerts & Notifications.



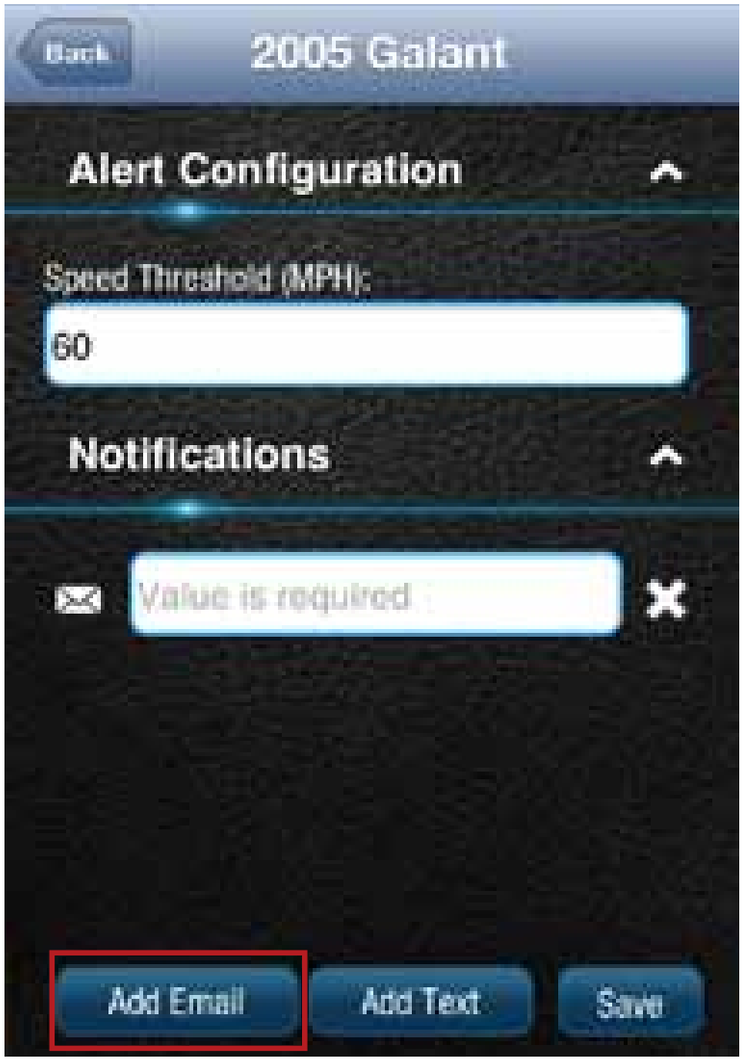
4. Tap the word Speed to configure the notifications.

5. Tap Add Email at the bottom of the screen. If you do not see the button Add Email, tap the small down arrow to right of the word Notifications to expand the Notifications section.





6. Enter a valid email address in the format myemail@email.com. To enter additional email addresses, tap Add Email. You can enter as many email addresses as you wish.

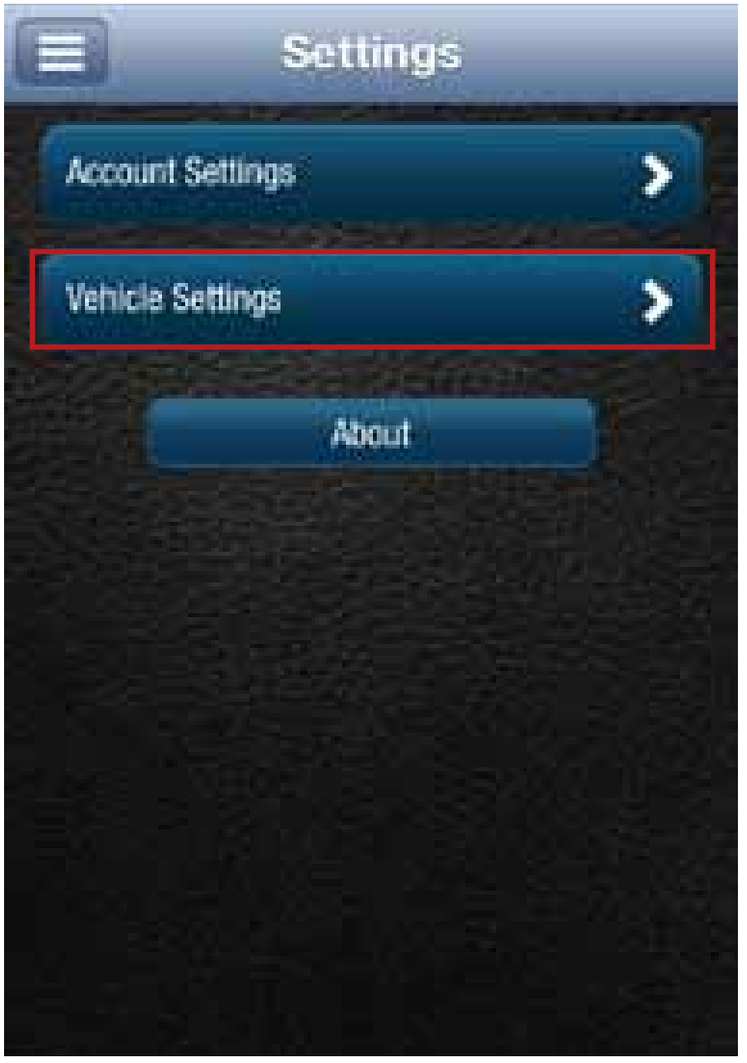


7. Tap Save to save your changes or tap the Back button or the side menu button to exit without saving your changes

Modify or Delete a Notification Email Address

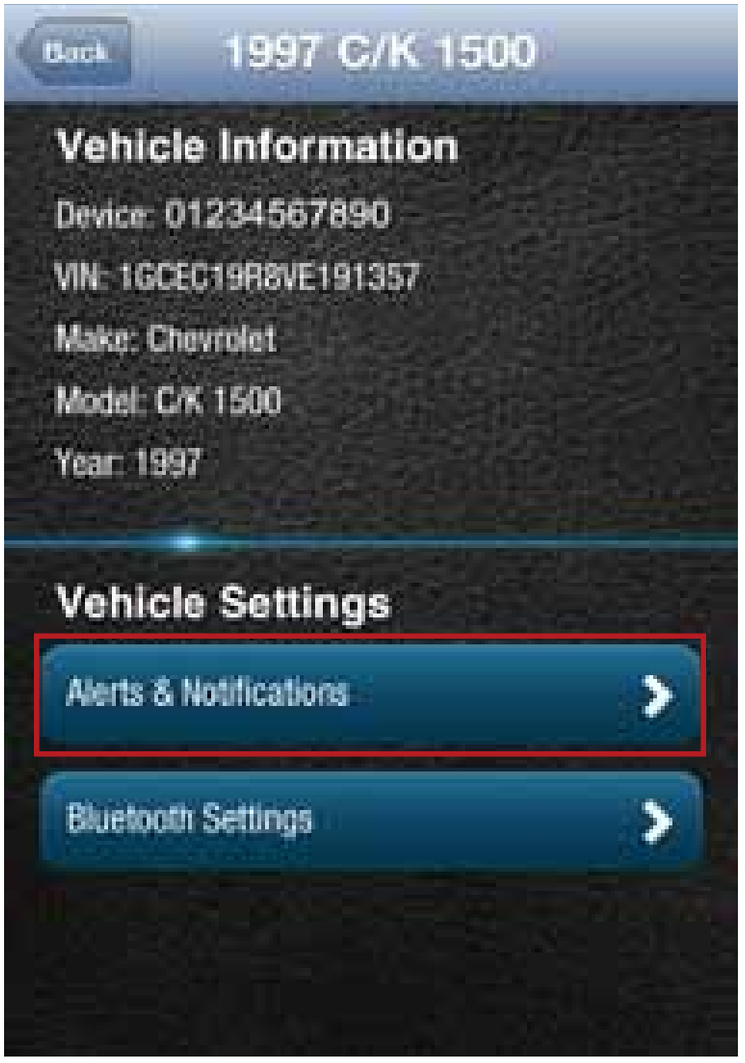
You can modify or delete an email notification associated with any alert. The process is similar for all alerts, here is how to modify and delete email addresses for the speed alert. For Geo-Fence notifications, you will need to tap the name of the Geo-Fence you wish to configure.

1. Tap Settings from the side menu then tap Vehicle Settings.



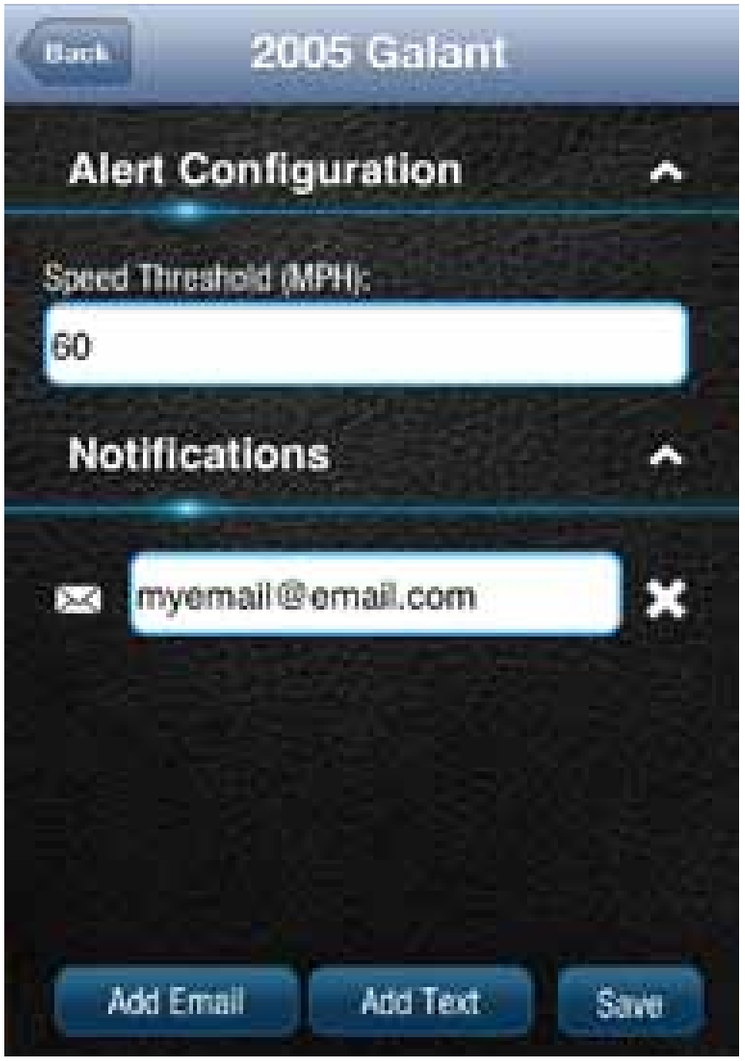
2. Tap the vehicle you wish to configure.

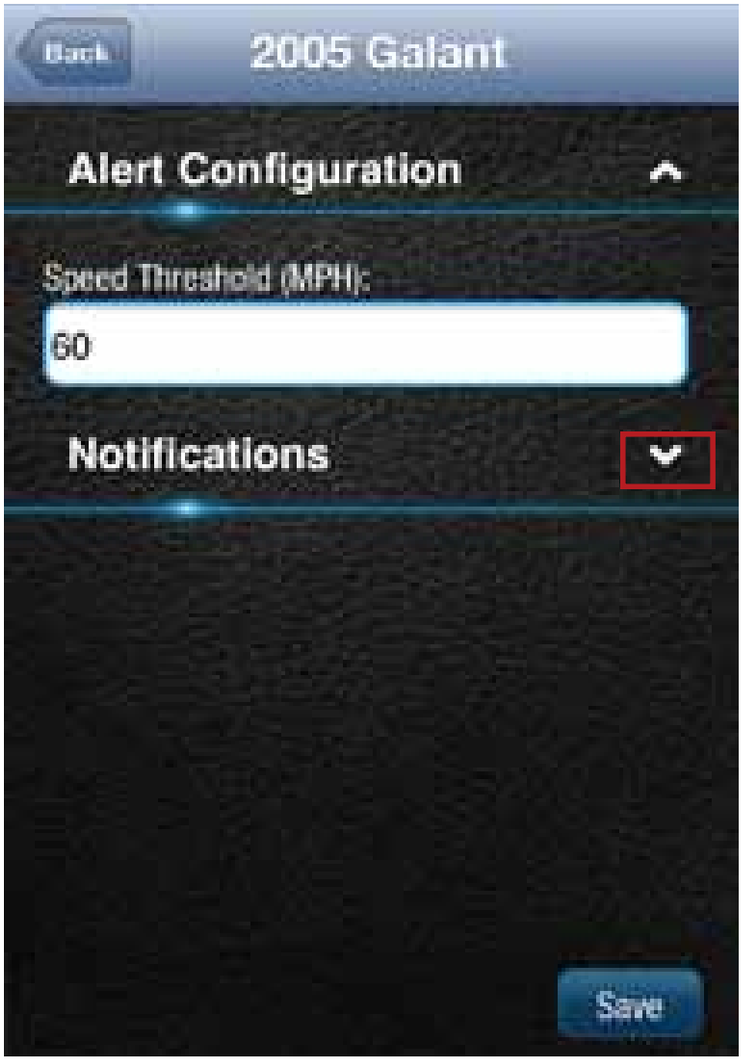
3. Tap Alerts & Notifications.



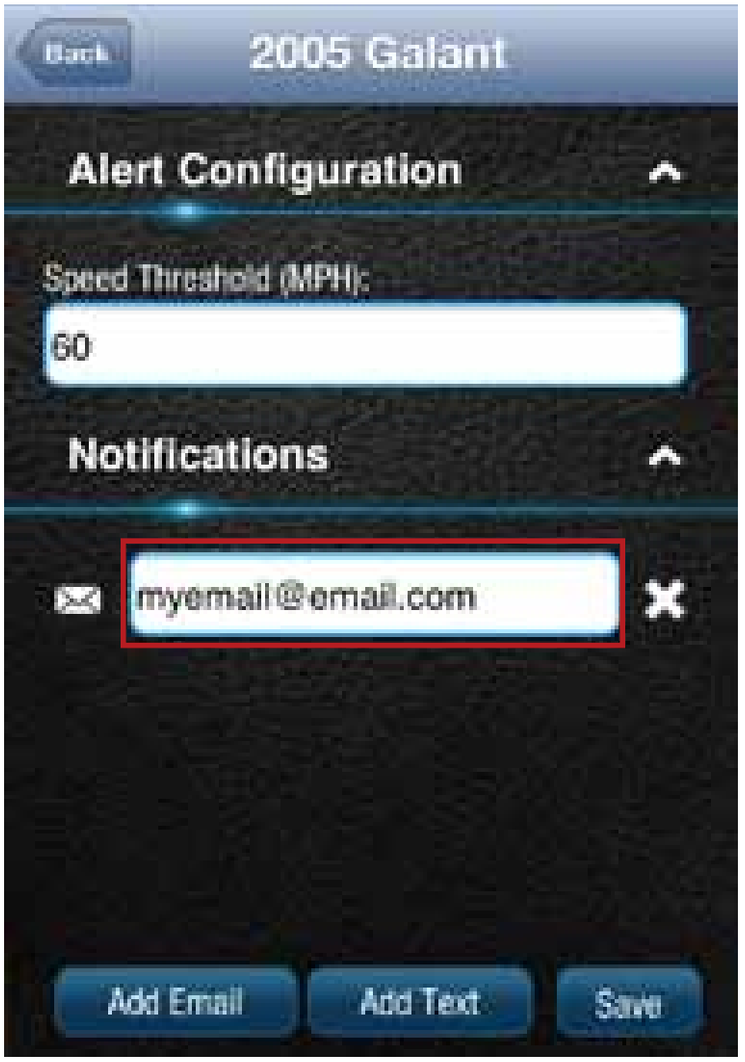
4. Tap the word Speed to configure the notifications.

5. If you do not see the notification email addresses displayed on the screen, tap the small down arrow to right of the word Notifications to expand the notification section.

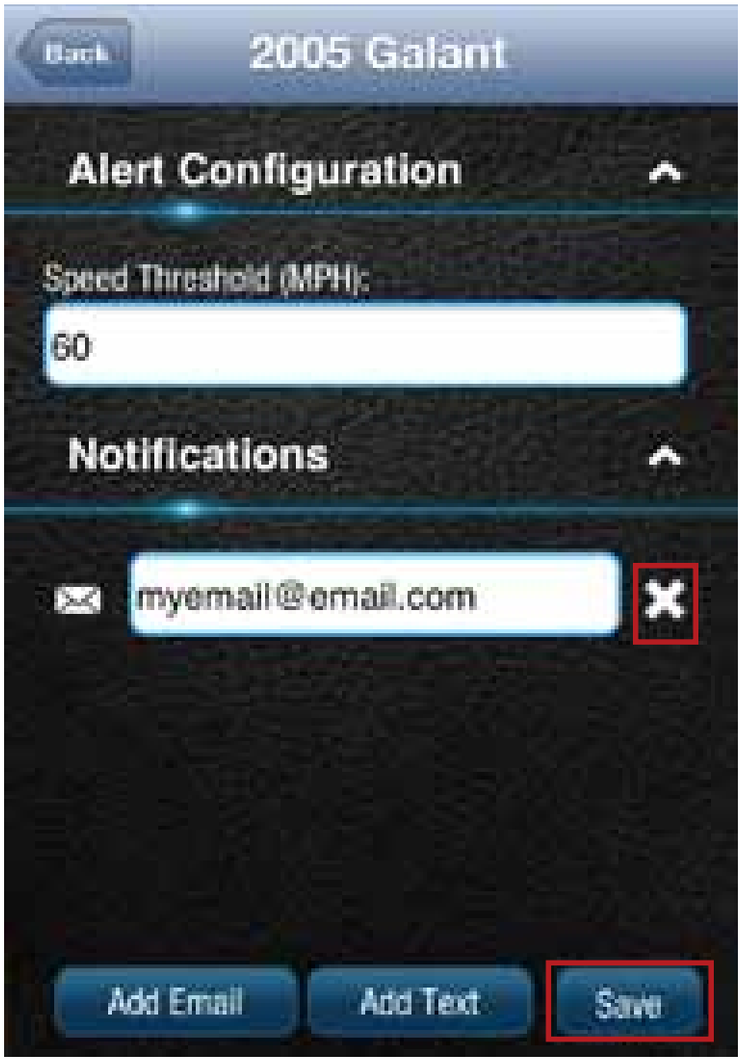




6. To modify an existing email address, tap the email address and edit the address.



7. To delete a notification email address, tap the x next to the email address.

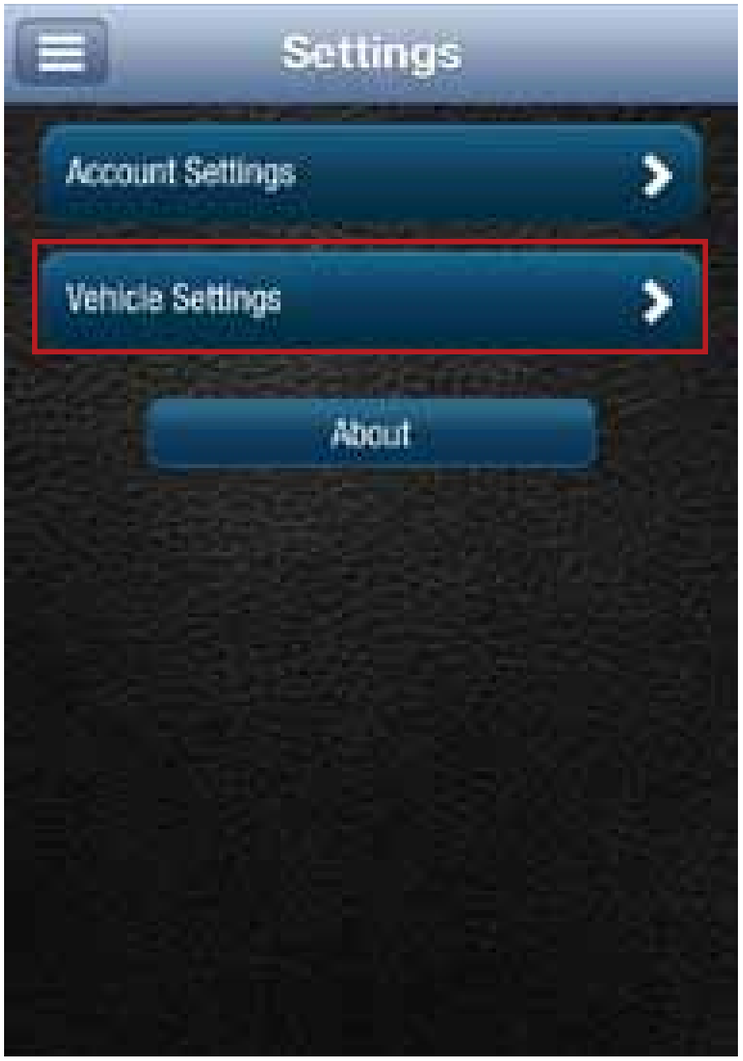


8. Tap Save to save your changes or tap the Back button or the side menu button to exit without saving your changes.

Add a Notification Text Number

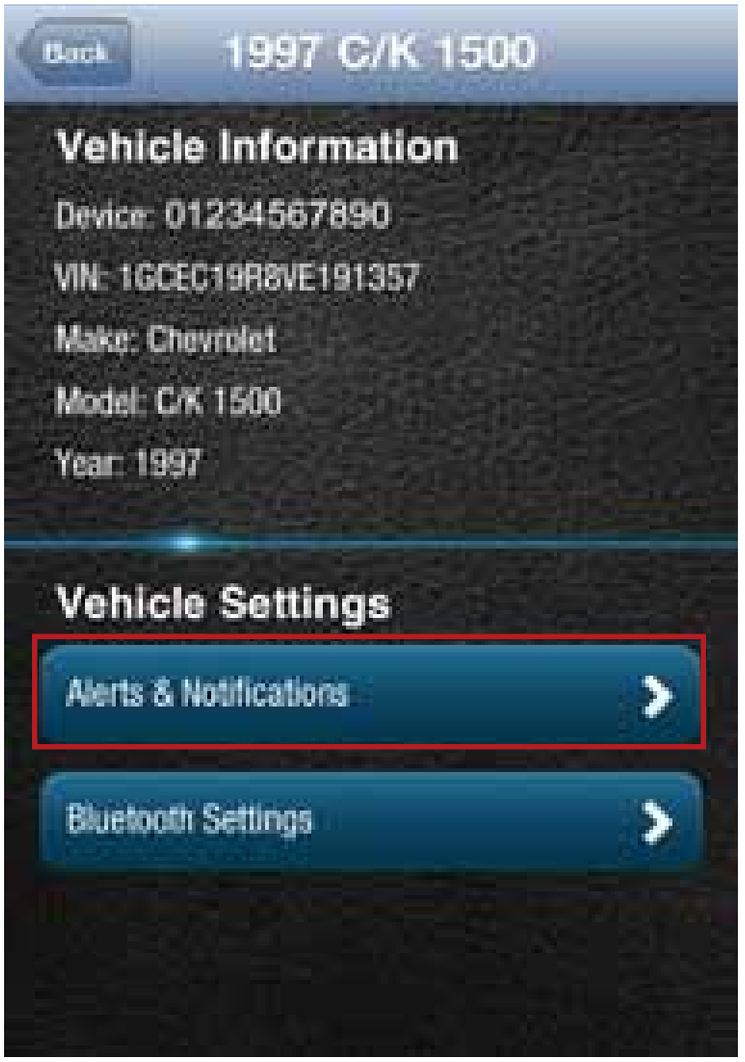
You can add a text notification to any alert. The process is similar for all alerts, here is how to add one to the speed alert. For Geo-Fence notifications, you will need to tap the name of the Geo-Fence you wish to configure.

1. Tap Settings from the side menu then tap Vehicle Settings.



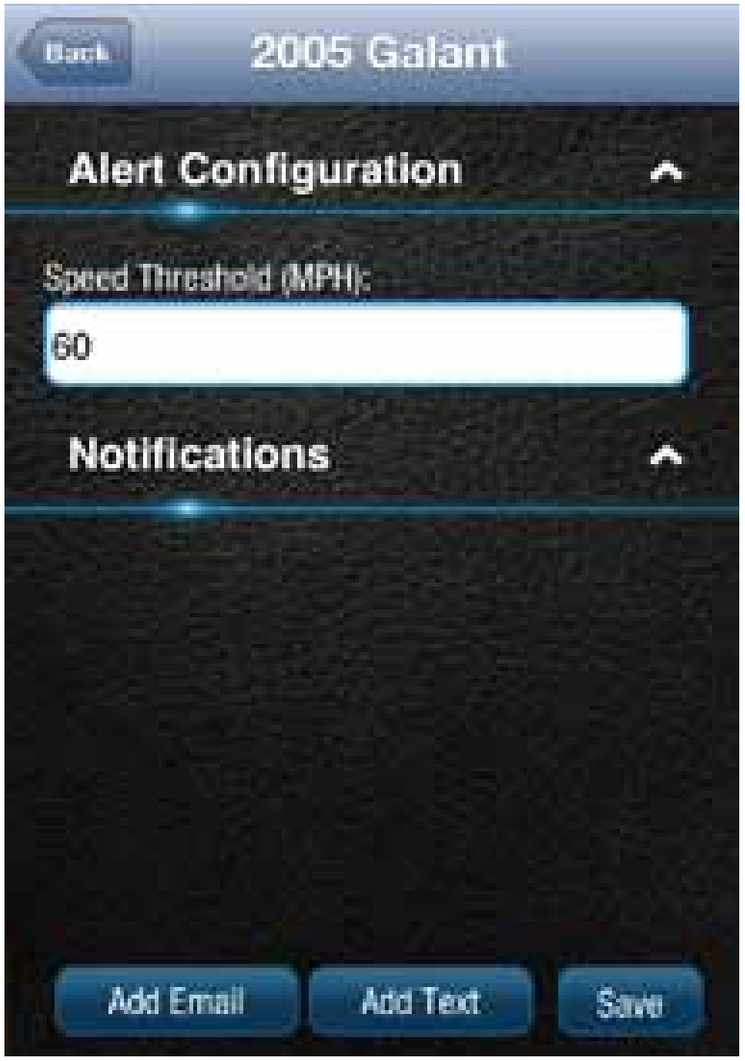
2. Tap the vehicle you wish to configure.

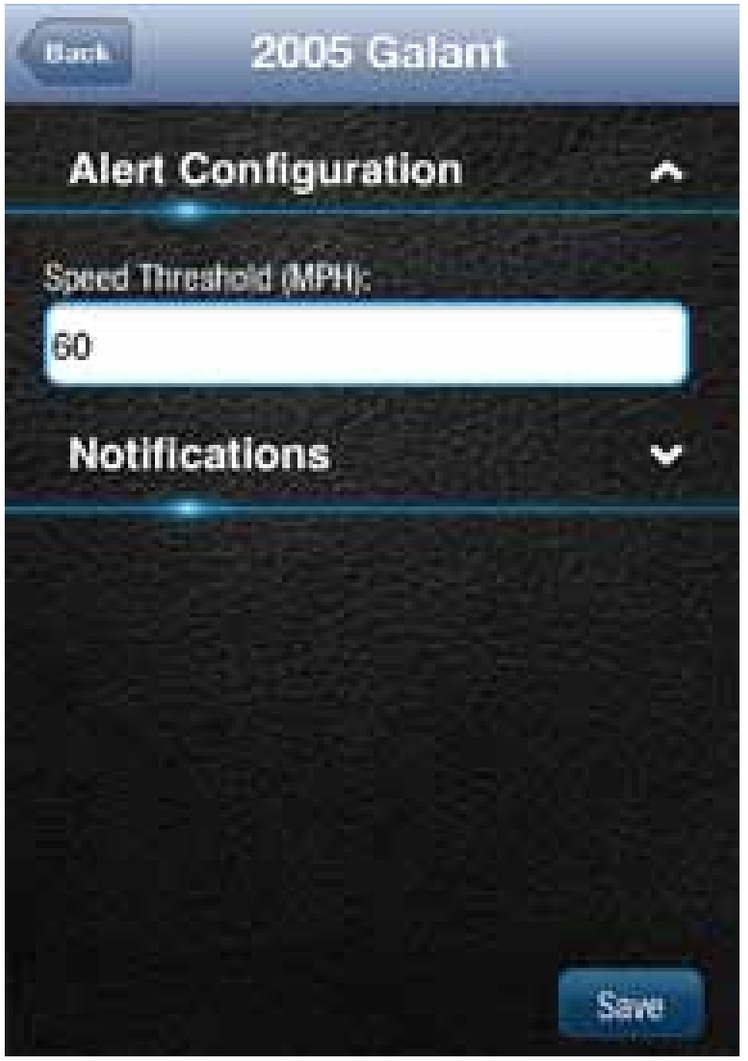
3. Tap Alerts & Notifications.



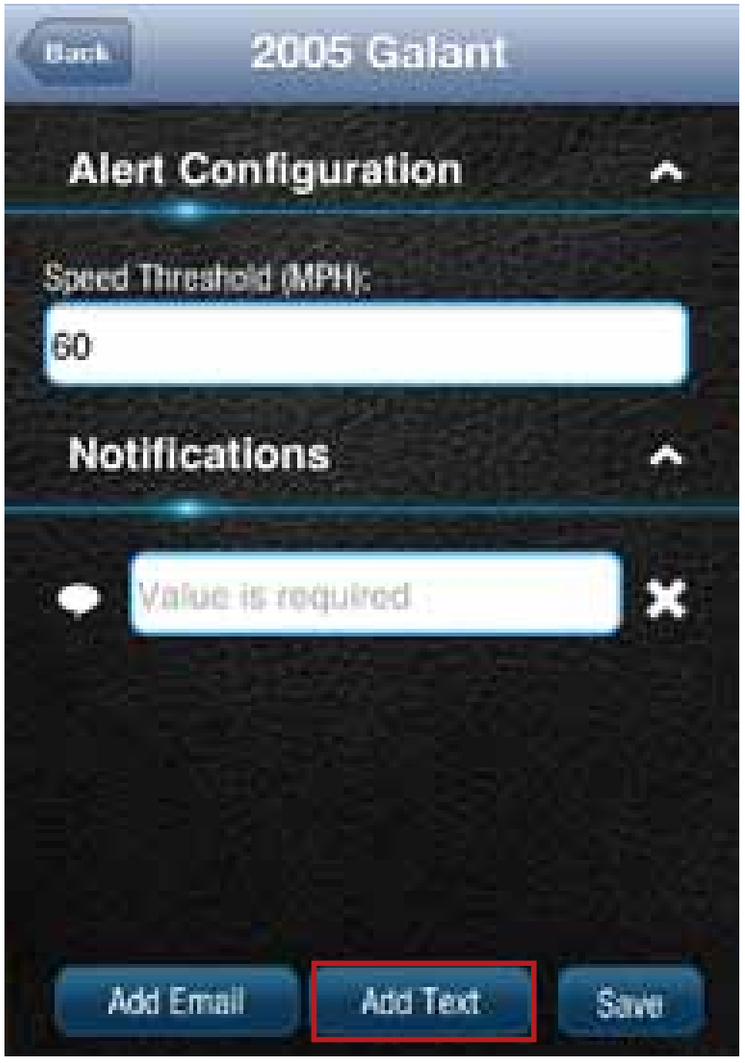
4. Tap the word Speed to configure the notifications.

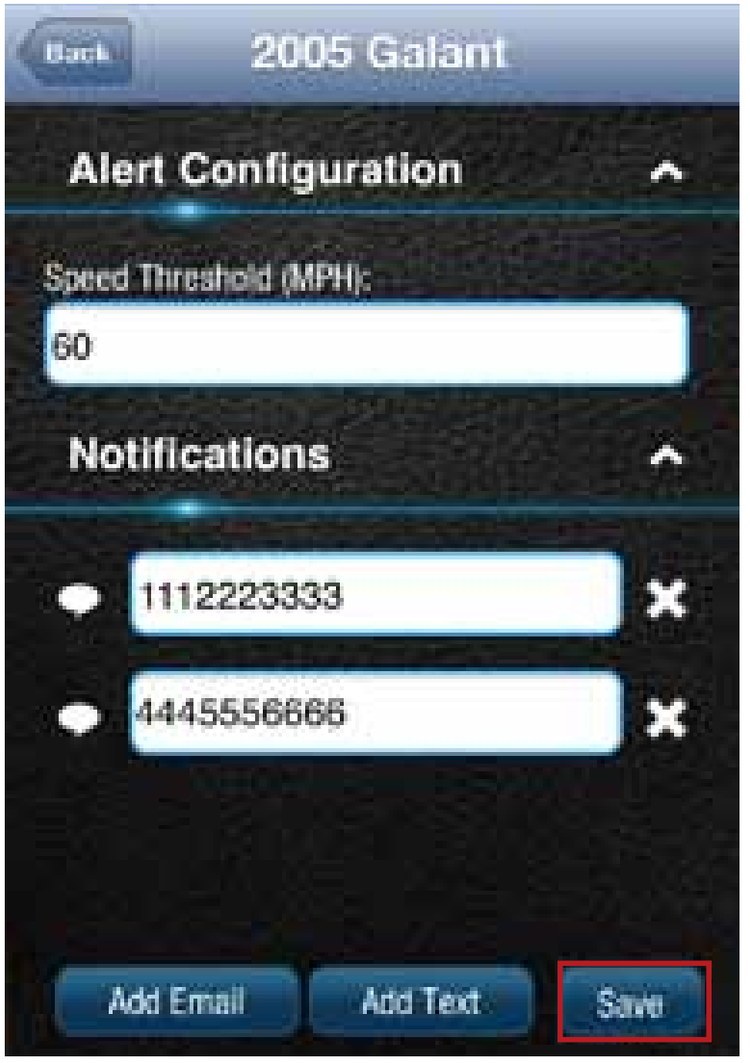
5. Tap Add Text at the bottom of the screen. If you do not see the button Add Text, tap the small down arrow to right of the word Notifications to expand the notification section. You can enter as many mobile numbers as you wish.





6. Enter a valid 10 digit mobile number in the format 1112223333 using only numbers and no other characters. To enter additional mobile numbers, tap Add Text. You can enter as many mobile numbers as you wish.



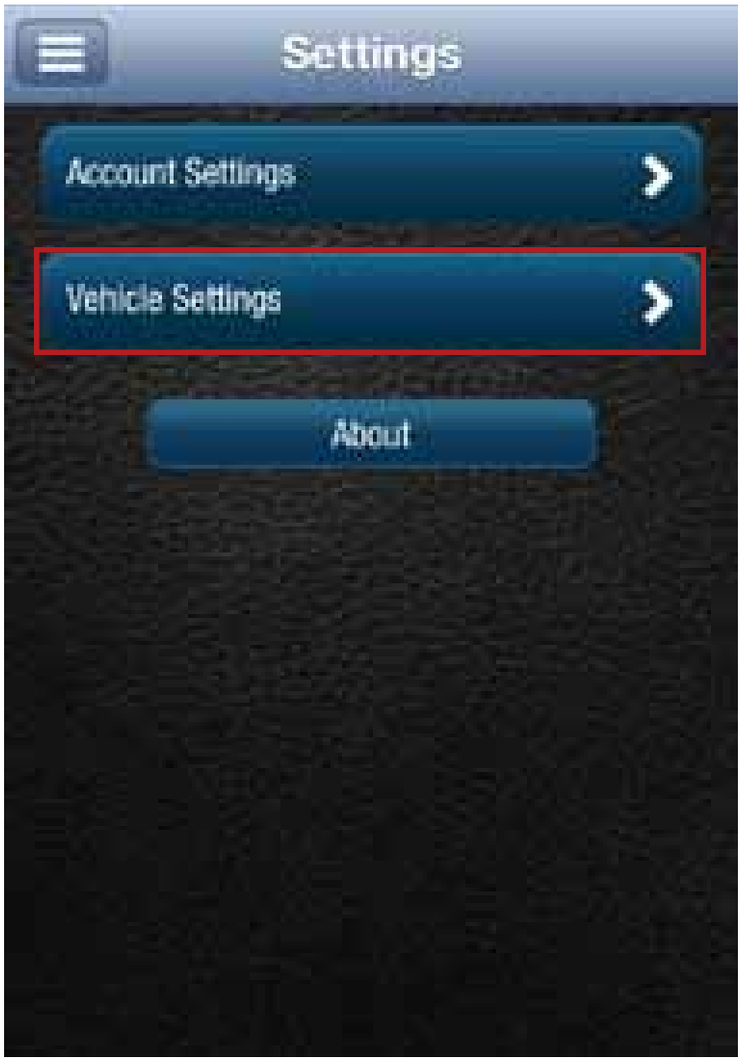


7. Tap Save to save your changes or tap the Back button or the side menu button to exit without saving your changes.

Modify or Delete a Notification Text Number

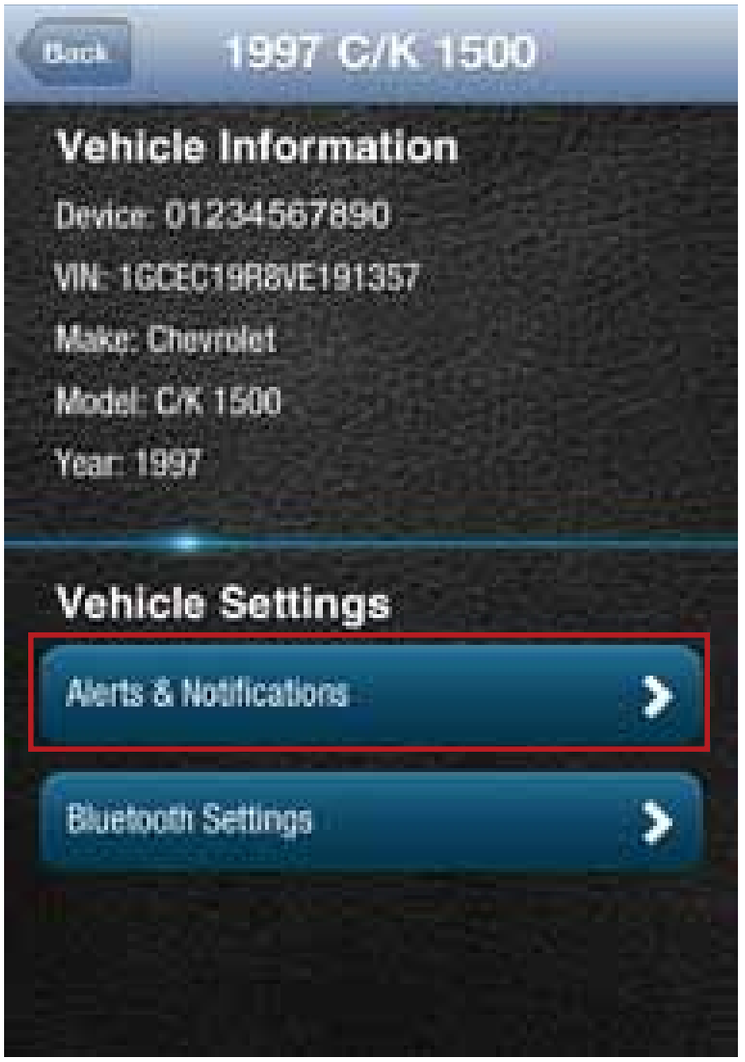
You can modify or delete a text notification mobile number associated with any alert. The process is similar for all alerts, here is how to modify and delete mobile numbers for the speed alert. For Geo-Fence notifications, you will need to tap the name of the Geo-Fence you wish to configure.

1. Tap Settings from the side menu then tap Vehicle Settings.



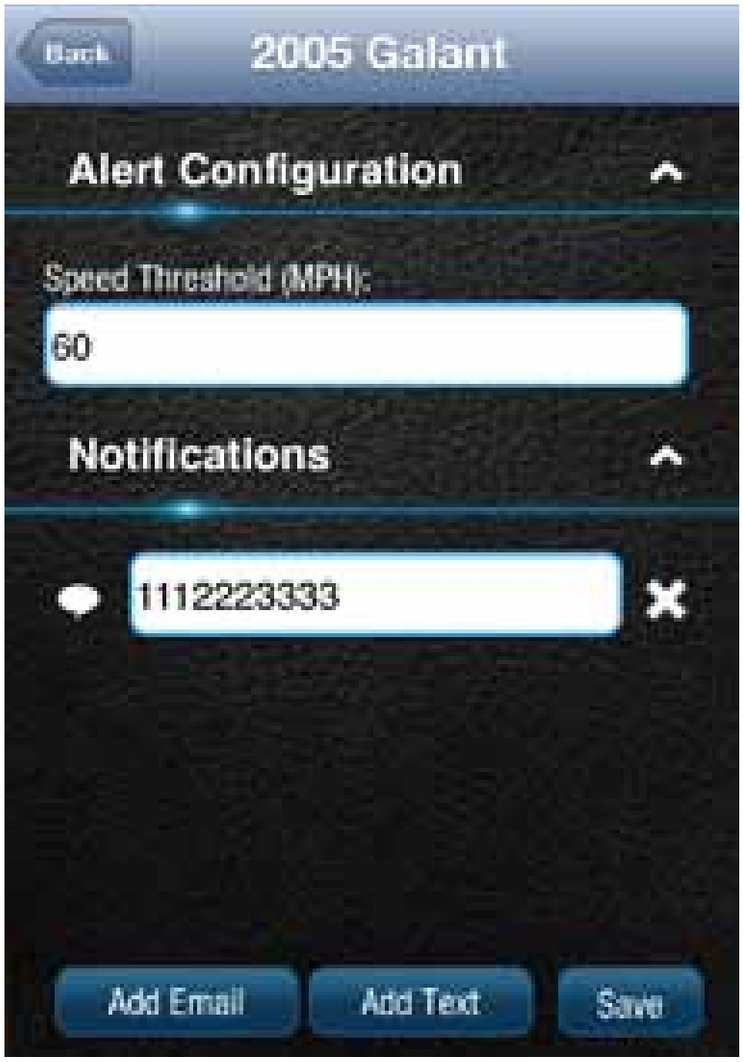
2. Tap the vehicle you wish to configure.

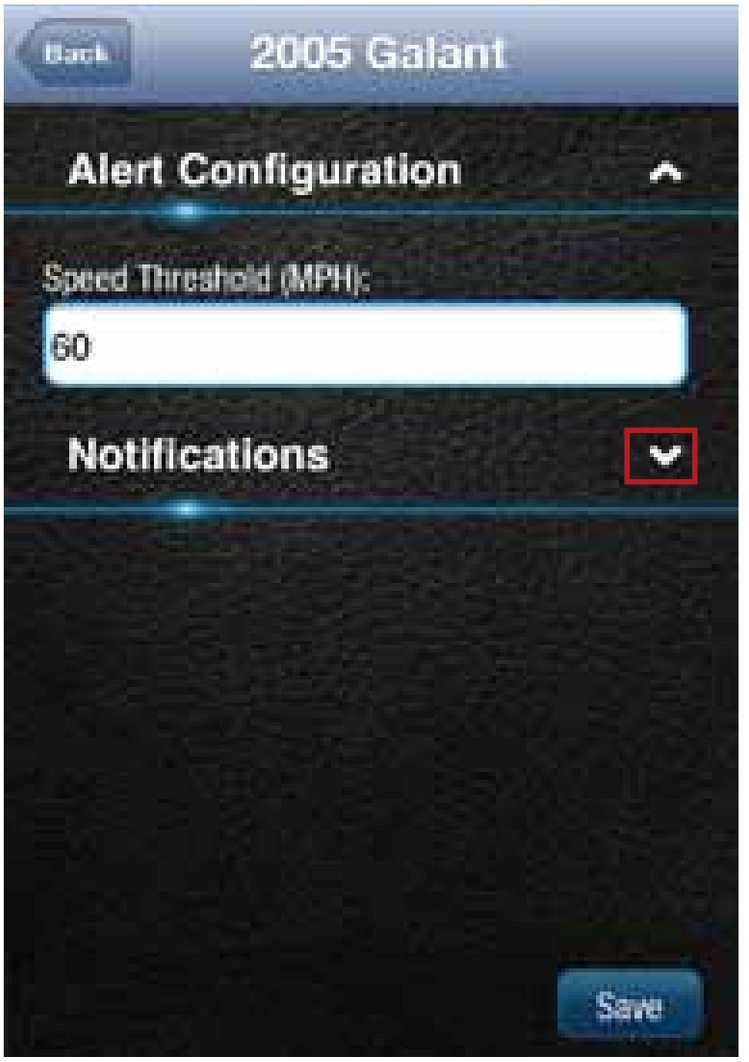
3. Tap Alerts & Notifications.



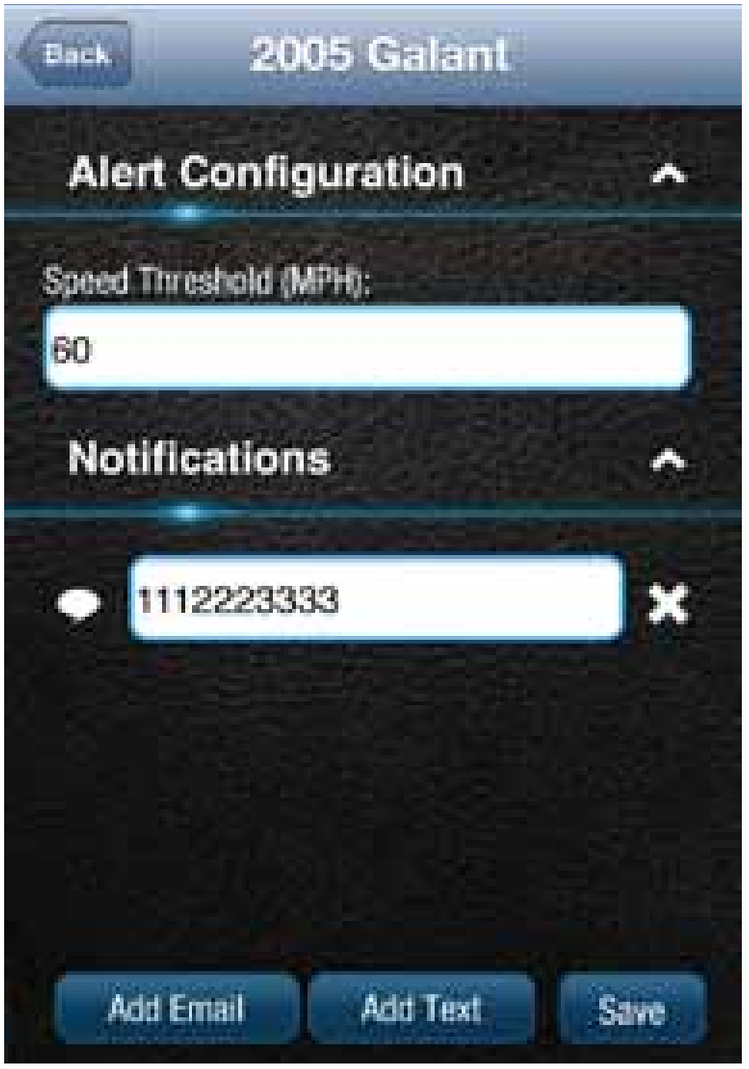
4. Tap the word Speed to configure the notifications.

5. If you do not see the notification mobile numbers displayed on the screen, tap the small down arrow to right of the word Notifications to expand the notification section.

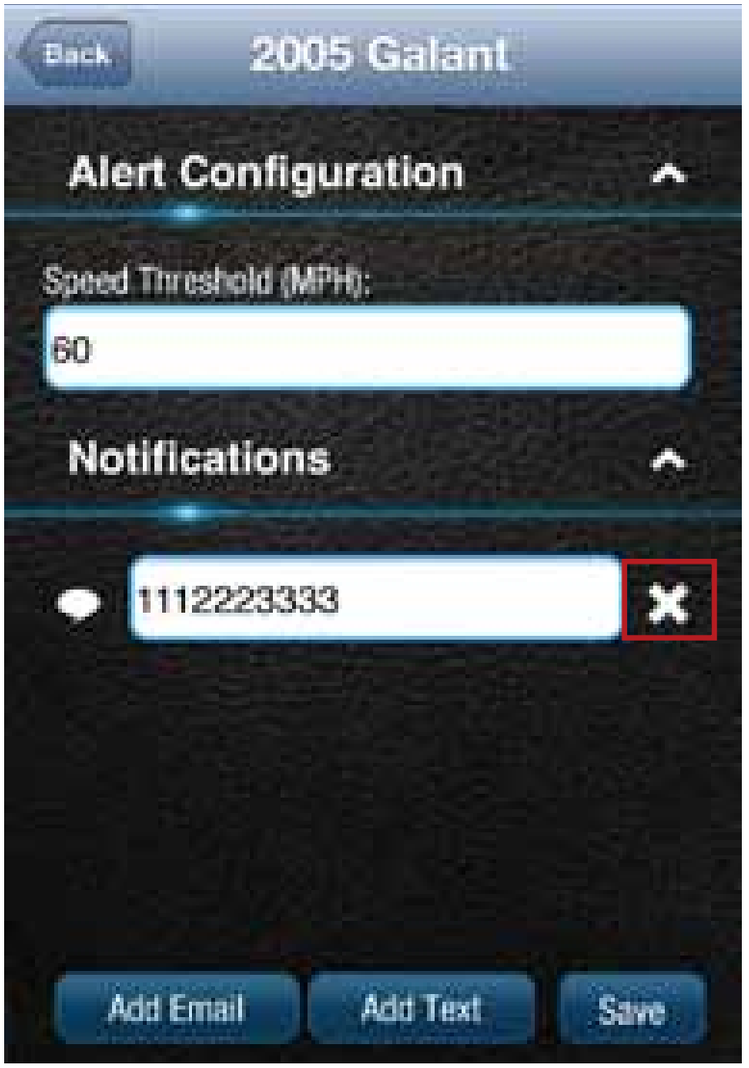




6. To modify an existing mobile number, tap the mobile number and edit the number.



7. To delete a notification mobile number, tap the x next to the mobile number.



8. Tap Save to save your changes or tap the Back button or the side menu button to exit without saving your changes.

About Section

The About section allows you to:

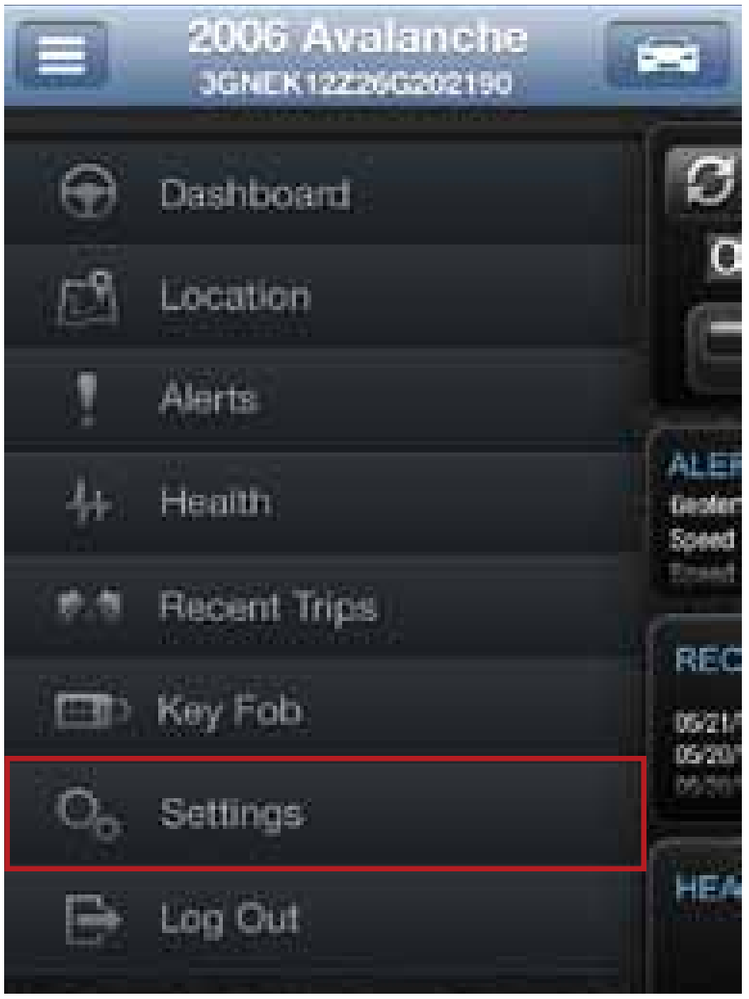
• Access the OBD Locator

• Review the current Privacy Policy and Terms of Use

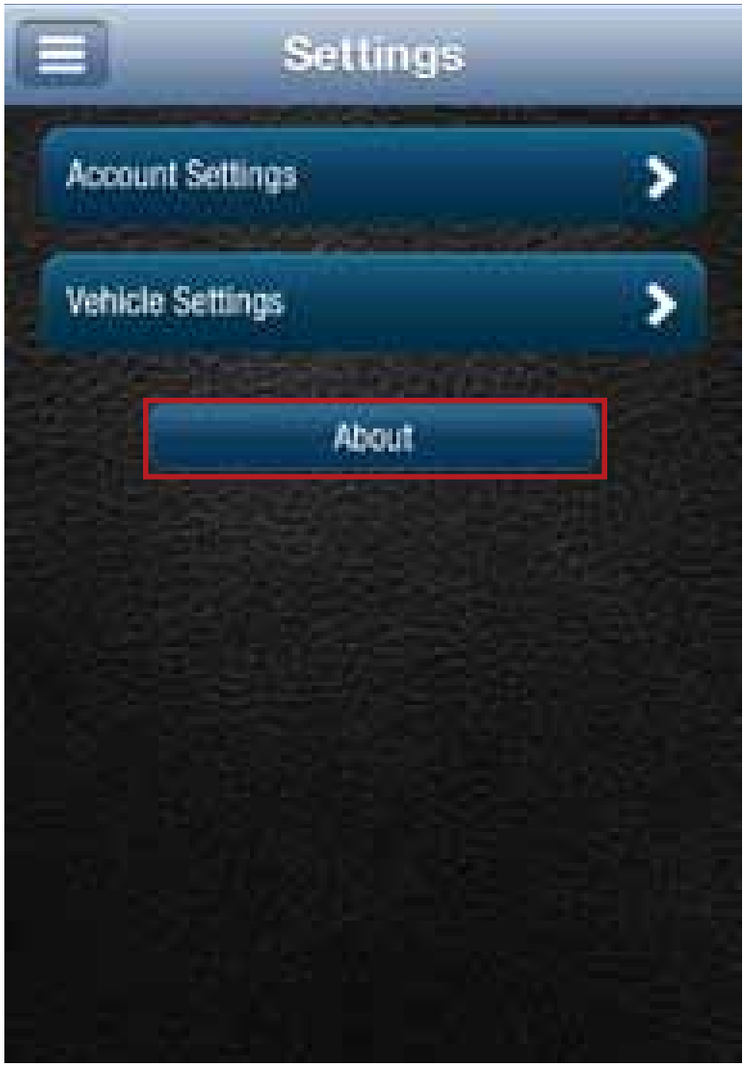
Locating Your OBD Connector

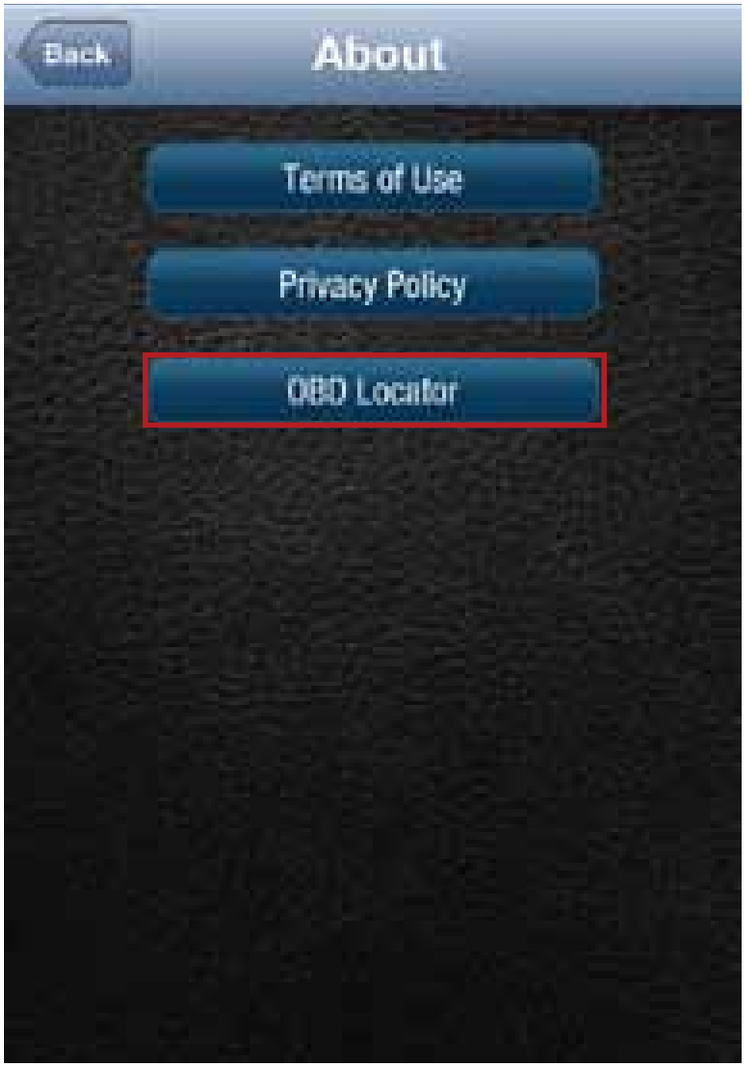
The OBD Locator button will launch your internet browser and navigate to a web page where you can select your vehicle and determine the location of the OBD II connector.

To access the OBD Locator, on the side menu tap Settings.



Tap About and then tap OBD Locator.





Reviewing the Terms of Use and Privacy Policy

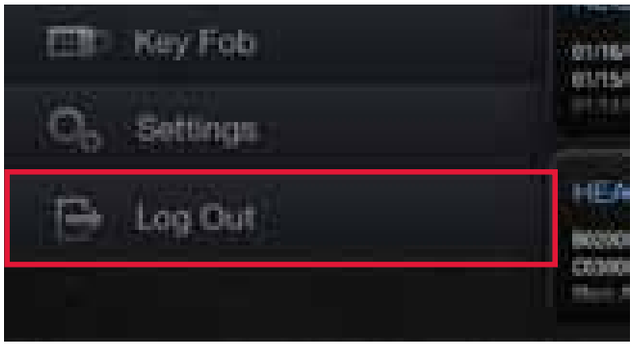
To review the Terms of Use and Privacy Policy, on the side menu tap Settings.

Tap About and then tap the document you with to review.

Logout

On the Side Menu of the app, tap Log Out to logout from your vehicle. This will return you to the login screen.

FPO



Note: The Delphi Connected Car smartphone app will remain logged in, unless the user logs out using the MENU and Log Out selection.

Using the Connected Car Website

Accessing the Website

You can log in to your vehicle at mycar.delphi.com.

Forgot Username or Password

Should you forget your account login credentials, you can request your username or a password reset from the login screen.
To request your Username, click Forgot Username?

Note: The website will automatically log you out after 20 minutes of inactivity if you do not log out using the Logout feature.

Enter the account email address you provided in your User Settings and click Send Email.

You will receive an email with your Username sent to the account email address you provided as part of your User Settings. If you did not provide an account email address in your User Settings or do not receive the email with your Username, please call Verizon Wireless Customer Service at (800) 922-0204.

To request your Password, click Forgot Password?

Enter your Username and click SEND EMAIL.

You will receive an email providing you a temporary password sent to the account email address you provided as part of your User Settings. Use this temporary password to login to your account. You will be required to change your password once you login. If you did not provide an account email address in your User Settings or do not receive the email with your temporary password, please call Verizon Wireless Customer Service at (800) 922-0204.

Navigating Around

To navigate to a specific category, click on the links at the top of the screen for Dashboard, Location, Alerts, Health, Recent Trips, Key Fob and Settings. You may also click the highlighted icons or the word More in the section you want to visit (as shown in the red boxes). Click on your username to change various settings for your account, see yellow box. The LOG OUT button allows you to log out from your vehicle, see green box.

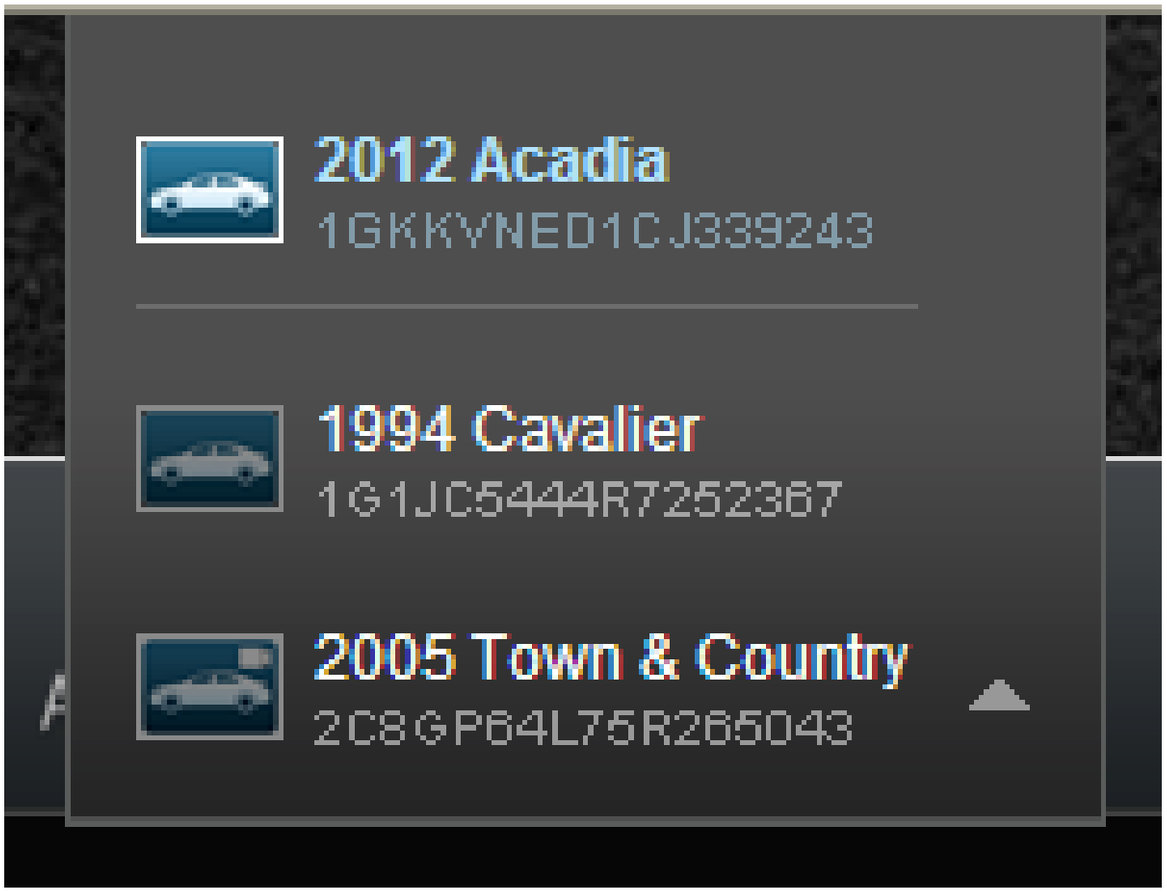
Note: Using the Back button in your browser is not recommended.

Selecting Your Vehicle

If you have more than one Vehicle Diagnostics Module associated with your account, you can select which vehicle's information to view.

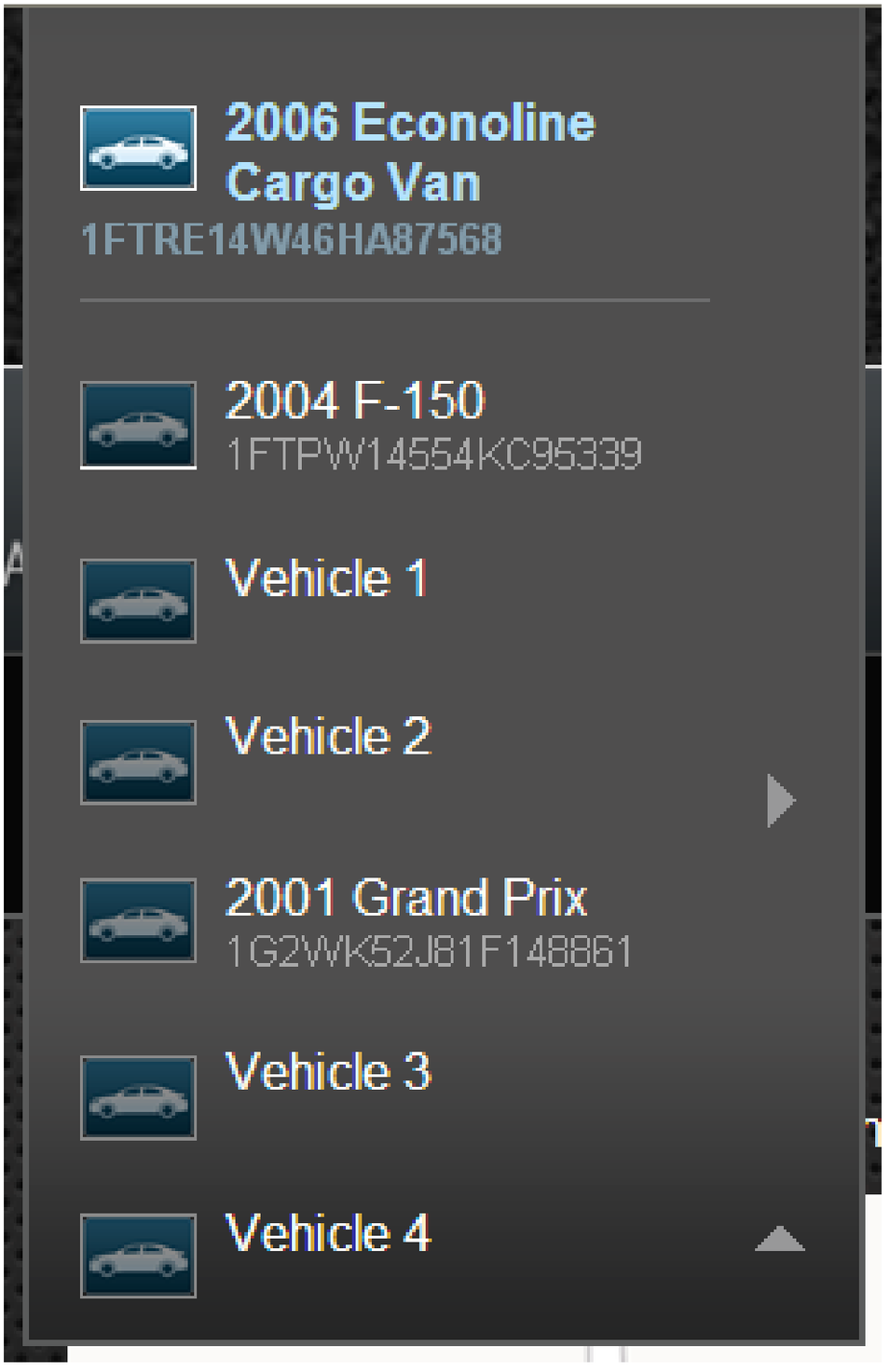
Click on the down arrow next to your vehicle.

Click on the vehicle you wish to view or click on the up arrow to keep viewing the current vehicle.



Note: The last vehicle that recorded data is indicated with the Vehicle Diagnostics Module icon, see yellow box.

If there are more than 6 vehicles to choose from you can page through the list of all vehicles using the right arrow.



Vehicle Settings

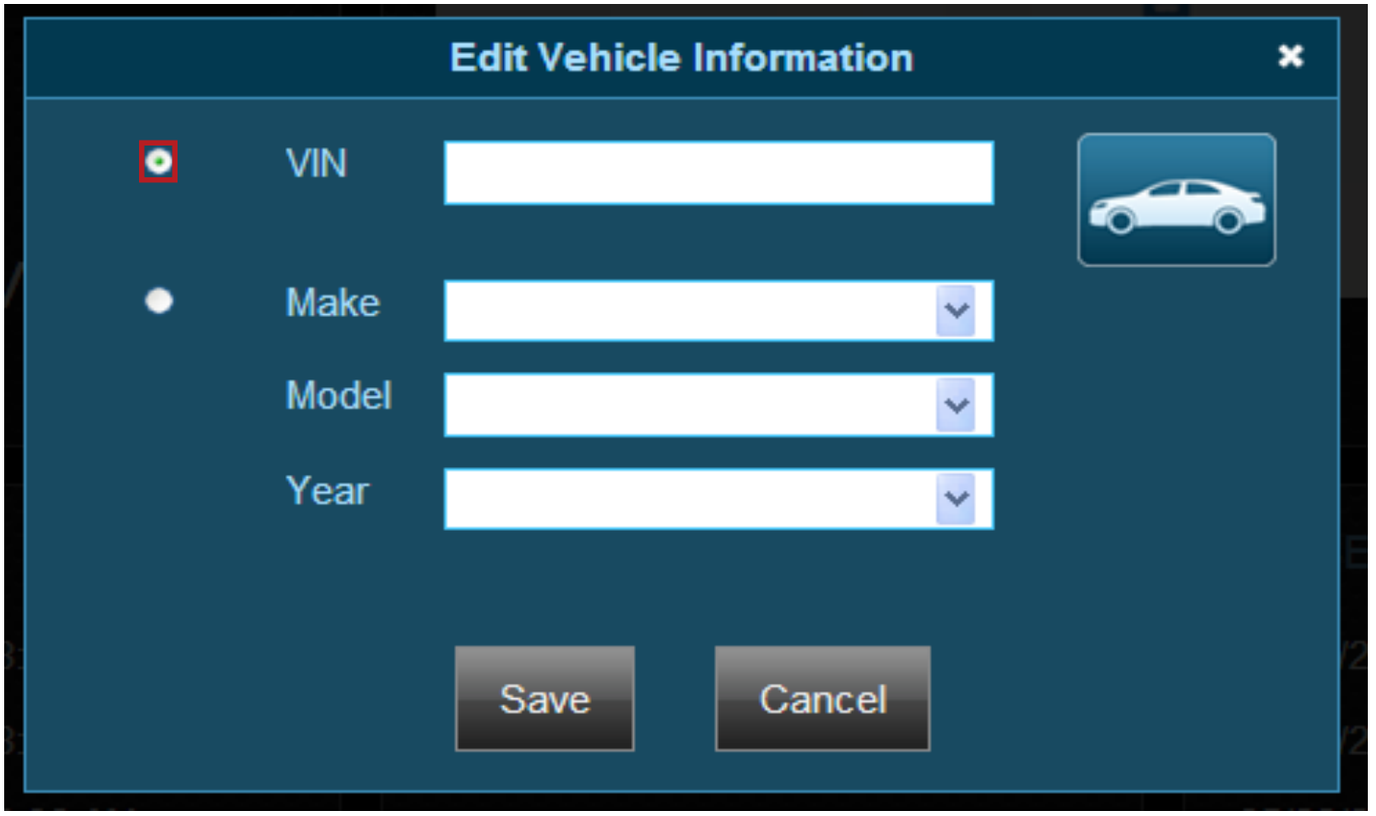
The Vehicle Settings allow you to edit your vehicle information, such as providing your vehicle VIN when the VIN is not available.

Edit Your Vehicle Information

If your vehicle did not report a VIN, you can enter the VIN or information about your vehicle yourself. When you enter your VIN, the Connected Car service will attempt to look up your vehicle for you.

To edit your vehicle information, click the vehicle name at the top of the screen.

Click the circle next to the information you want to provide.



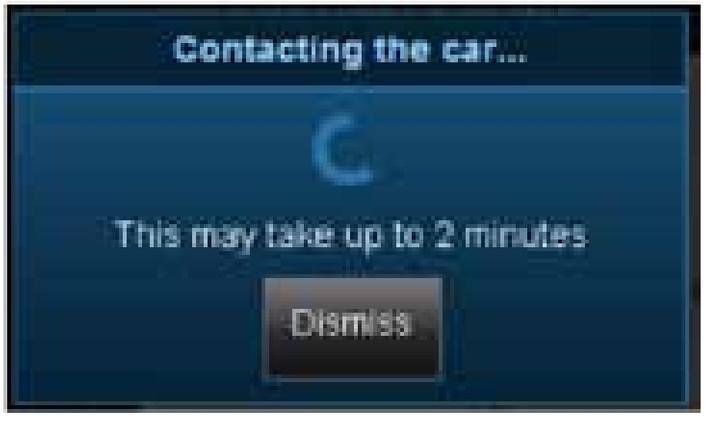
Enter the VIN or use the drop-down menus to select your vehicle's make, model and model year.

Click Save to save your changes or Cancel to exit without saving your changes.

Refreshing Your Vehicle Data

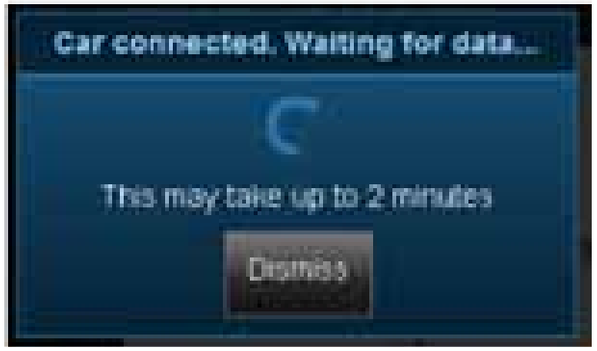
From anywhere within the website you can refresh your vehicle data. Click the Refresh button.

You will see the following message while your vehicle is being contacted for a refresh.



Note: On the Health screen, clicking the Refresh button will initiate a scan of your vehicle for diagnostic trouble codes. See Performing a Diagnostic Code Scan on Your Vehicle on page 171.

Once the vehicle is contacted, you will see the following message.



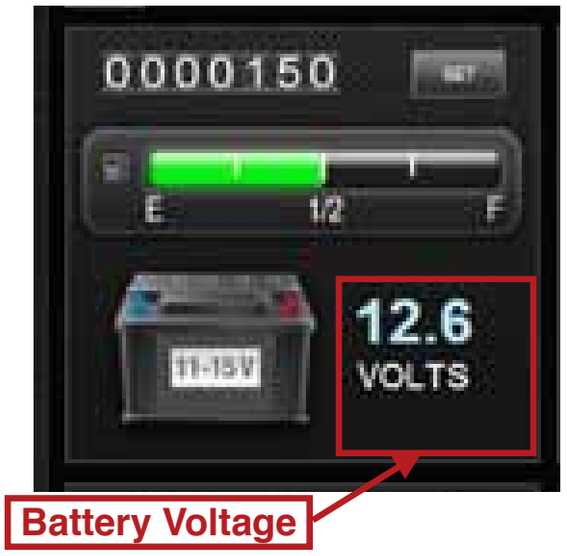
Select Dismiss to return to the website. The refresh process will continue in the background but the screen will not display the new vehicle information until you click on one of the tabs.

Should the refresh fail, you will receive an error message indicating why the refresh was unsuccessful. Select OK to return to the website.

Dashboard

The Dashboard provides a summary of your vehicle status. It includes the following areas:

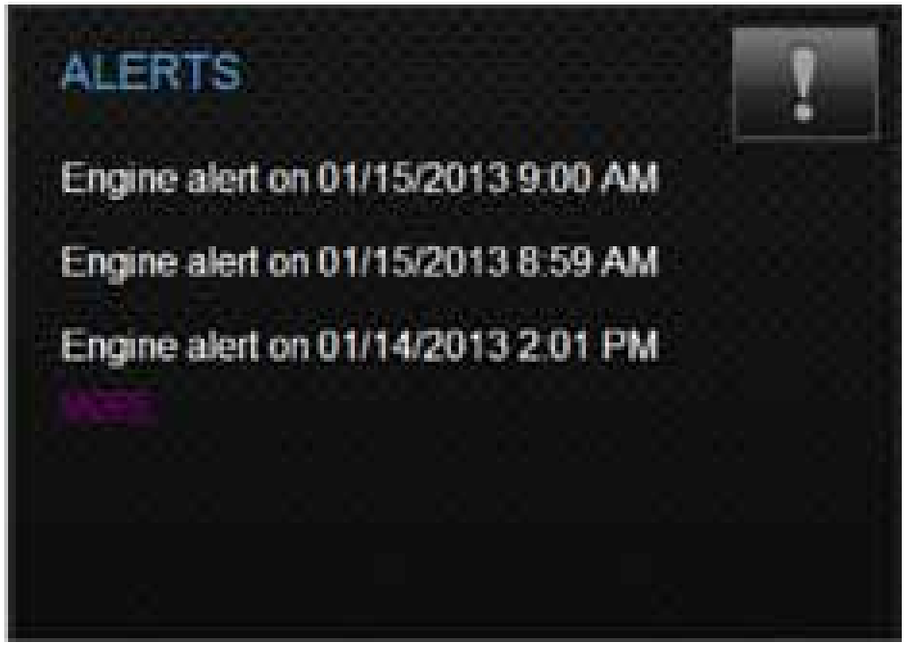
- Basic vehicle information including the engine run status, current programmable odometer, battery voltage and the fuel level, if your vehicle supports this feature:



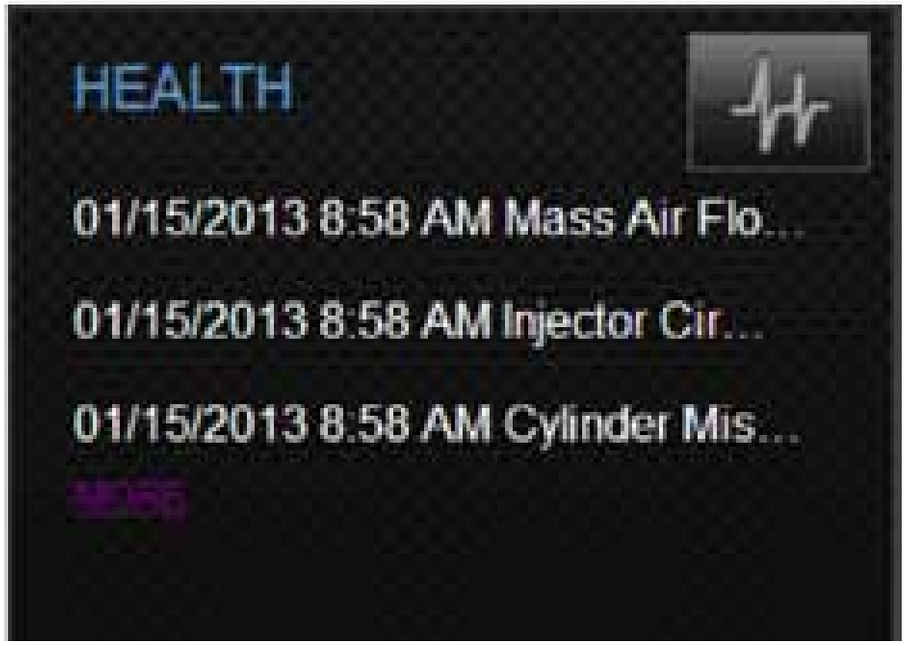
Note: Fuel level readings will work on compatible vehicles.

• Last recorded Location of vehicle:

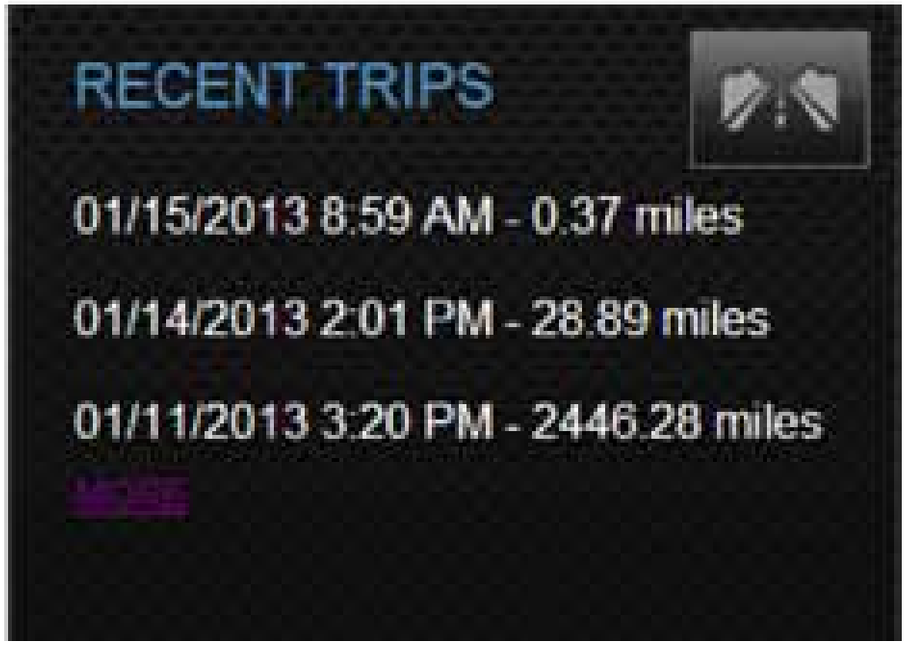
• The most recent alerts:



• The most recent diagnostic information reported by your vehicle:



• The most recent trips:



Note: You will only see Health information if your vehicle has reported trouble codes using the diagnostic code scanning feaure. See Performing a Diagnostic Scan on Your Vehicle.

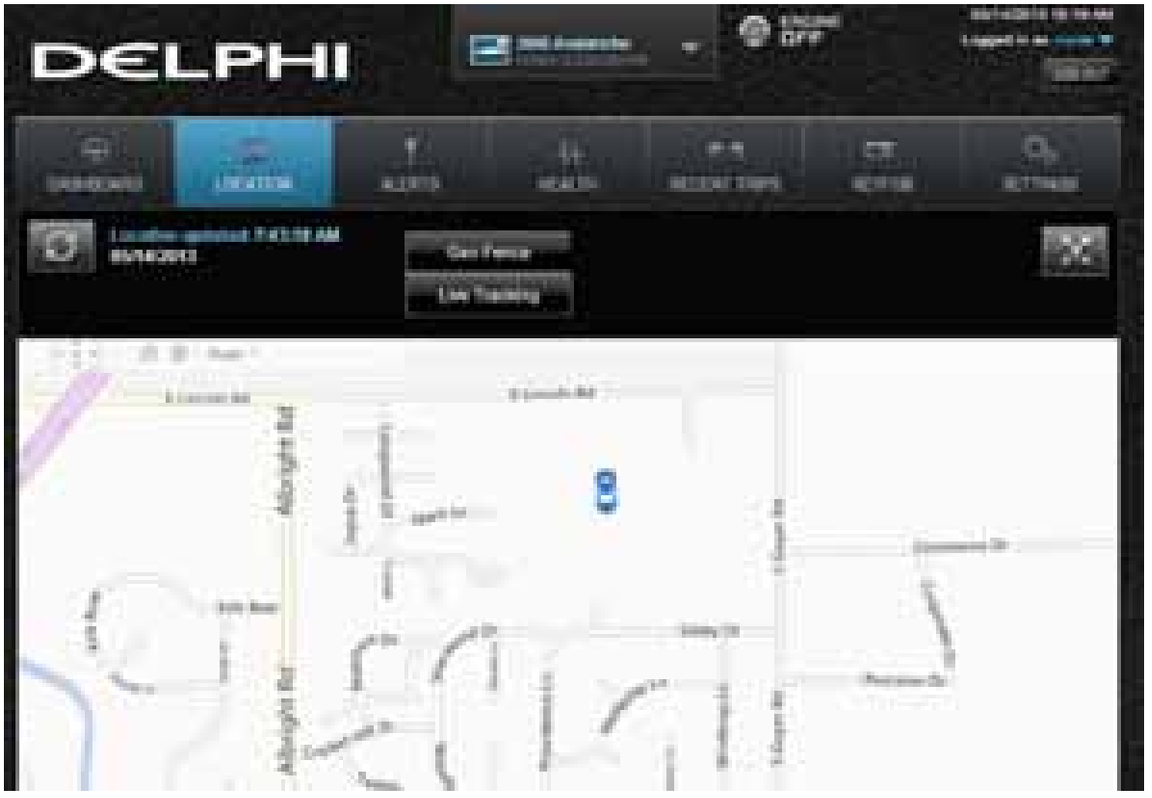
Location

Use the Location feature to locate your vehicle at any time. The location screen indicates the last recorded vehicle location and the time and date when that location was last updated. You can use the Refresh feature to update the current vehicle location. The Map view can be customized using the map controls discussed below:

- Center on Current Location button will adjust the map so the vehicle location is centered on the map.

- The Geo-Fence button allows you to manage the Geo-Fences for your vehicle. See Managing Geo-Fences for more information on page 352.

- The Live Tracking button turns on the live tracking feature. See Live Tracking on page 364.



Customizing the Website Map Display

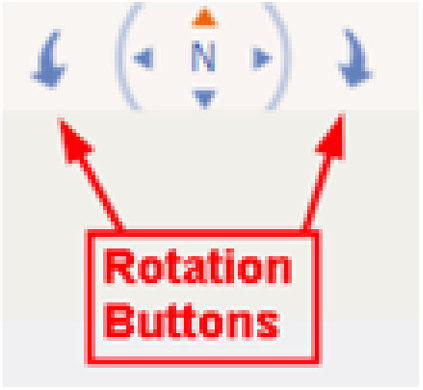
By clicking inside the map pan control, you can move the map in any direction. Simply hold down the mouse cursor in this control to continuously pan in that direction.

The zoom controls allows you to zoom the map in out.

Use the map mode selection to determine what is displayed on the map, such as road mode or bird's eye mode. When the Show labels checkbox is selected, then road names and other location information will be displayed on the map. When the Show Angled View checkbox is selected, then the map will tilt to provide a perspective view of the map.

In Automatic mode, the map will automatically switch between Road mode and Bird's Eye mode as the zoom is changed

The Road mode shows the map as a standard street atlas. The Bird's Eye mode will show a Satellite view when the map is zoomed out and an Aerial Photo view if the map is zoomed in and a photo of the area is available. When in the Aerial Photo mode, you can also use the rotation buttons to rotate the Aerial Photo view.



Programmable Odometer

A programmable odometer is provided for your vehicle. You can set it to your vehicle's odometer to track total mileage or you can set the odometer to 0 prior to a trip to use it as a trip odometer.

To set the odometer value, click Set next to the odometer on the dashboard.

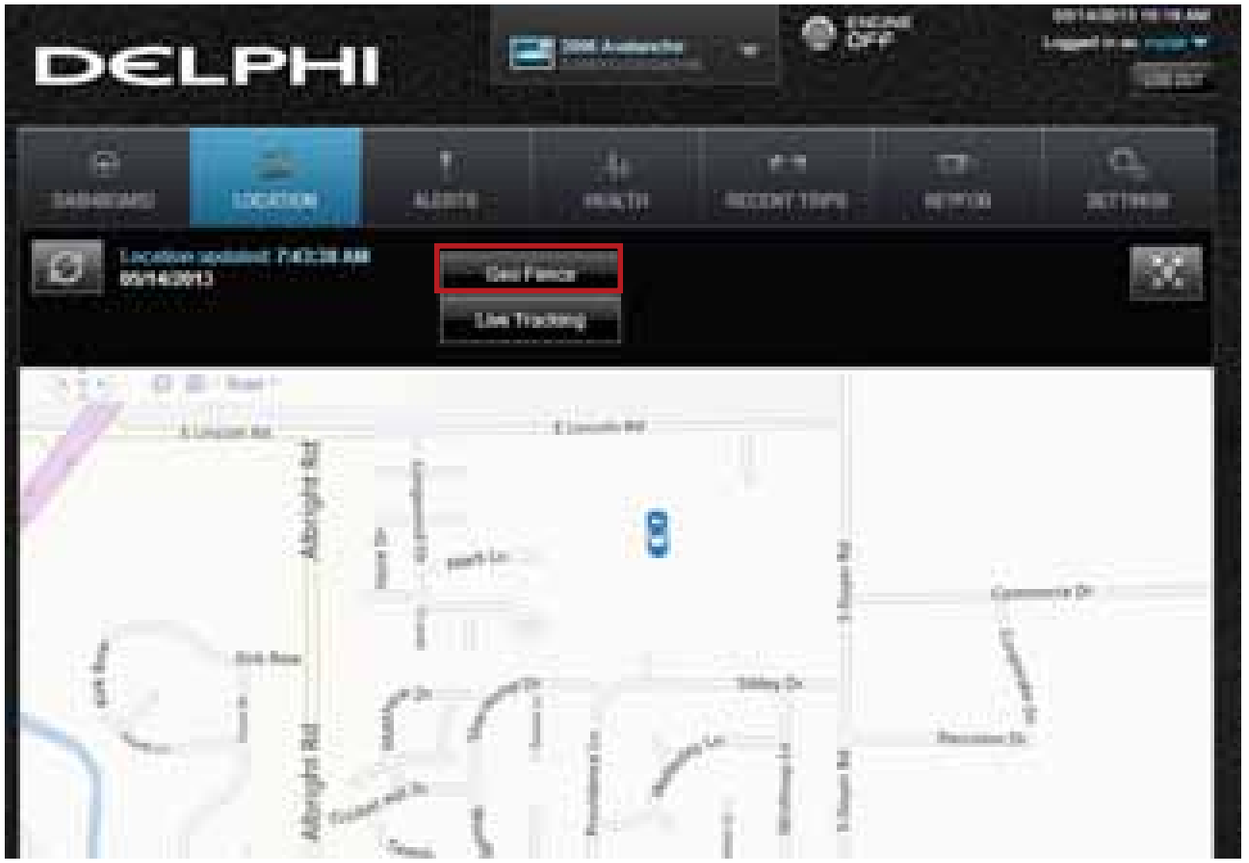
Enter the desired value in miles. Tap Submit to save the value or Cancel to exit without saving.

Managing Geo-Fences

A Geo-Fence allows you to define a location that is of interest to you and create a boundary around it. When your vehicle crosses the boundary to enter or exit that location, an alert will occur and can be viewed on the Delphi Connected Car app or the website. You can also be notified via an email or text message if desired. See Configuring Notifications on page 378 for more information. You can define up to six Geo-Fences. These can be edited or deleted as often as you like. A Geo-Fence can be made as small as 0.01 miles, about 50 feet in diameter, or as large as you would like. Due to GPS location tolerance, it is suggested to make a Geo-Fence at least 0.1 miles in diameter to avoid false alerts.

Create a Geo-Fence Using the Map

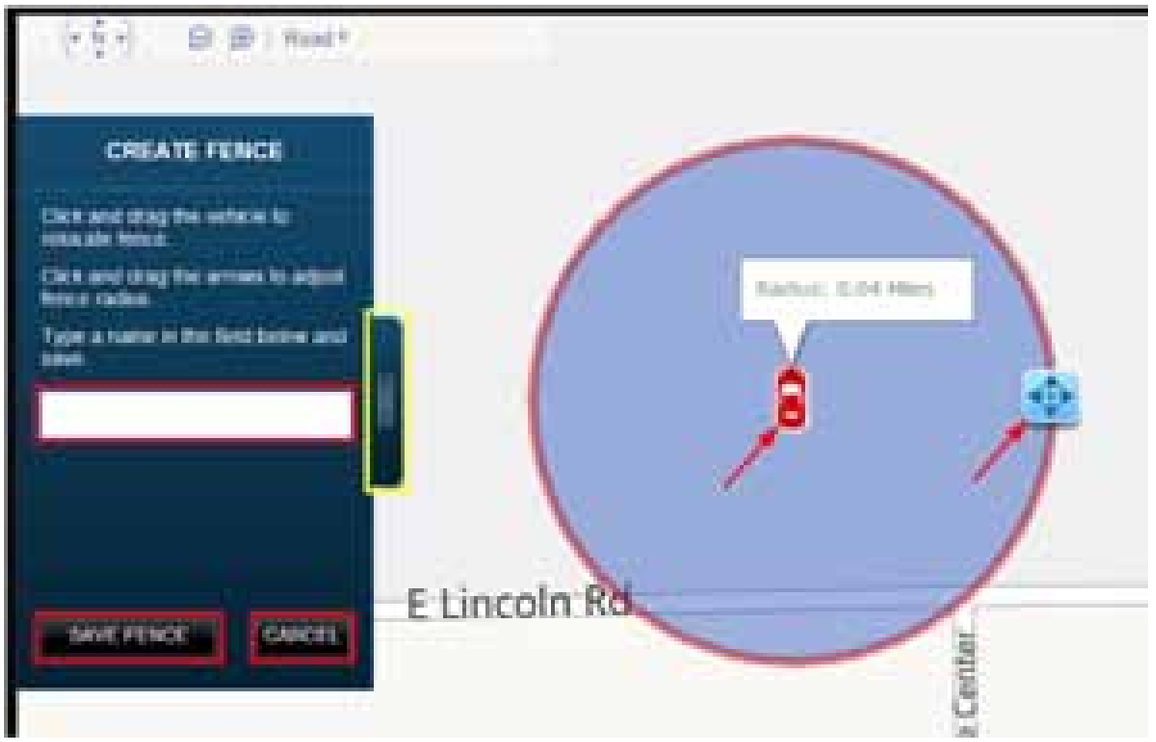
1. Click the Geo Fence button in the Location view to begin managing Geo-Fences



2. In the GEO FENCES window, click CREATE NEW FENCE.

3. Scroll and zoom the map to where you would like to place the Geo-Fence and tap DROP PIN HERE.

4. Follow the on-screen instructions to locate, resize and name your Geo-Fence. You can hide the Geo-Fence panel to see more of the map by clicking on the panel tab (see yellow box). Simply click the tab again to show the Geo-Fence panel. When you are finished, select SAVE FENCE to save it or CANCEL to cancel creation.



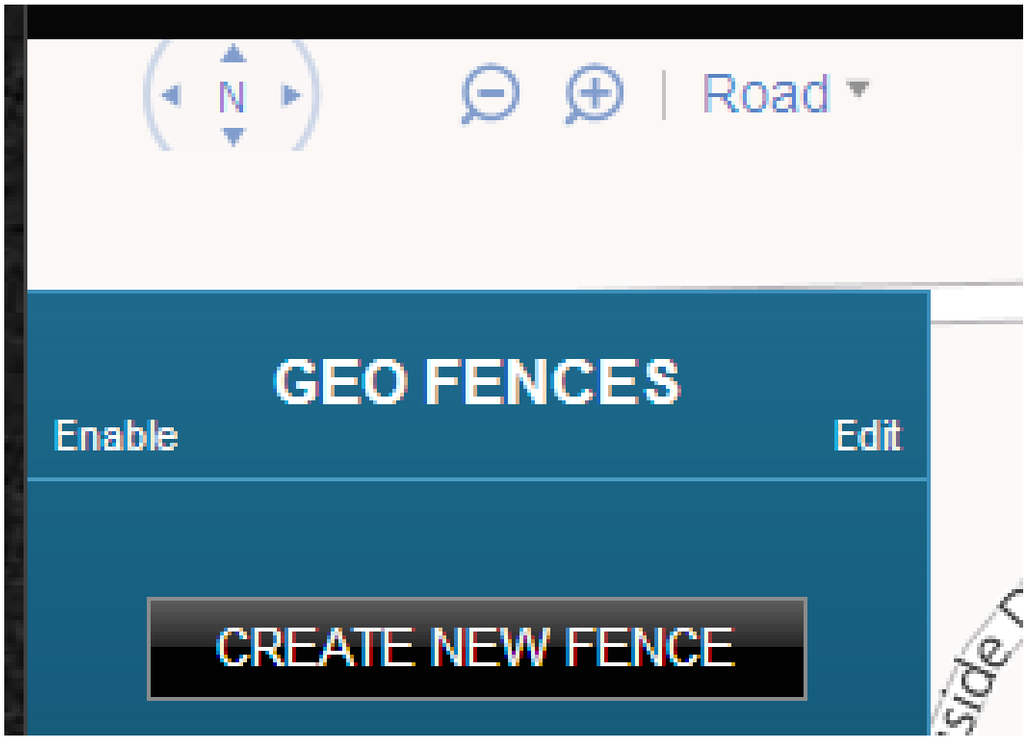
5. Create additional Geo-Fences as desired.

6. Select Close Geo-Fence when you are done.

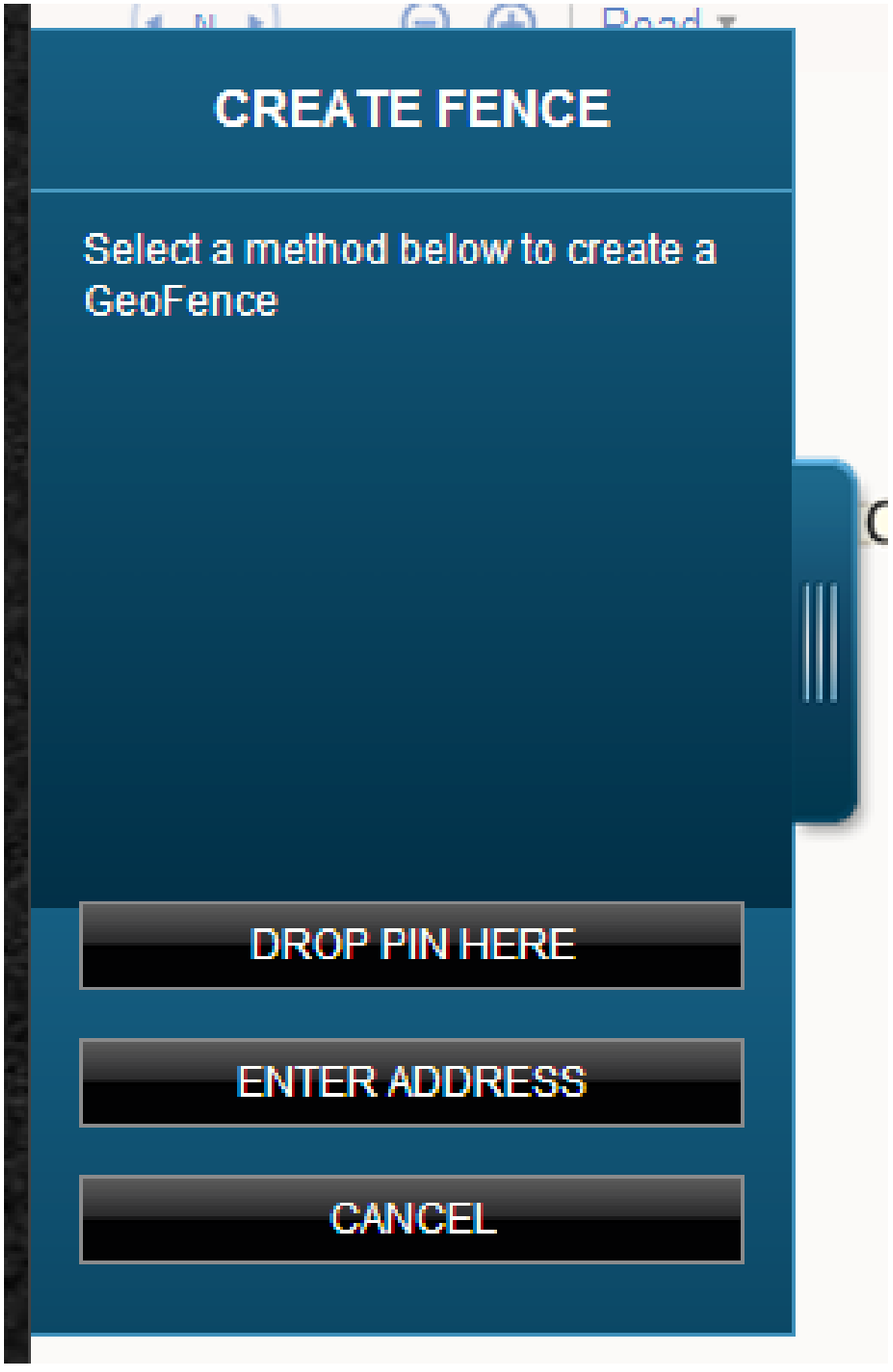
Create a Geo-Fence by Searching for an Address or Business Name

1. Click the Geo Fence button in the Location view to begin managing Geo Fences.

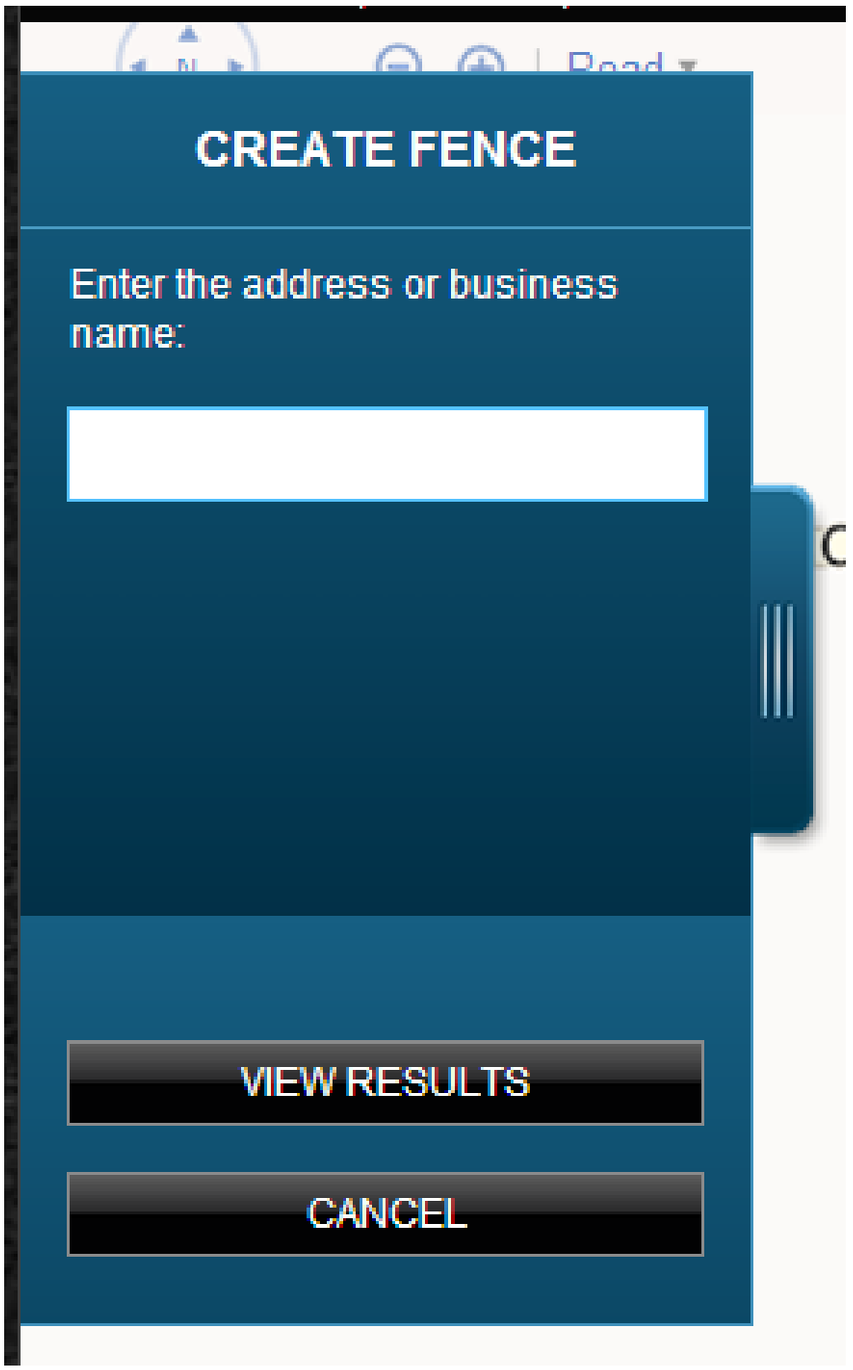
2. In the Geo-Fences settings panel, click CREATE NEW FENCE.



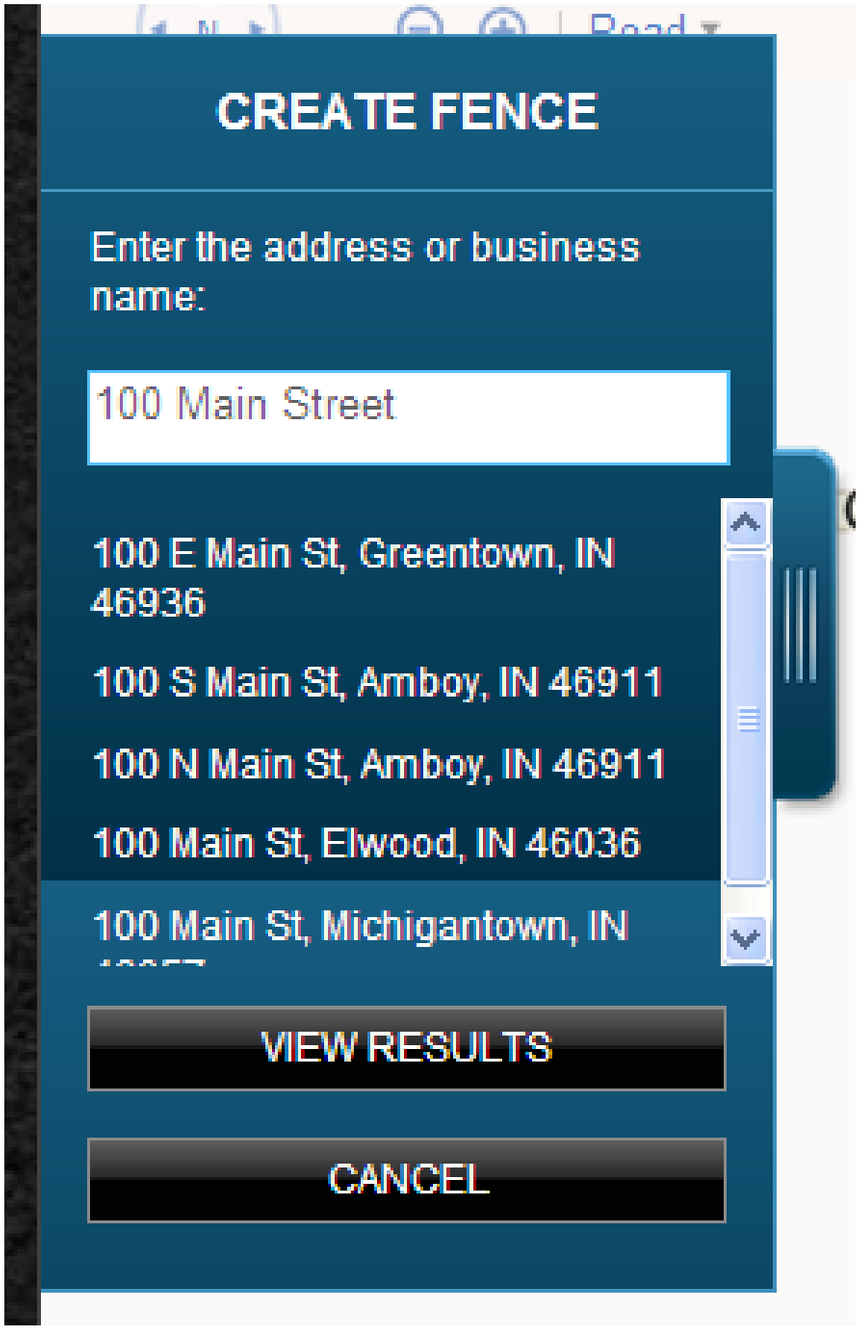
3. Click ENTER ADDRESS.



4. Enter the address or business name you want to find and click VIEW RESULTS



5. Scroll through the list of search results. You can modify the search criteria and click VIEW RESULTS to refresh the results. Within the search results, click the desired location. A Geo-Fence will be created at the selected location.

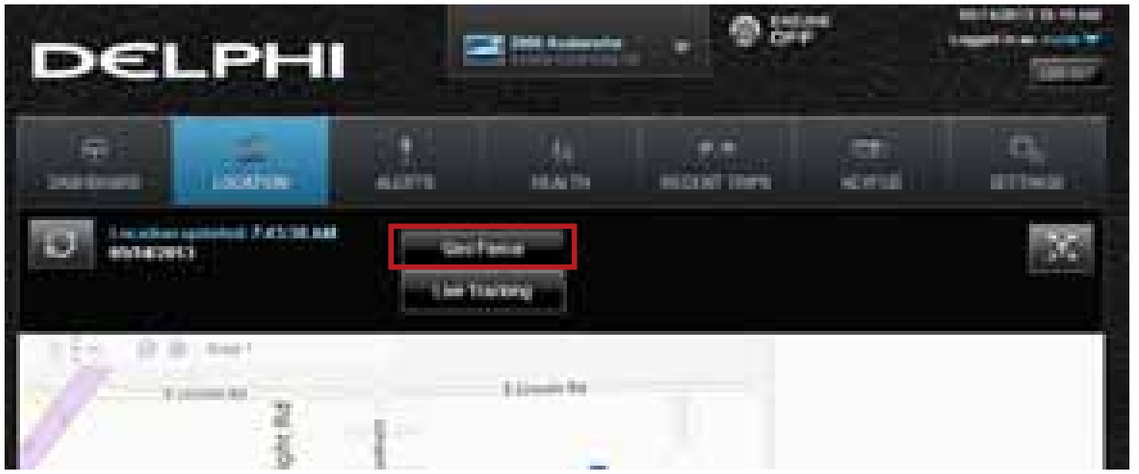


6. Follow the on-screen instructions to locate and size the Geo-Fence. The name of the Geo-Fence will default to your search text but you can change it to a different name. When you are finished, click Save to save the Geo-Fence. Click Back to return to the search results and choose a different result or change the search criteria.

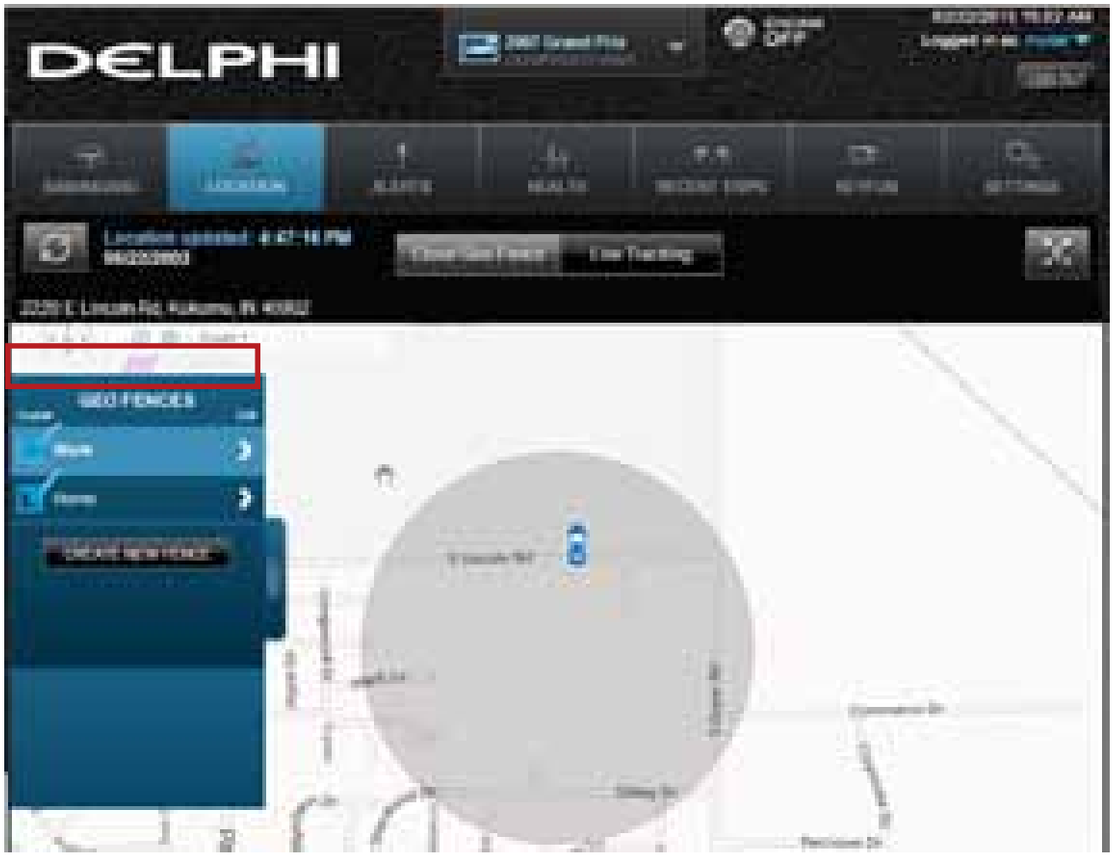
   To exit without saving your changes, click CANCEL or click Close Geo Fence.

Edit or Delete an existing Geo-Fence

1. Click the Geo Fence button in the Location view to begin managing Geo-Fences.



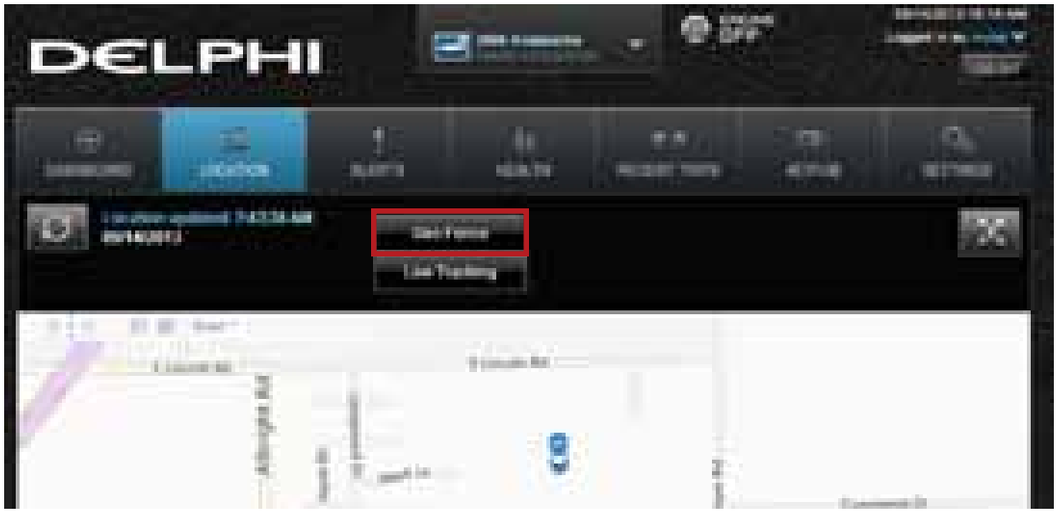
2. Click on the name of the Geo-Fence you want to edit. The map will center on that Geo-Fence. Click on the arrow next to the Geo-Fence you want to edit.



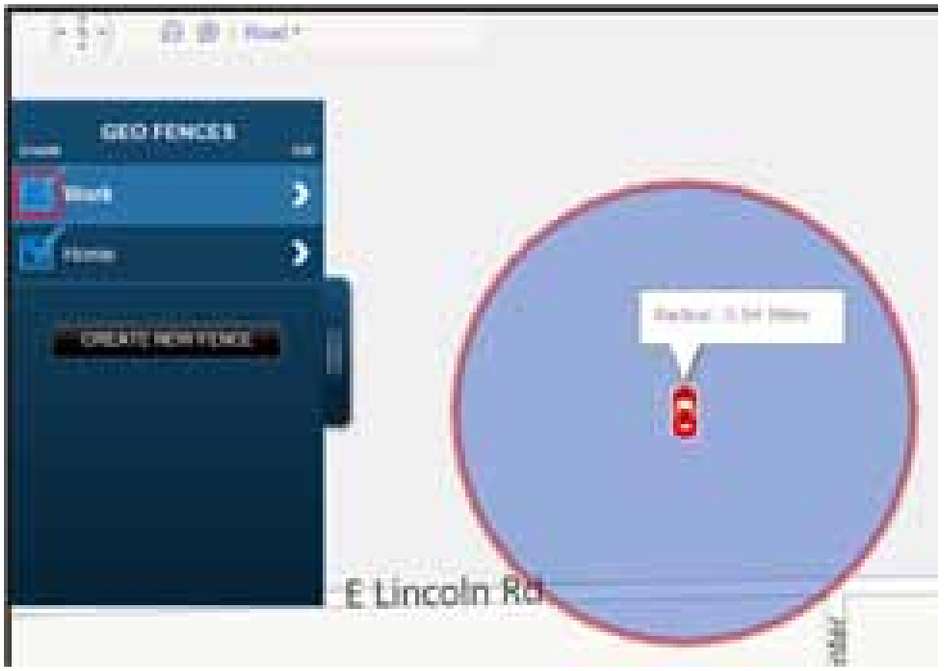
3. Follow the on-screen instructions to locate, resize and rename your Geo-Fence. You can hide the Geo-Fence panel to see more of the map by clicking on the panel (see yellow box). Simply click the tab again to show the Geo-Fence panel. When you are finished, select SAVE CHANGES to save it or CANCEL to exit without saving your changes. To delete the Geo-Fence, select DELETE.

Enable or Disable a Geo-Fence

1. Click the Geo-Fence button in the Location view to begin managing Geo-Fences



2. In the GEO FENCES window, click the checkbox to the left of the Geo-Fence you wish to disable.



The checkmark will be cleared and the Geo-Fence will no longer be visible on the map. This will not delete the Geo-Fence, but alerts will no longer be generated by this Geo-Fence.

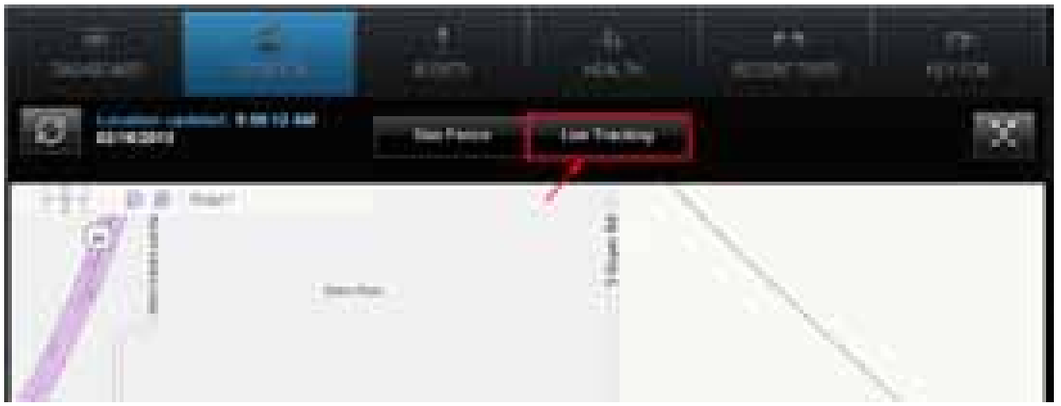
3. To enable a Geo-Fence, check the box to the left of the Geo-Fence name.

The Geo-Fence will be shown on the map again and alerts will again be generated by this Geo-Fence.

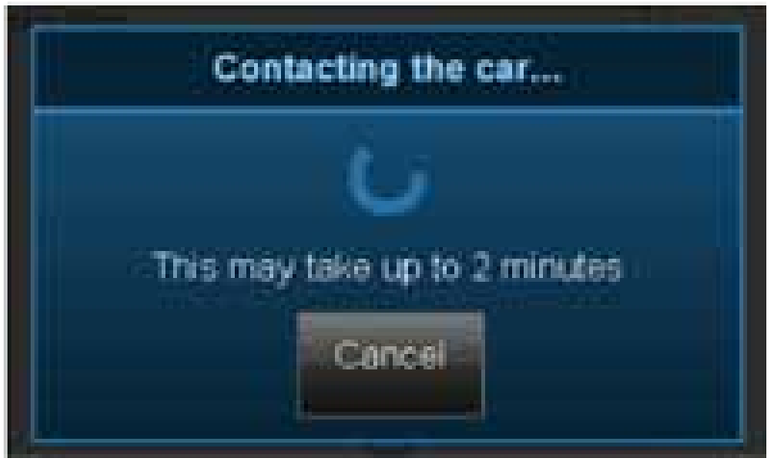
Live Tracking

Live tracking provides you the ability to track your vehicle in real time using the website. Click on the Live Tracking icon to start live tracking. Due to the amount of data usage required to perform live tracking, tracking will automatically timeout after 10-minutes. You can restart tracking by selecting this feature again. During Live Tracking, your vehicle's speed, heading and location on the map will be updated approximately every 5 seconds.

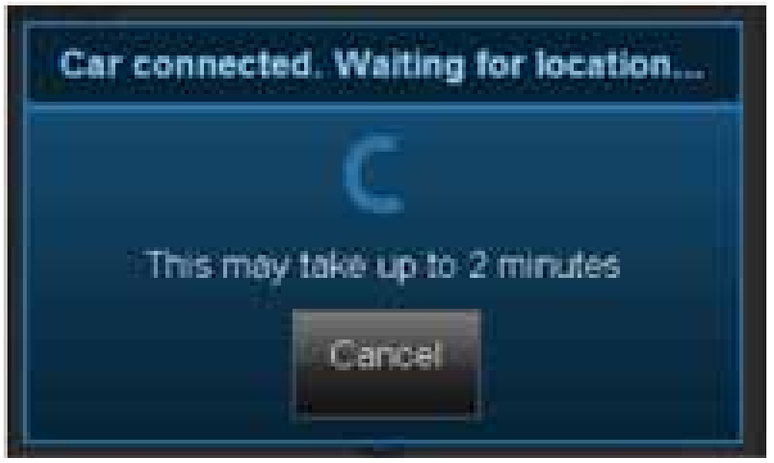
1. Click Live Tracking in the Location view to start the live tracking feature.



2. You will see the following message as the vehicle is being contacted. Select Cancel to return to the Location view.



3. You will see the following message once the vehicle is connected. Select Cancel to return to the Location view.



4. If the vehicle cannot be reached or located using the GPS feature, the service will retry to contact your vehicle. Select Cancel to return to the Location view. If your vehicle cannot be connected, the feature will timeout. Select OK to return to Location view.

5. During live tracking, the vehicle will be shown as a red car with the current vehicle speed indicated. Live tracking has a 10-minute timeout counter. When the timeout counter reaches zero, live tracking will automatically be exited. You can end live tracking manually at any time by selecting Stop Tracking.

Alerts

The Delphi Connected Car app will notify you with alerts of specific vehicle behaviors. Current alerts include the following:

- Vehicle speed exceeding a limit that you choose
- Vehicle RPM exceeding a limit that you choose
- Vehicle has entered or exited a Geo-Fence location
- The Check Engine Light (CEL) has illuminated, this is sometimes referred to as the Malfunction Indicator Lamp (MIL)
- The battery voltage falls below 11.5 volts
- While the engine is not running and the vehicles experiences a motion that exceeds a threshold that you choose.

Note: The motion alert is enabled 10 minutes after the vehicle is turned off and disabled when the vehicle is started.

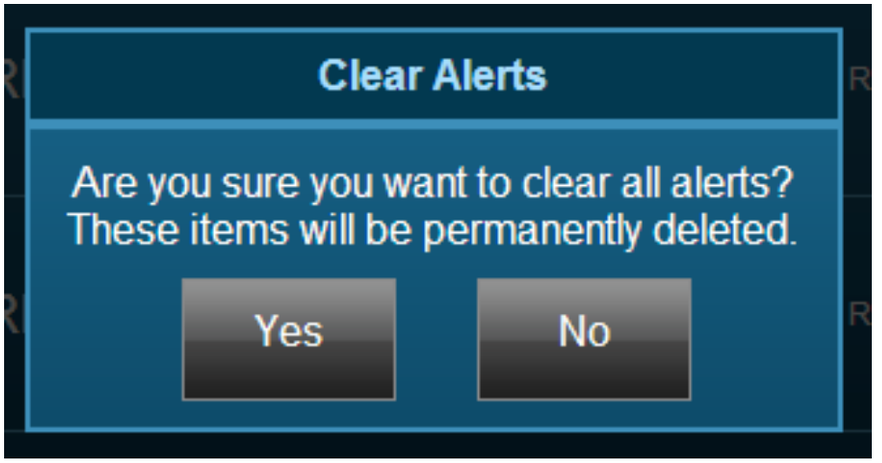
You can also configure email and text message notifications for each alert. For more information on configuring your alerts and the associated notifications, see sections Configuring Alerts and Configuring Notifications.

Use the navigation buttons to scroll through the alerts.

Clearing Alerts

To clear specific alerts, select the check box to the right of the alerts you wish to clear, then select CLEAR SELECTED. You will be asked to confirm your desire to clear the selected alerts.

To clear all alerts, do not select any alerts and press CLEAR ALL. You will be asked to confirm your desire to clear all alerts.



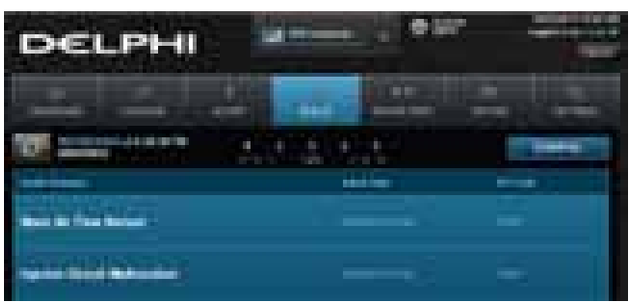
Health

The Health feature displays a history of vehicle diagnostics codes, often called trouble codes, which you have read from your vehicle. If the Check Engine Light comes on, you can perform a diagnostic scan of your vehicle which will display the codes reported by your vehicle. The Delphi Connected Car app will show you both the numeric diagnostic code and the meaning of the code. In some cases, the definition of a manufacturer specific code may not be available.

Each time you perform a diagnostic scan, any newly reported codes will be added to the list being displayed. Every code displayed will show the time and date when the code was read from your vehicle. Therefore, you may read the same code from the vehicle multiple times and see it in the list multiple times.

For more information on reading your vehicle codes, see section Performing a Diagnostic Scan on Your Vehicle on page 381.

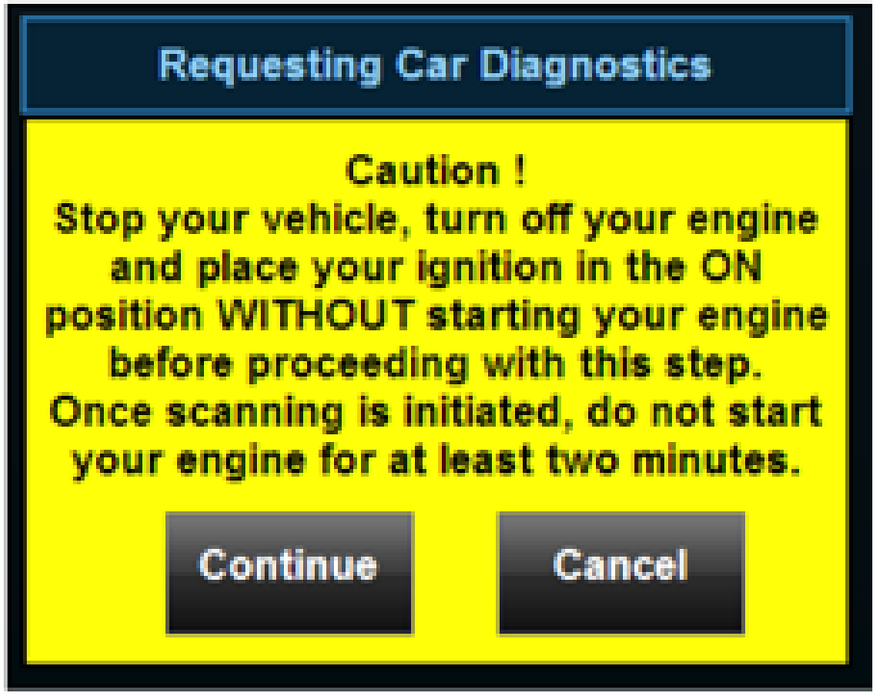
Note: A diagnostic scan will be performed automatically during the initial installation process.



Performing a Diagnostic Code Scan on Your Vehicle

To perform a diagnostic scan of your vehicle, navigate to the Health screen and click the Refresh button.

You will see a warning to make sure the engine is turned off and the key is in the On position before continuing. Once you begin the scan, please wait at least 2 minutes before starting your vehicle. Select Cancel to cancel the scan.



Once the scan is complete, the diagnostic codes reported by your vehicle will be displayed on the screen. Use the navigation buttons to scroll through your codes.

Clearing Diagnostic Codes

You can choose to clear the codes from either your display or from from your vehicle. If you clear the codes from your display, you will no longer see them in your vehicle's data but they may still be active in your vehicle. Performing a diagnostic scan will allow to see if they are still being reported by your vehicle.

If you clear the codes from your vehicle, the Vehicle Diagnostics Module will command your vehicle to clear the current diagnostic codes. If a fault condition exists in your vehicle, a diagnostic code may return until the problem is fixed. Clearing the codes in the vehicle will not clear the codes you see displayed in the app in the Health section. You can leave this list if you want to maintain a history of your vehicle's health.

Note: Simply clearing the diagnostic codes in your vehicle will not repair any problems it may have. Driving a vehicle that has diagnostic problems without first repairing them may cause damage to your vehicle. You should always correct any problems before clearing the diagnostic codes in your vehicle.

To begin clearing codes, tap CLEAR ALL.

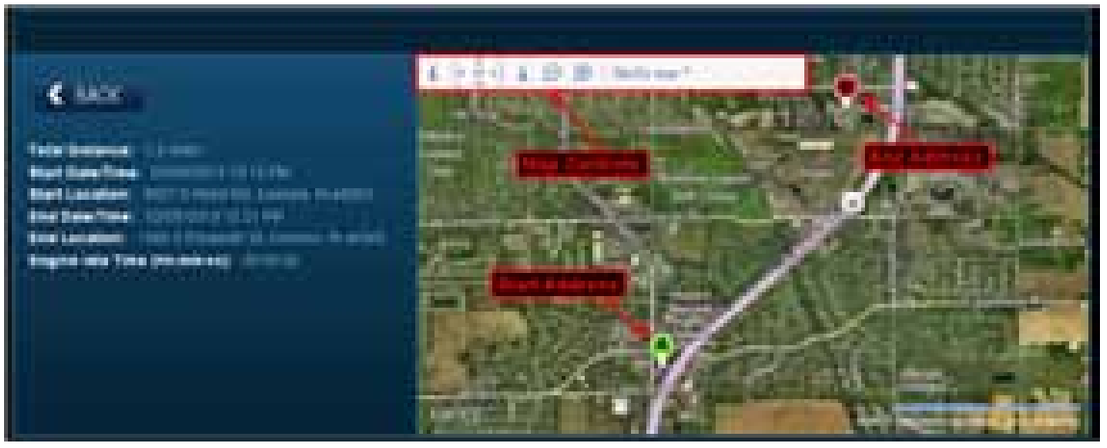
Tap Display to clear the codes from your display, tap Vehicle to clear the codes from your vehicle, or tap Cancel to exit.

Recent Trips

The Recent Trips feature displays all the trips the vehicle has taken since you installed the Vehicle Diagnostics Module. The most recent trip is listed first.

Use the navigation buttons to scroll through your trips. Click in any row (see the yellow box) to view the details of a specific trip. Select CLEAR ALL to clear all the trips from this vehicle's history.

Use the map control tools to change the rotation, zoom and view type, Bird's Eye or Road view. See Modify the Map Display for more information on customizing the Map view.



Key Fob Pairing

The key fob setup process has two main steps, configuring your Vehicle Diagnostics Module for your vehicle and pairing your Vehicle Diagnostics Module with your vehicle. You can perform the configuration step at any time from either the smartphone app or the website. To complete the pairing step you will need to be in your vehicle. It is necessary to perform this step in your vehicle because you may be prompted at times to turn your ignition key and press specific vehicle buttons. Following the successful set up of your Vehicle Diagnostics Key Fob, you will be able to use the smartphone app to send key fob commands to your vehicle in the same manner as you would with your original key fob. In addition, you can use the Delphi Connected Car website to send key fob commands as well.

Note: While the Vehicle Diagnostics Module currently supports most remote start systems that came from the manufacturer, you can check if your remote start feature is supported. Refer to the fitment guide at connectedcar.delphi.com/fitment. For vehicles that require a sequence of buttons to be pressed to perform a remote start, you only need to press the Remote Start button once. The Vehicle Diagnostics Module will automatically provide any button sequence required to start the vehicle.

Note: You will only need to pair the key fob using the Delphi Connected Car app or website one time. After the initial pairing, the key fob capability will be available from either location.

Note: For vehicles that require a sequence of buttons to be pressed to perform a remote start, you only need to press the Remote Start button once. The Vehicle Diagnostics Module will automatically provide any button sequence required to start the vehicle.

Note: The key fob setup should be only performed when all key fobs are present. If you do this with only one present it may de-program your secondary key fobs.

Before attempting the key fob pairing process, look on your dashboard view to see if your vehicle's VIN has been identified. If the Vehicle Diagnostics Module was able to identify your vehicle, you will see it displayed at the top of the screen below your vehicle name. If the Vehicle Diagnostics Module was unable to read your vehicle's VIN, your vehicle will be identified by the word Vehicle followed by a number. If your VIN is not available, see section Key Fob Setup without VIN. You can also edit your vehicle information and provide either the VIN or the Make, Model, and Model Year of your vehicle prior to fob setup. See section Edit Your Vehicle Information.

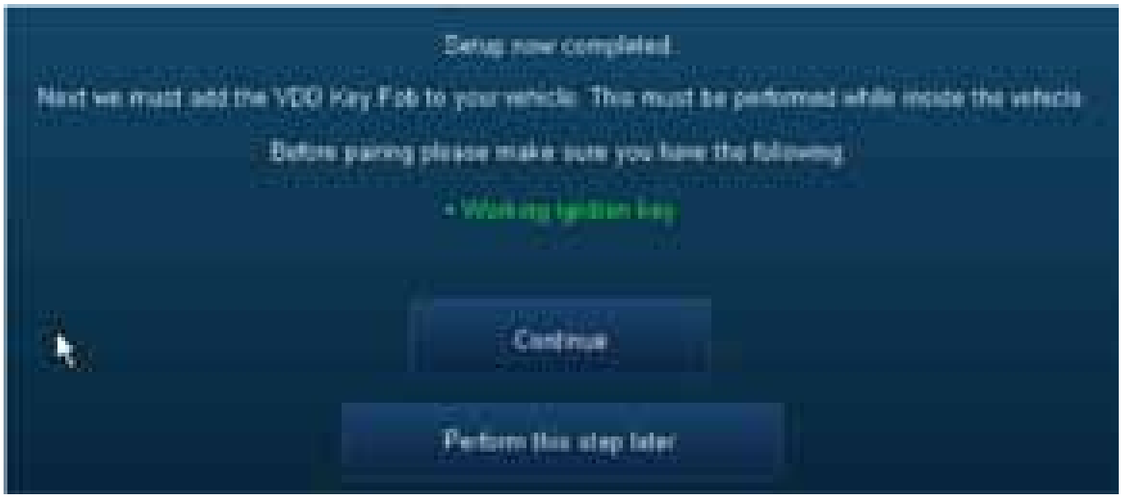
To enable your keyfob feature:

1. Navigate to the KEY FOB tab. If your key fob is not already set up, you will see the following message. Select START CONFIGURATION to begin the key fob setup process.

2. Using the Prev and Next buttons, look for the fob picture that matches your key fob. Once you have found your key fob, click Continue. If you do not find a picture of your fob, click I don't see my fob. In this case, your fob is not currently supported.

3. Once you have tapped Continue, you will see the following message while your key fob is being initialized. The configuration step can take up to 5 minutes.

4. When complete, the following screen will be displayed and you will need to be in the vehicle to perform the final key fob set up step. If you wish to complete the process later, you can tap “Perform this step later”.



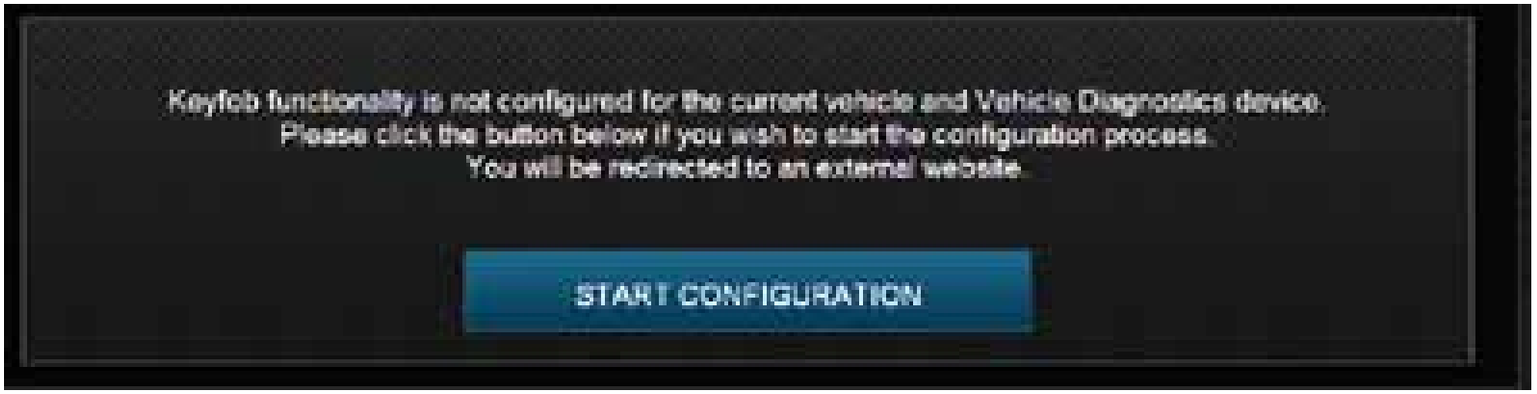
5. Once in the vehicle, tap Continue. Carefully follow the on screen instructions. You may be required to push buttons in your vehicle such as the door lock/unlock switch or you may need to turn the ignition key a certain number of times.

Following successful pairing of your Vehicle Diagnostics Key Fob, you should be able to use your Delphi Connected Car app to send key fob commands over the Verizon Network to your vehicle in the same manner as you would with your manufacturer key fob. In addition, you can also use the website to send key fob commands to your vehicle with your Internet connection.

Note: You will only need to pair the key fob using the Delphi Connected Car app or website once. After the initial pairing, it will be available from the smartphone app or website.

Key Fob Setup without VIN

1.To enable your keyfob feature without a vehicle VIN, navigate to the KEY FOB tab. If your key fob is not already set up, you will see the following message. Click on START CONFIGURATION to begin the fob set up process.

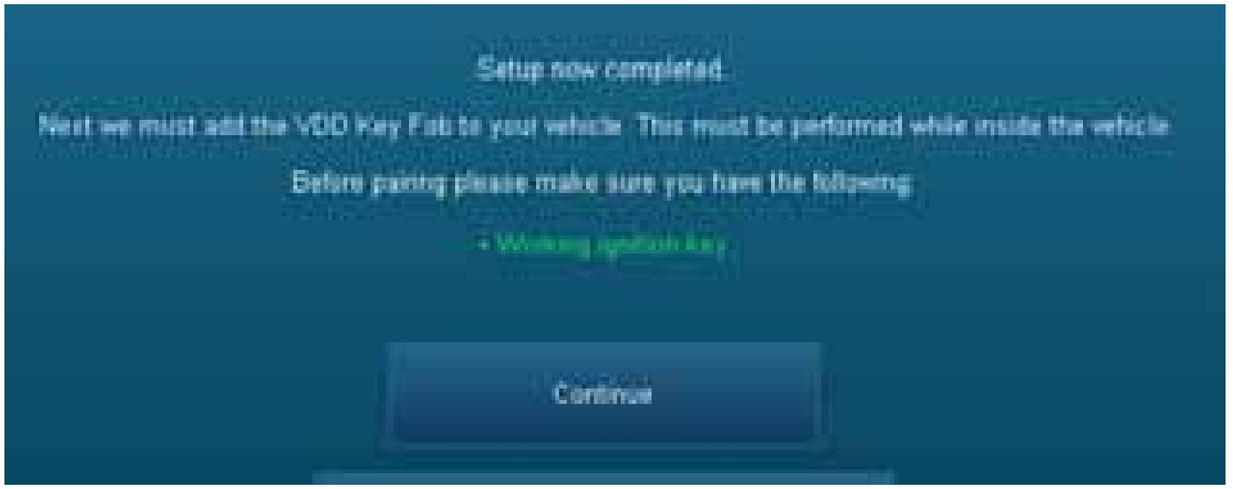


2. Use the on screen prompts to select your vehicle and click Submit. If are not able to select your vehicle, tap “My vehicle is not listed” and see section My Vehicle is Not Supported.

3. Using the Prev and Next buttons, look for the fob picture that matches your key fob. Once you have found your key fob, click Continue. If you do not find a picture of your fob, click I don't see my fob. In this case, your fob is not currently supported

3. After you have selected your vehicle, press Submit. The configuration process can take up to 5-minutes. Do not close your browser window during this process.

4. When complete, the following screen will be displayed and you will need to be in the vehicle to perform the final key fob set up step. If you wish to complete the process later, you can tap “Perform this step later”.



5. Once in the vehicle, click Continue. Carefully follow the on screen instructions. You may be required to push buttons in your vehicle such as the door lock/unlock switch or you may need to turn the ignition key a certain number of times.

Following the successful pairing of your Vehicle Diagnostics Key Fob, you will be able to use your Delphi Connected Car app to send key fob commands over the Verizon Network to your vehicle in the same manner as you would with your manufacturer key fob. In addition, you can also use the Delphi Connected Car website to send key fob commands to your vehicle.

Note: You will only need to pair the key fob using the Delphi Connected Car app or the website once. After the initial pairing, it will be available from the smartphone app or website.

Account Settings

To access your account settings, click on your username in the upper right-hand corner.

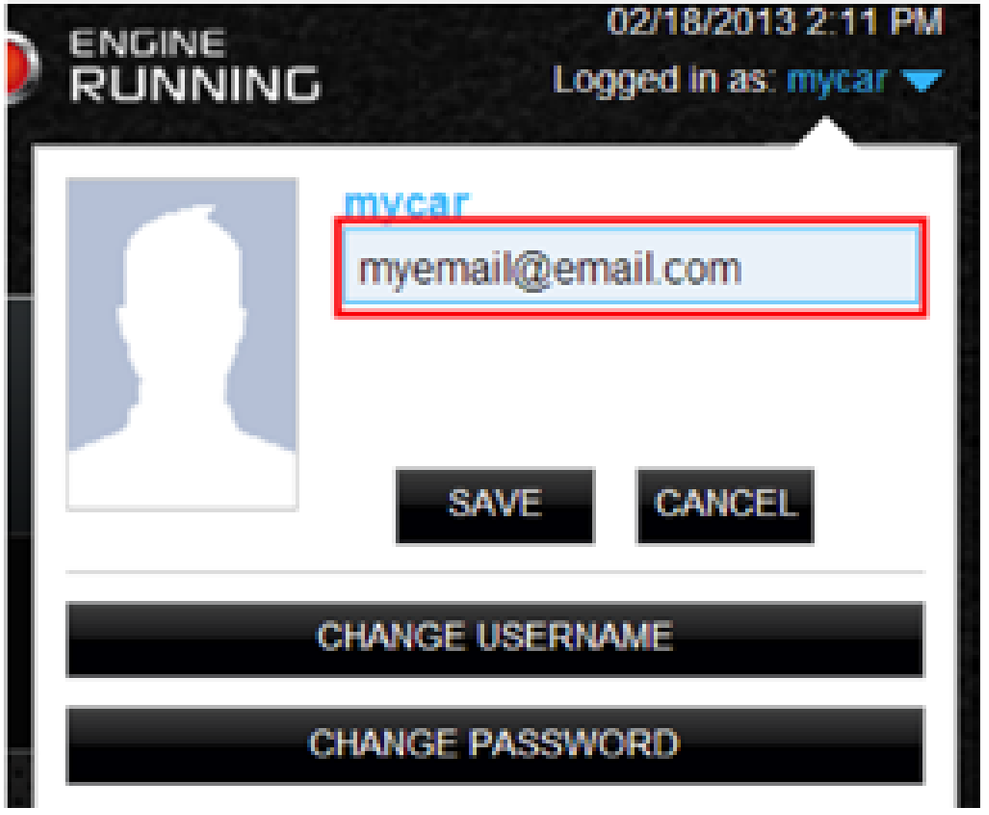
Click on OBD LOCATOR to determine the location of the OBD connector on your vehicle. Select ADD EMAIL to add an email address for alerts. If you already have an email address entered, the button will say EDIT EMAIL and allow you to change or delete your email address. Select CHANGE USERNAME to change your username. Select CHANGE PASSWORD to change your password.

Locating Your OBD Connector

Note: The OBD LOCATOR button will launch a new browser window and allow you to select your vehicle to determine the location of the OBD connector. See “Need help finding your vehicles OBD port?”

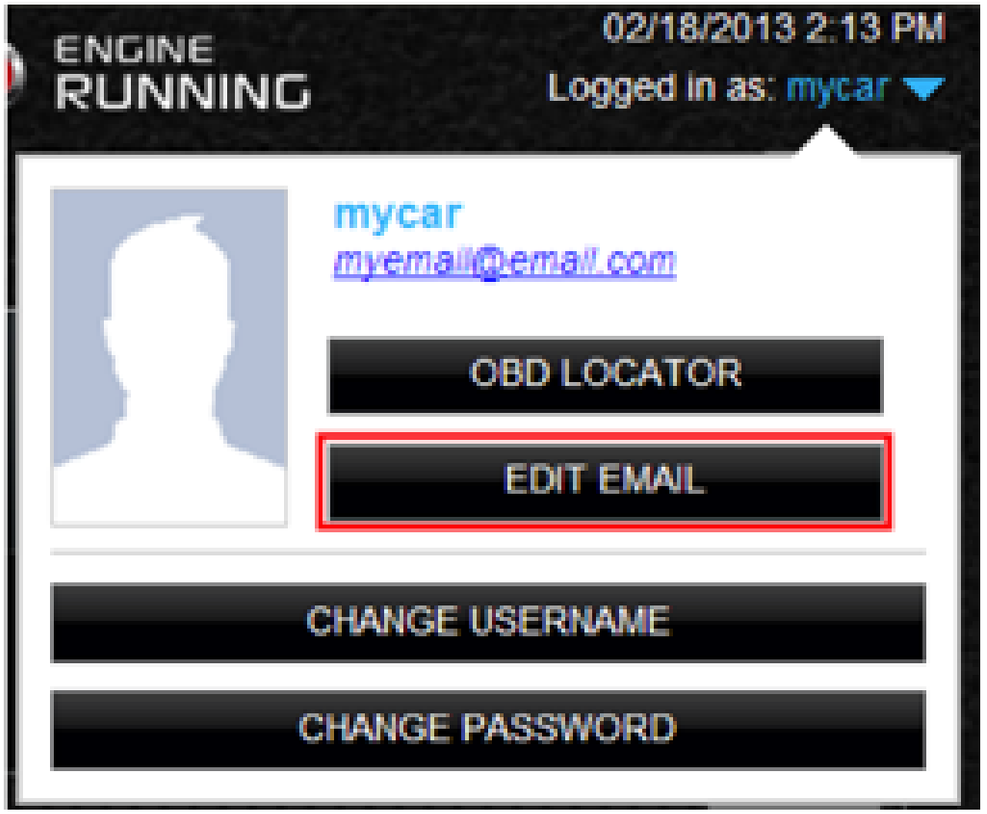
Add Email Address

From the Settings drop-down, click ADD EMAIL to enter an email address for the first time. Enter your email address in the box provided and select SAVE to save it or CANCEL to exit without saving.

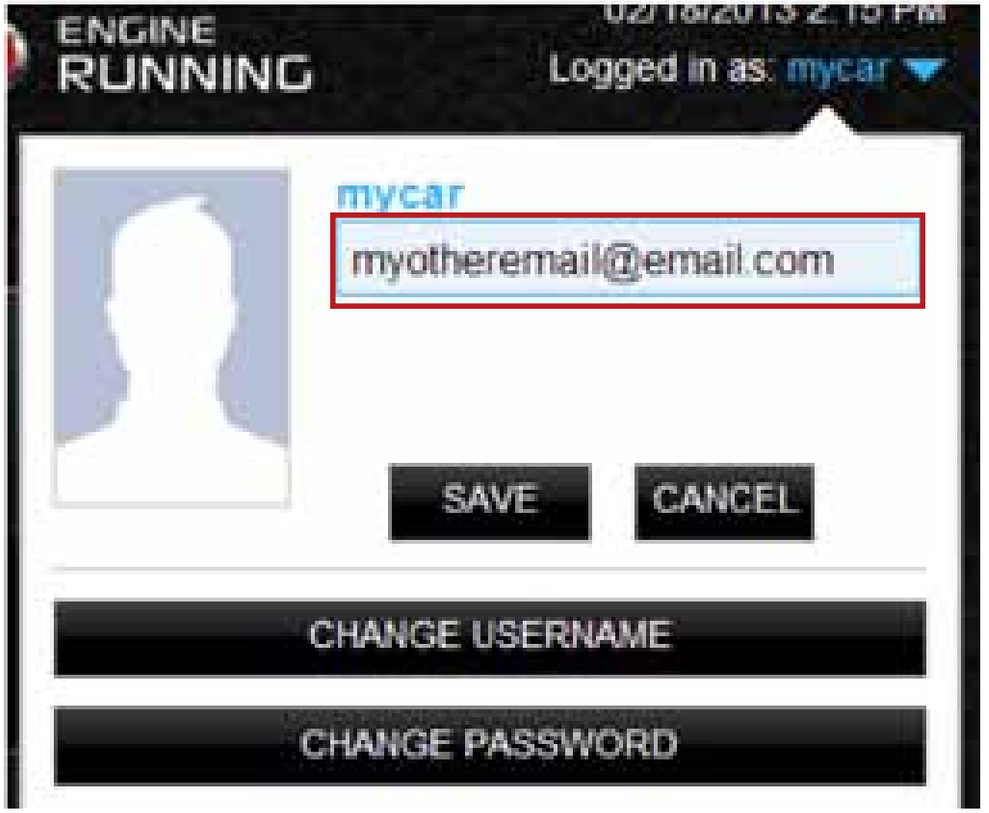


Edit or Delete Email Address

From the Settings drop-down, select EDIT EMAIL to edit your email address. You can delete the email address by leaving the entry completely blank.



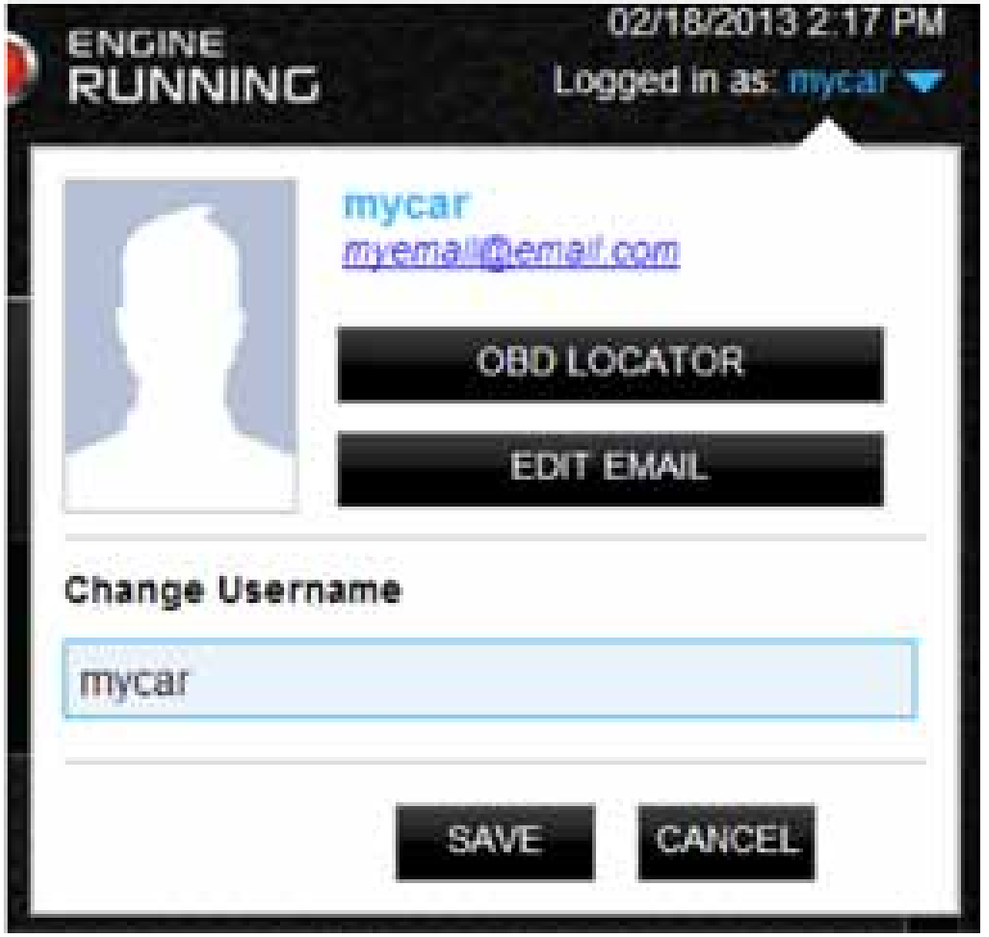
Enter your new email address or delete the current one by clearing the field. Select SAVE to save your changes or CANCEL to exit without saving.



Change Username

From the Settings drop-down, select CHANGE USERNAME to change your username.

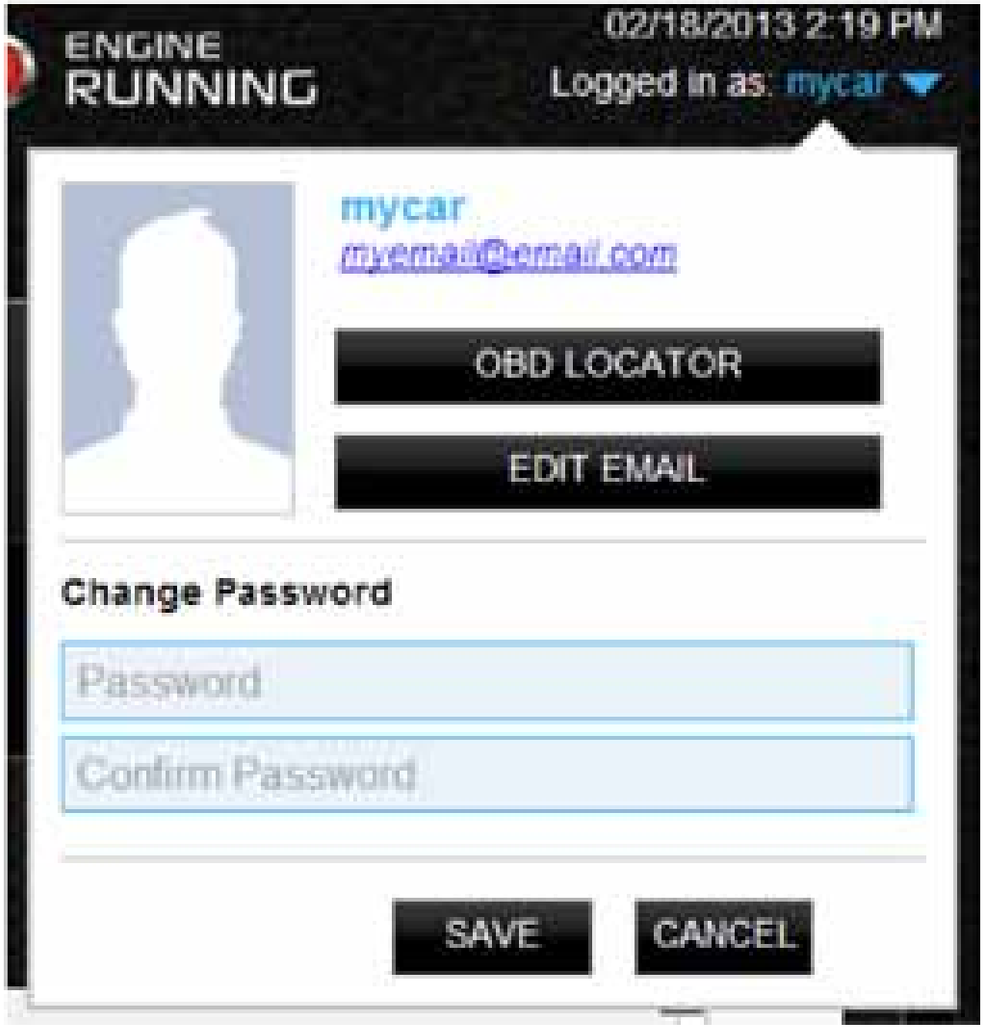
Usernames must be at least one character long, can include letters, numbers and special characters. The username may be composed only of letters if desired and they are not case sensitive. Select SAVE to save your username or CANCEL to exit without saving.



Change Password

From the Settings drop-down, select CHANGE PASSWORD to change your password.

You must enter the same password twice in order to change it. Passwords must be at least six characters long and include at least one number.



Note: Passwords are case sensitive. Select SAVE to save your password or CANCEL to exit without saving.

Settings

The Settings menu allows you to manage your Vehicle Diagnostics Modules and Alerts and Notifications Settings.

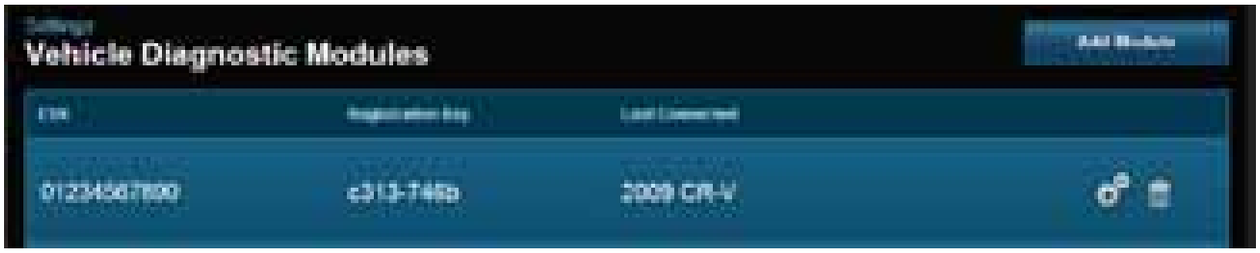
Vehicle Diagnostic Management

Vehicle Diagnostics Management allows you to:

- View the Vehicle Diagnostics Modules associated with your account
- Add Vehicle Diagnostics Modules to your account
- Remove Vehicle Diagnostics Modules from your account

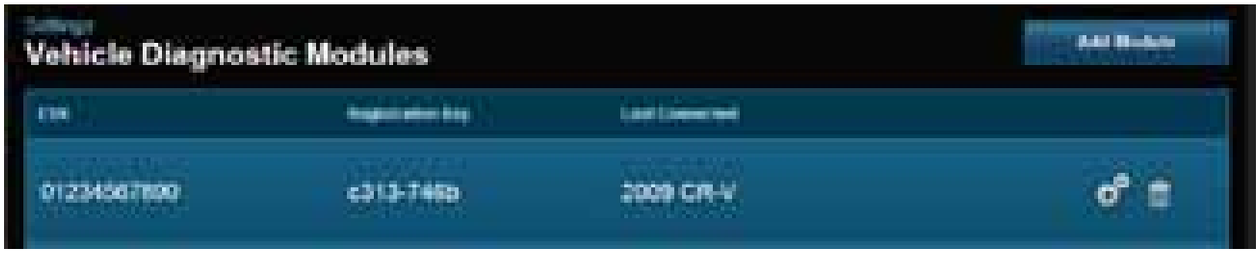
View Vehicle Diagnostics Modules Associated with Your Account

On the Settings menu select MANAGE ModuleS. You will see all the Vehicle Diagnostics Modules currently associated with your account.



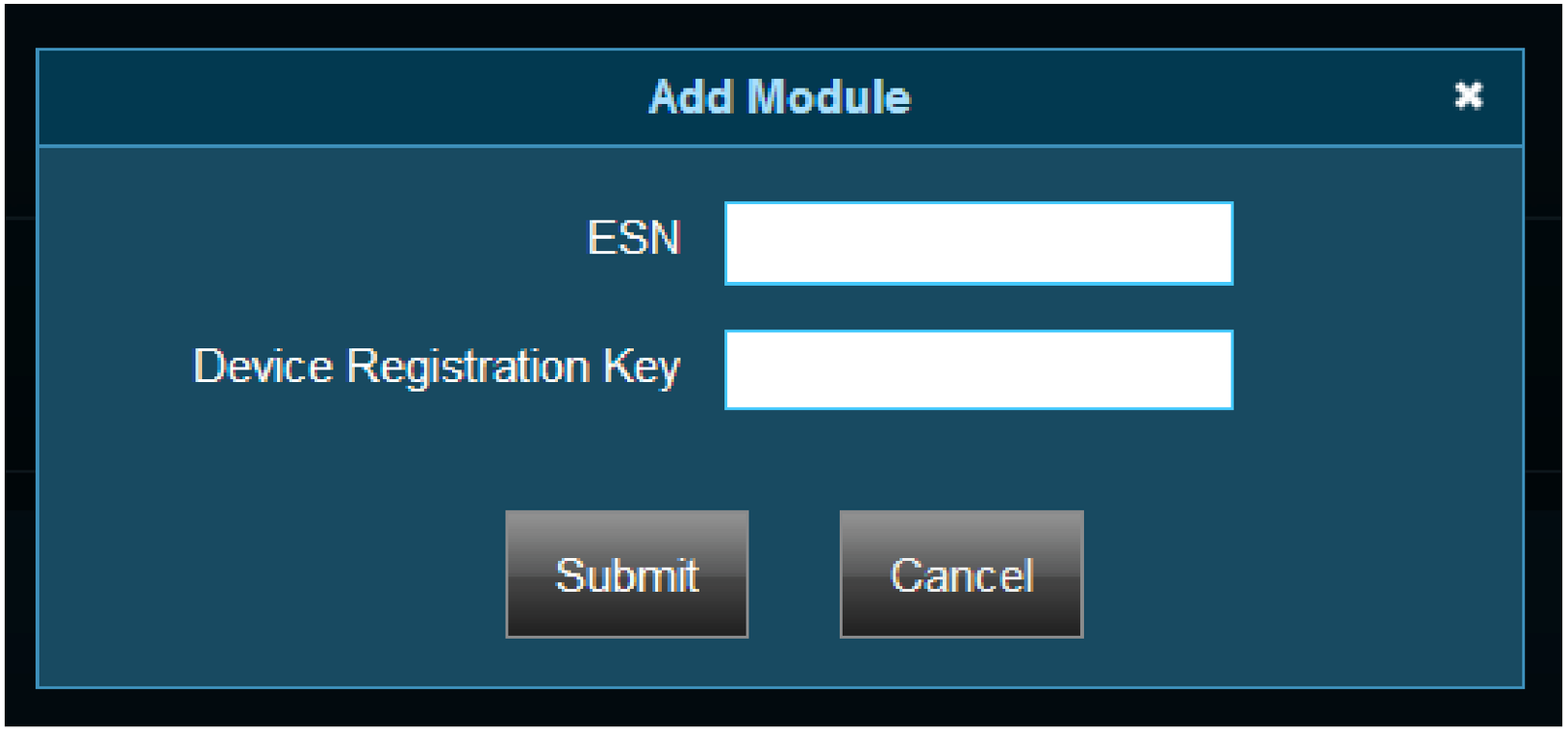
Add a Vehicle Diagnostic Module to Your Account

1. On the Settings menu select MANAGE ModuleS.

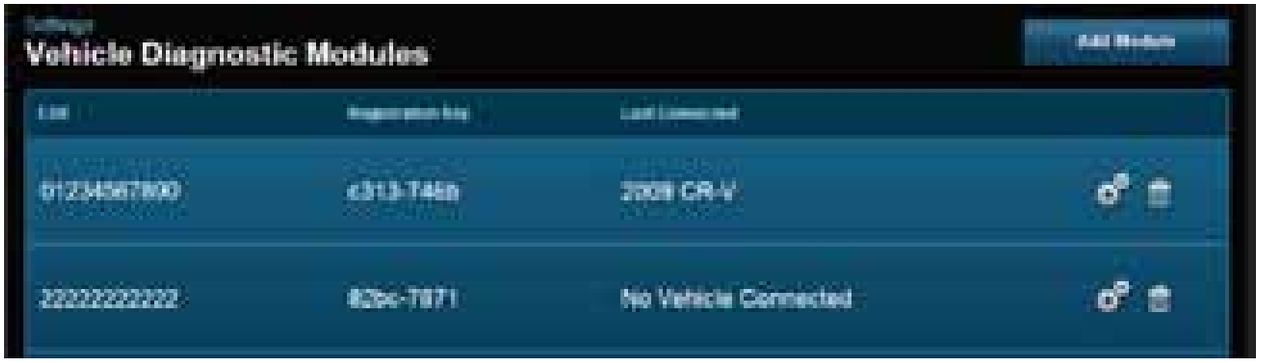


2. Click Add Module

3. Enter the ESN and the device Registration Key exactly as they are printed on the Vehicle Diagnostics Module label — including the dash in the Registration Key. Click Add.



4. If the Module is still associated with another account, you will also need to enter the Username and Password of that account then click Submit. Click Cancel to exit without adding the Module.



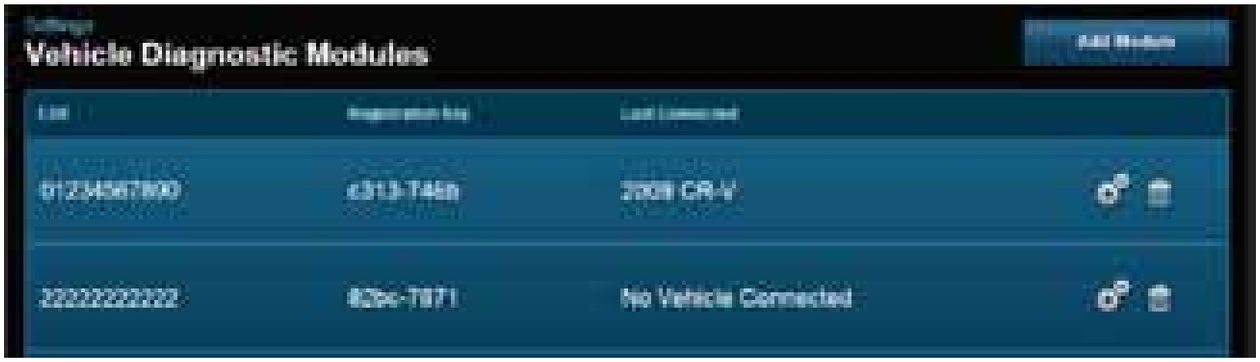
Note: Once you have added the Module to your account, log out from your account on all smartphone apps and the website. Unplug the Module if it currently on a vehicle. Plug the Module into the desired vehicle. Finally, follow the steps in section Reconnect Your Vehicle Diagnostics Module. You may now log into your account to view your new Module in your account.

Note: Any vehicle data in the previous account will not be transferred to the new account. Once added to the new account, all vehicle data reported by the Module will be available in the new account. Any previous key fob pairings will remain in the module after adding the module to the new account. Any previous Bluetooth pairings will be available after adding the Module.

Remove a Vehicle Diagnostics Module from Your Account

1. On the Settings menu select MANAGE ModuleS.

2. Click the trash can icon next tp the ESN number of the Vehicle Diagnostics Module you want to remove.



Note: Removing a Module from your account does not deactivate it from your Verizon account. This also does not cancel your monthly service with Verizon or Delphi Connected Car services. Contact customer support at (800) 922-0204

Configuring Alerts

The Alerts settings allow you to customize some of the alerts available to you. All alerts will be stored in your vehicle's cloud data and can be viewed using your smartphone app. See section Alerts. You can also configure the notifications associated with each alert. See section Configuring Notifications.

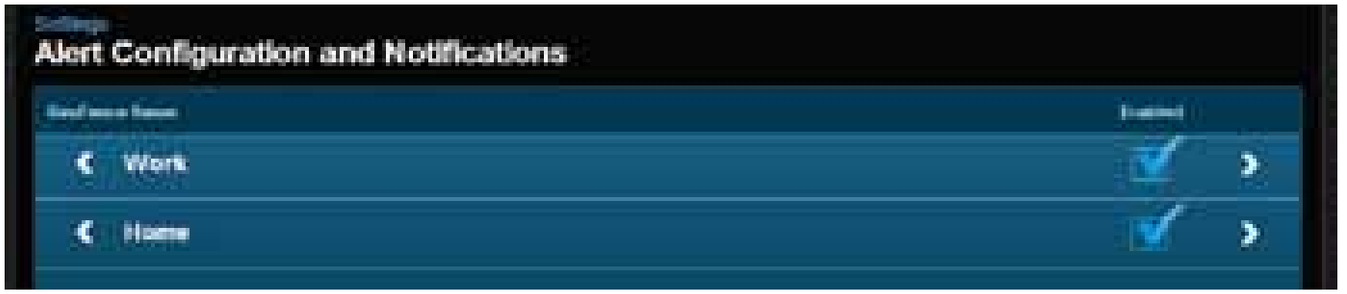
Configuring the Geo-Fence Alerts

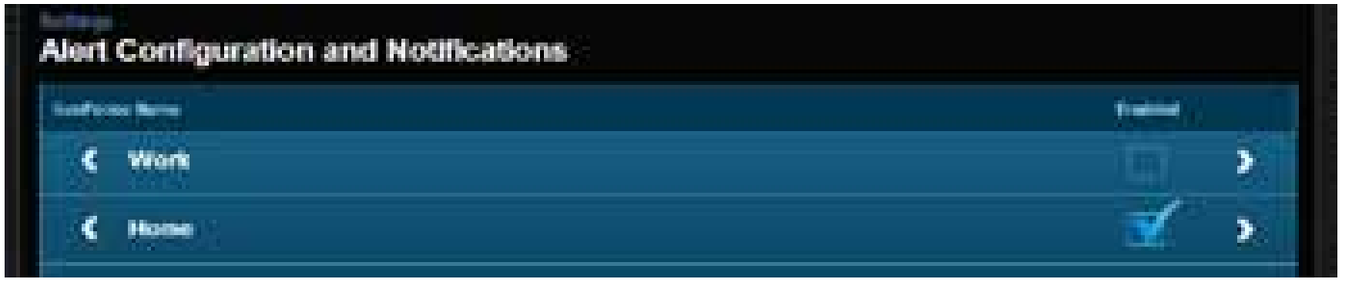
1. On the Settings menu select MANAGE ALERTS.

2. Click GeoFences.

3. To disable a specific Geo-Fence, click the checkbox next to the Geo-Fence you wish to disable.

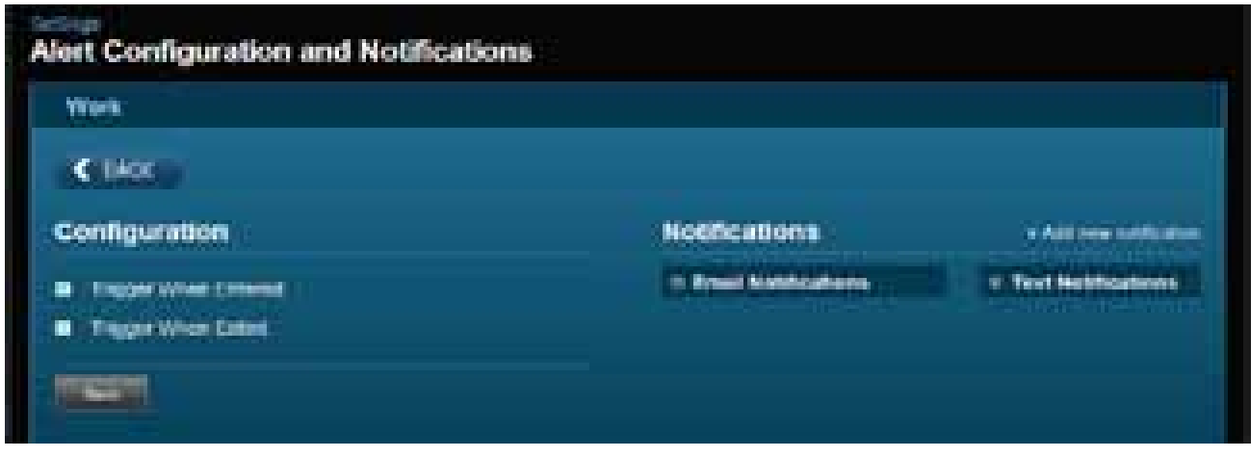
The checkmark will be cleared. This will not delete the Geo-Fence, but alerts will no longer be generated by this Geo-Fence. To enable the Geo-Fence click the box next to the Geo-Fence name.

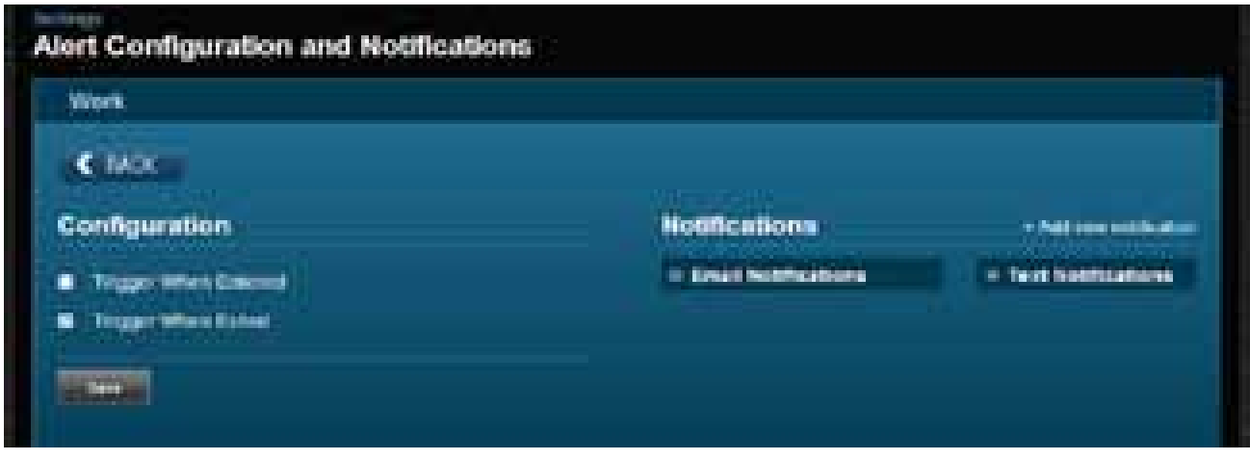




4. Click the Geo-Fence name to configure the entry and exit alerts individually.

5. To disable the entry alert, uncheck the box next to the words Trigger When Entered. To disable the exit alert, uncheck the box next to the words Trigger When Exited. Re-check the appropriate box to re-enable an alert.





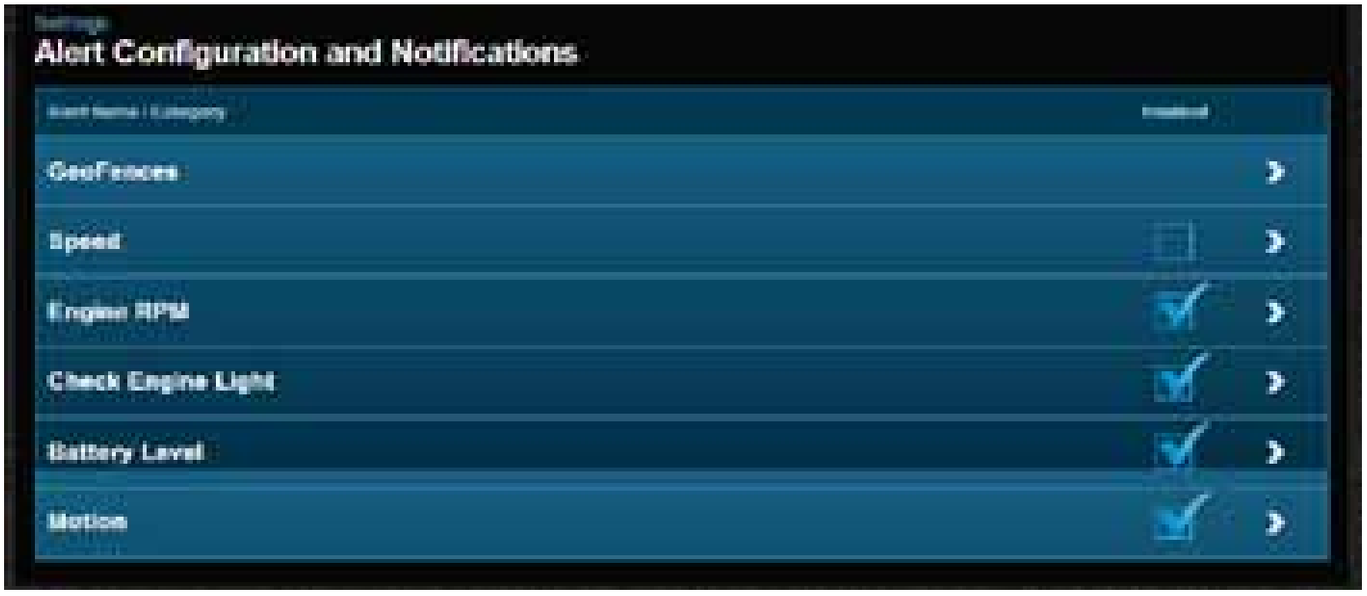
6. Click Save to save your changes or click the Back button or the side menu button to exit without saving your changes.

See Configuring Notifications for information on configuring notifications.

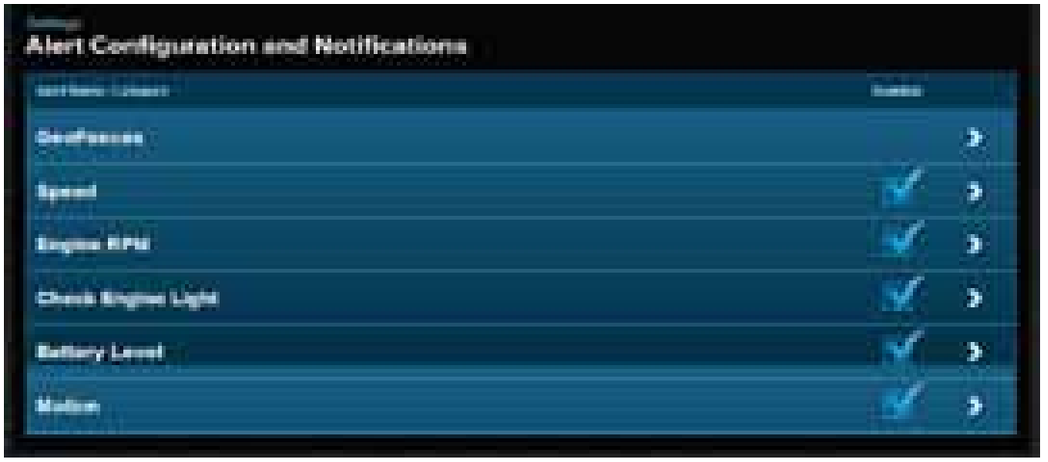
Configuring the Speed Alert

1. On the Settings menu select MANAGE ALERTS.

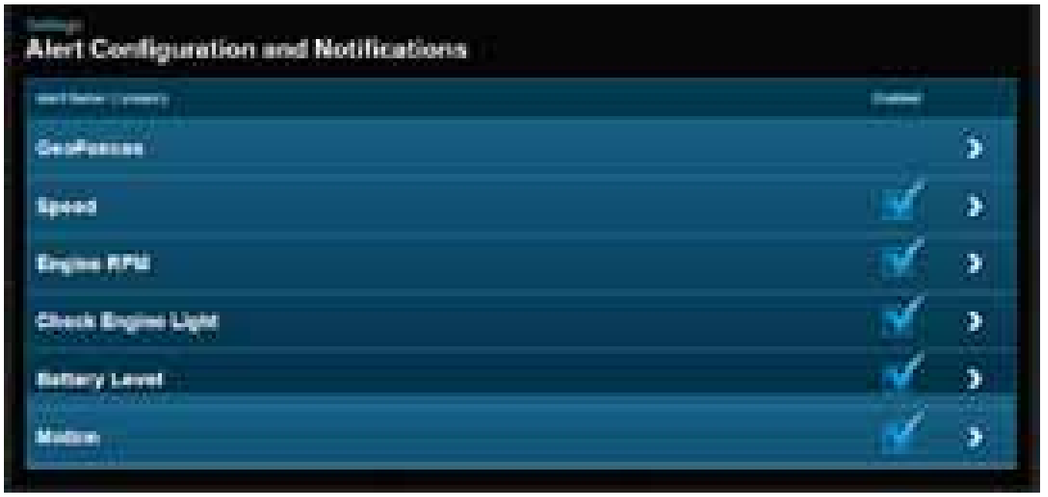
2. To disable the speed alert, click the checkbox next to the word Speed. The checkmark will be cleared.



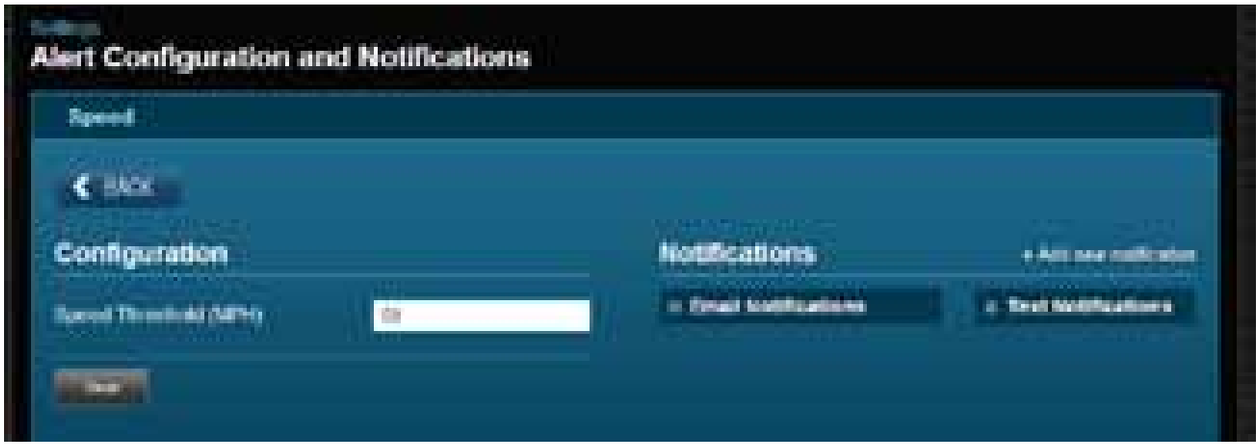
3. To enable the speed alert, click the checkbox. The checkmark will be added.



4. Click the word Speed to configure the speed threshold.



5. Enter the speed in miles per hour that you want to trigger the speed alert. That is, when the vehicle is driven at this speed or higher for 5 seconds or more, the speed alert will be recorded.



6. Click Save to save your changes or click the BACK button to exit without saving your changes.

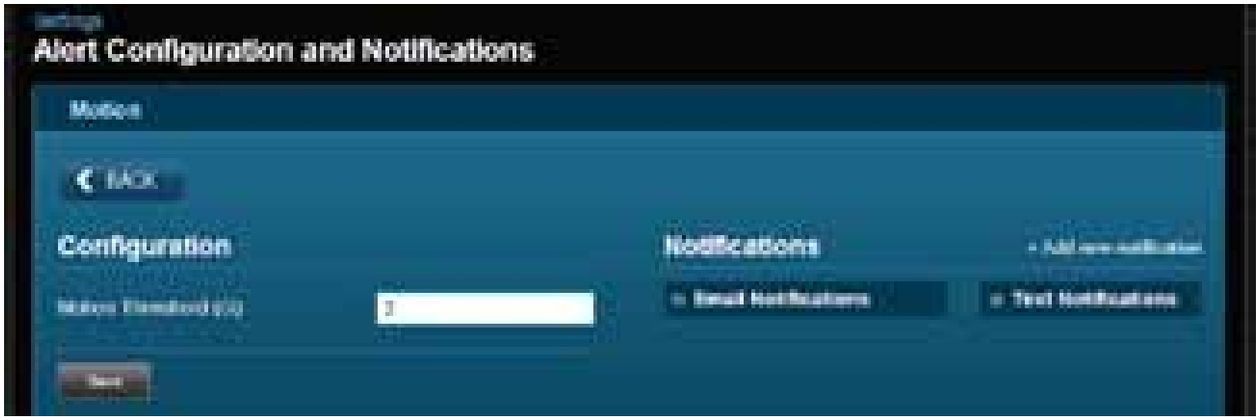
See Configuring Notifications for information on configuring notifications.

Configuring the Motion Alert

1. On the Settings menu select MANAGE ALERTS.

2. To disable the motion alert, click the checkbox next to the word Motion. The checkmark will be cleared. To enable the motion alert, click the checkbox. The checkmark will be added. Click the word Motion to configure the motion threshold.

3. Enter the threshold in G-forces that you want to trigger the motion alert. That is, once the ignition of off for 10 minutes and the vehicle experiences a motion of this force or more , the motion alert will be recorded. A setting of 2 G's can typically be set off by slamming a vehicle door or rocking the vehicle.



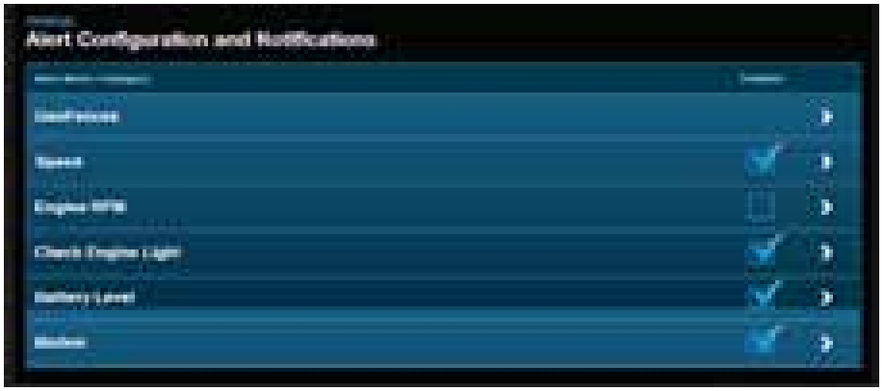
4. Click Save to save your changes or click the BACK button to exit without saving your changes. See Configuring Notifications for information on configuring notifications.

Note: You may need to adjust the motion threshold more than once to achieve the desired level of sensitivity for you vehicle. A smaller value is more sensitive, a larger value is less sensitive.

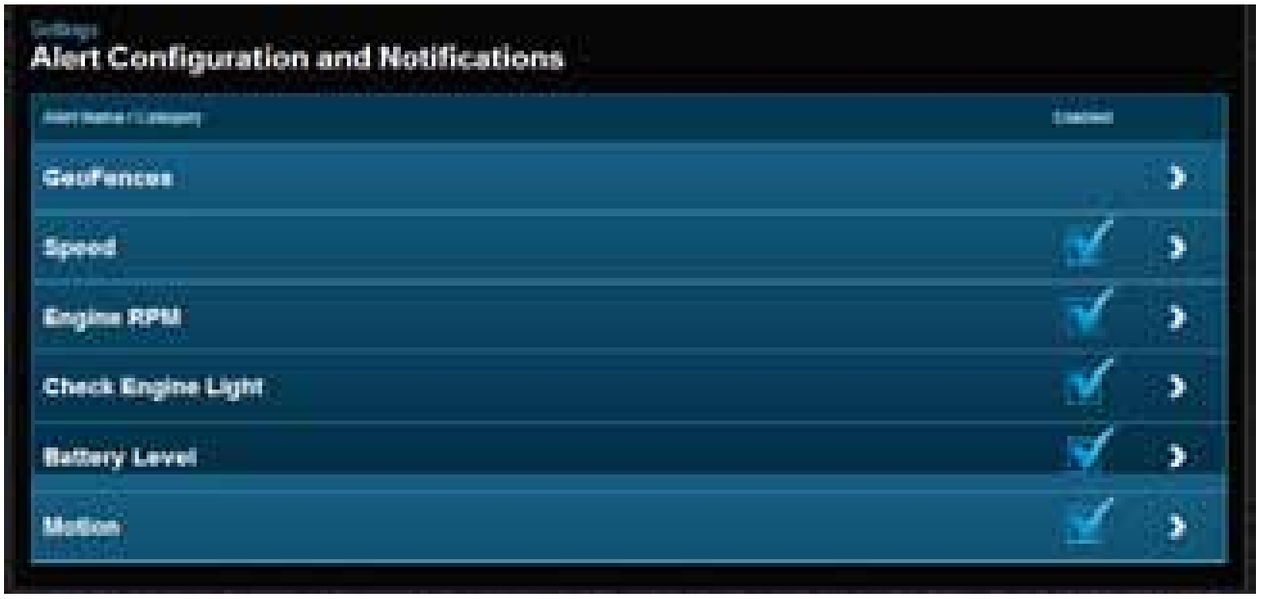
Configuring the Engine RPM Alert

1. On the Settings menu select MANAGE ALERTS.

2. To disable the engine RPM alert, click the checkbox next to the words Engine RPM. The checkmark will be cleared. To enable the engine RPM alert, click the checkbox. The checkmark will be added.



3. Click the words Engine RPM to configure the RPM threshold.



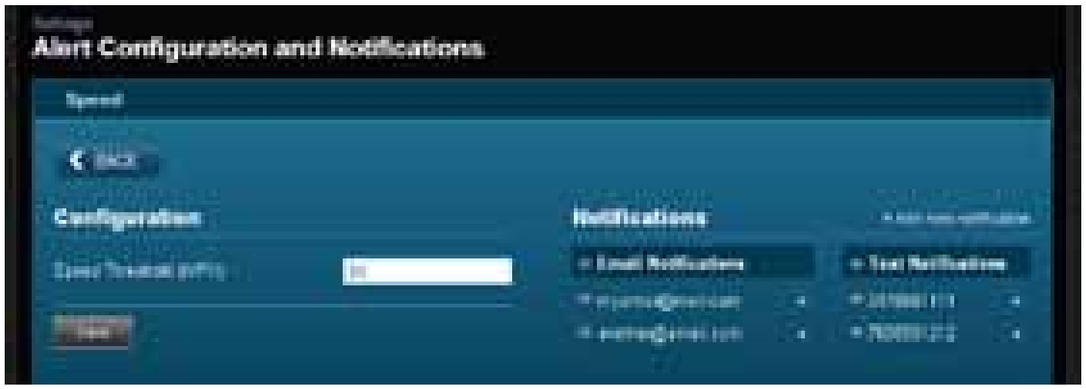
4. Enter the engine RPM threshold in revolutions per minute and the minimum time required in seconds that you want to trigger the engine RPM alert. That is, when the engine RPM exceeds the RPM threshold for the number of seconds you specify, the engine RPM alert will be recorded.

5. Click Save to save your changes or click the Back button or the side menu button to exit without saving your changes.

See Configuring Notifications for information on configuring notifications.

Configuring Notifications

For each alert, you can configure email and text notifications that will be sent when the alert occurs. This includes the ability to send a notification email to any number of email addresses you choose for each alert and to send a text message to any number of mobile phones you choose for each alert.



Note: When you add a new mobile number for notifications, you will recieve a confirmation txt message with opt-in instructions. In order to receive notifications at that number, follow the opt-in instructions in the txt message. If you do not opt-in, you will not recieve notifications on that mobile number.

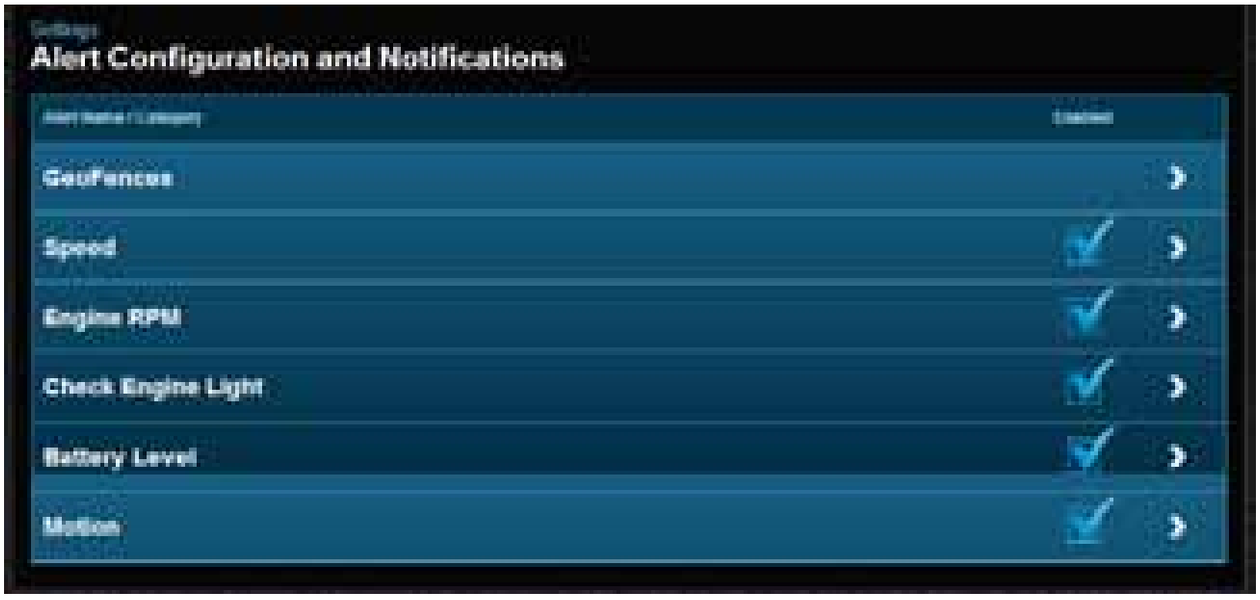
Note: To discontinue recieving alerts on a mobile phone, you can remove the mobile number from the notification settings. You can also reply STOP any notification txt message. This will not remove the mobile number from the notification settings, you will need to perform this step separately.

Add a Notification Email Address

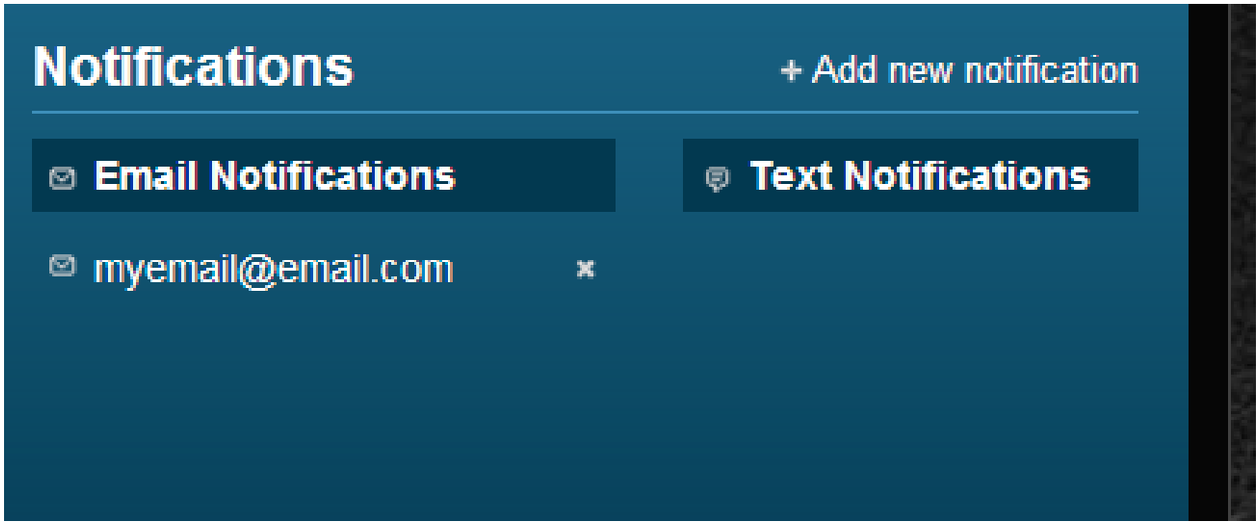
You can add an email notification to any alert. The process is similar for all alerts, here is how to add one to the speed alert. For Geo-Fence notifications, you will need to click the name of the Geo-Fence you wish to configure.

1. On the Settings menu select MANAGE ALERTS.

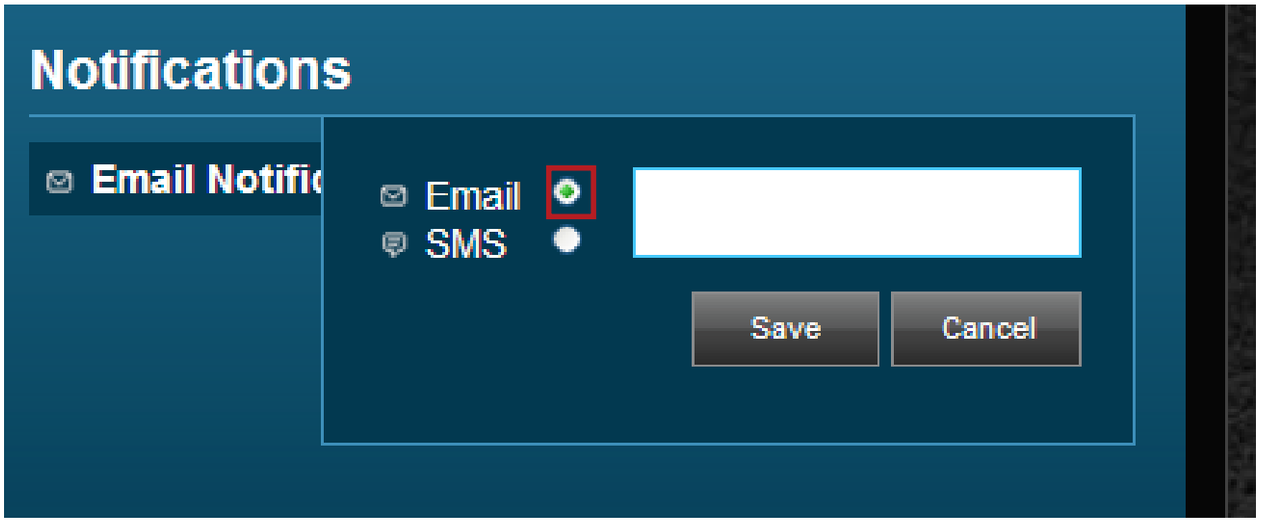
2. Click the word Speed to configure the notifications.



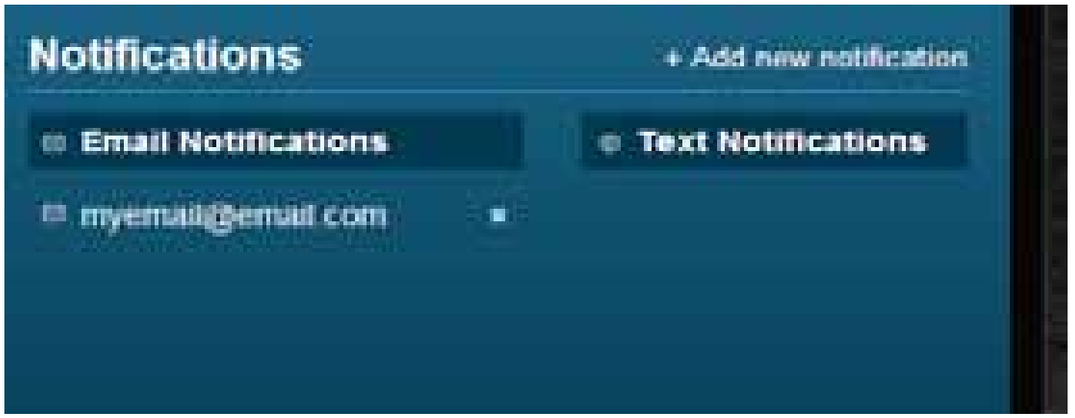
3. Click Add new notification.

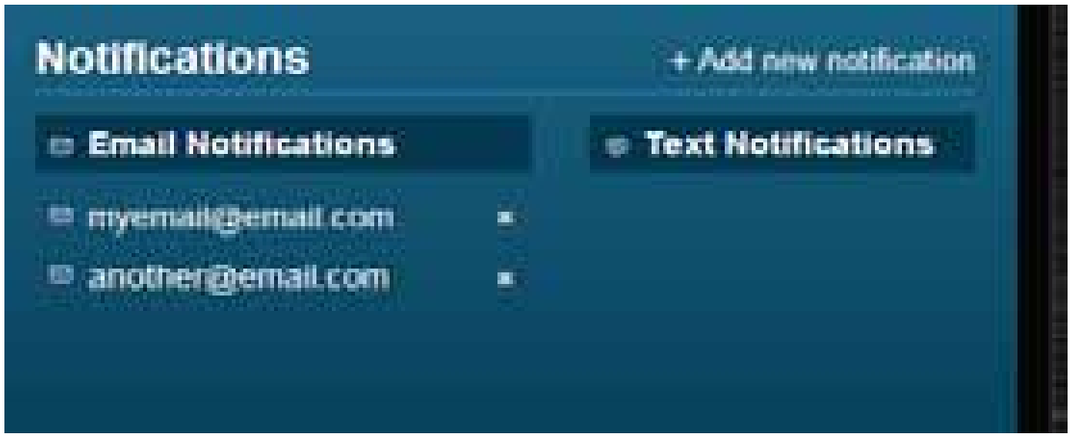


4. Select Email for the notification type.



5. Enter a valid email address in the format myemail@email.com and click Save. Click Cancel to exit without saving. To enter additional email addresses, click Add new notification again. You can enter as many email addresses as you wish.



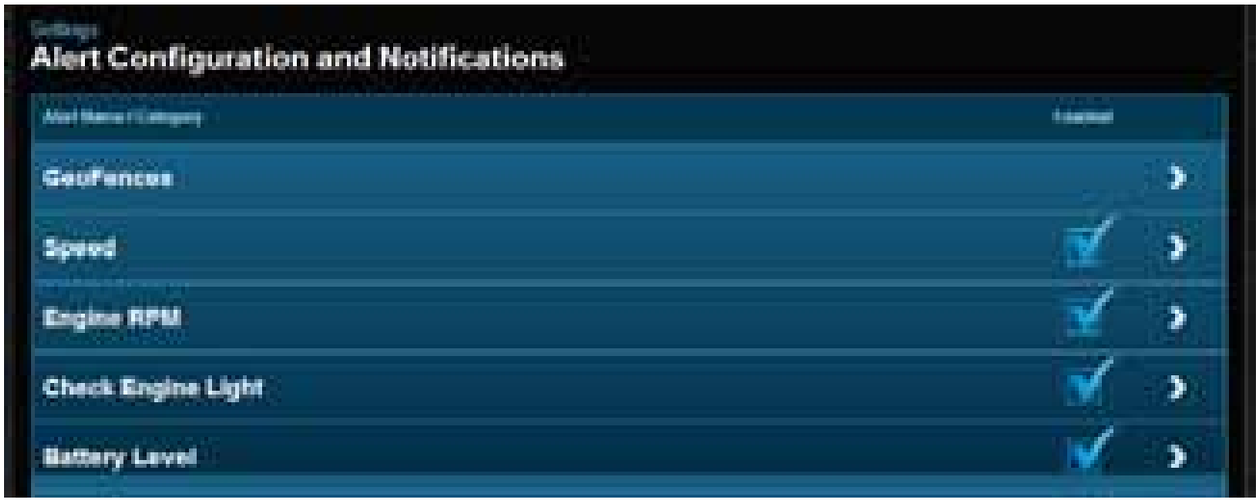


Delete a Notification Email Address

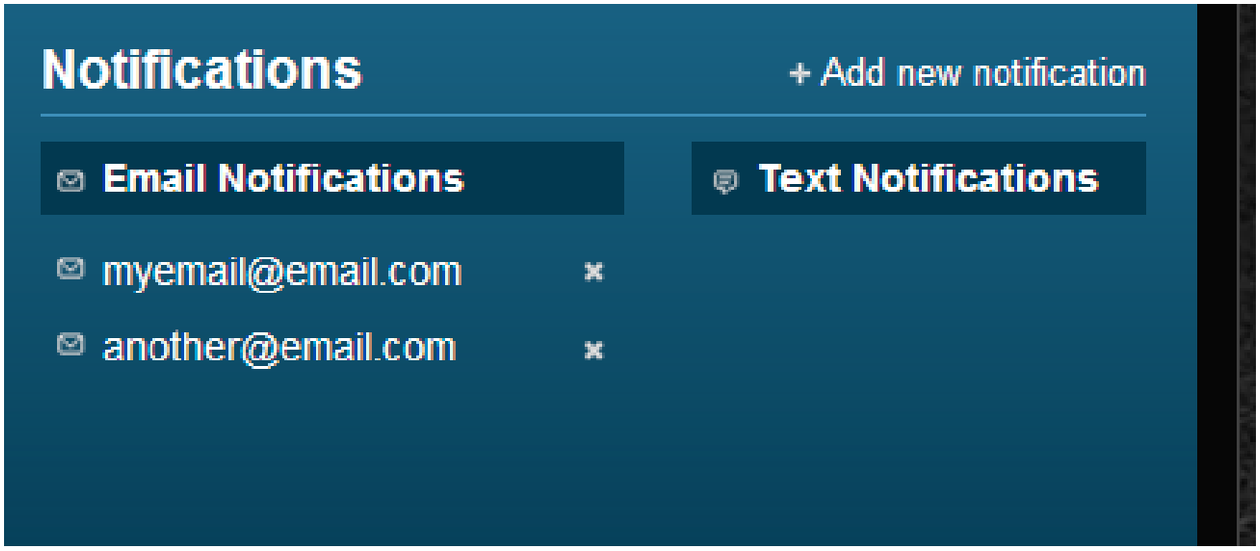
You can delete an email notification associated with any alert. The process is similar for all alerts, here is how to delete email addresses for the speed alert. For Geo-Fence notifications, you will need to click the name of the Geo-Fence you wish to configure.

1. On the Settings menu select MANAGE ALERTS.

2. Click the word Speed to configure the notifications.



3. To delete a notification email address, click the x next to the email address.



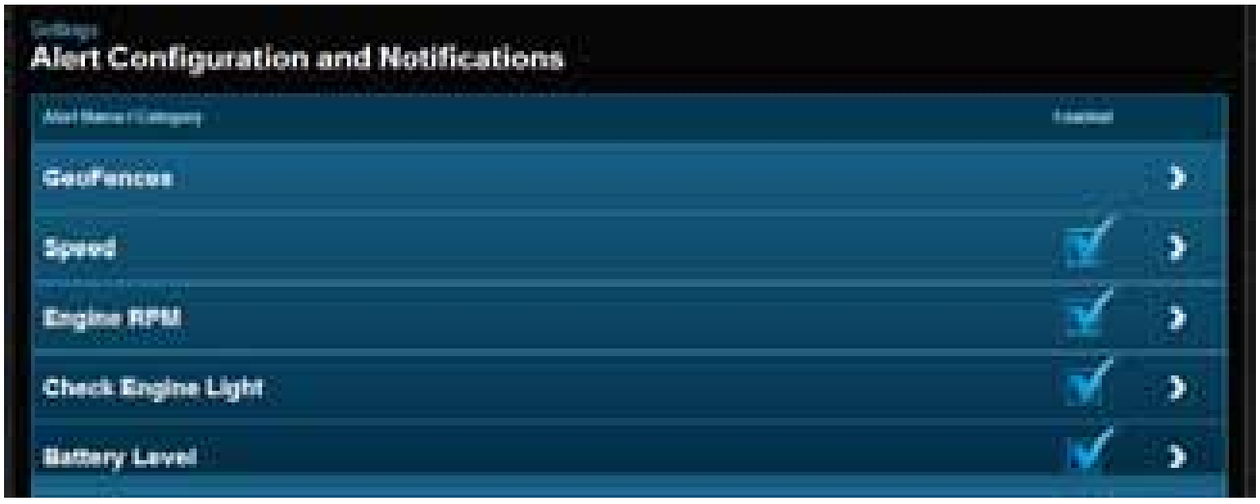
4. You will be asked to confirm you want to delete the email. Click Delete to delete it, click Cancel to exit without deleting.

Add a Notification Text Number

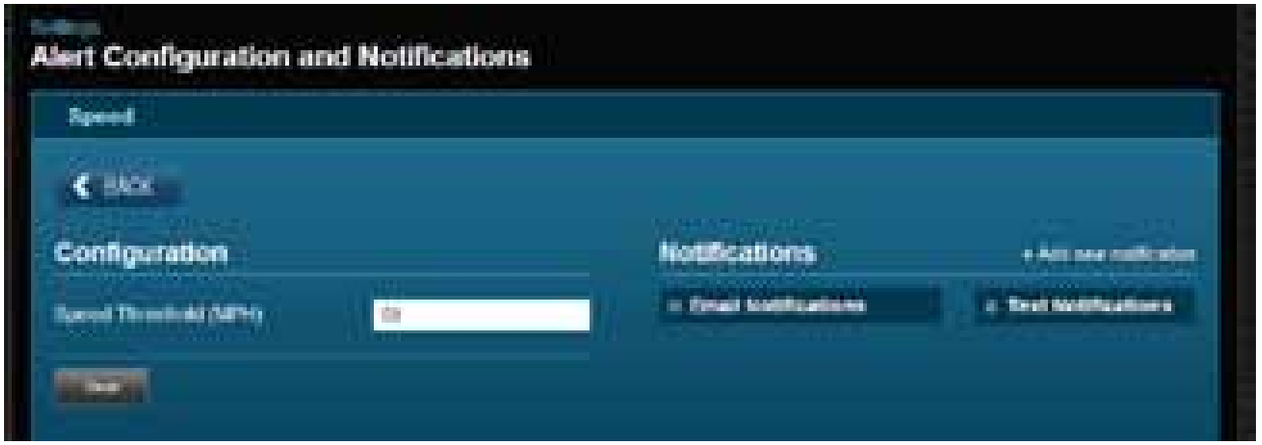
You can add a text notification to any alert. The process is similar for all alerts, here is how to add one to the speed alert. For Geo-Fence notifications, you will need to click the name of the Geo-Fence you wish to configure.

1. On the Settings menu select MANAGE ALERTS.

2. Click the word Speed to configure the notifications.

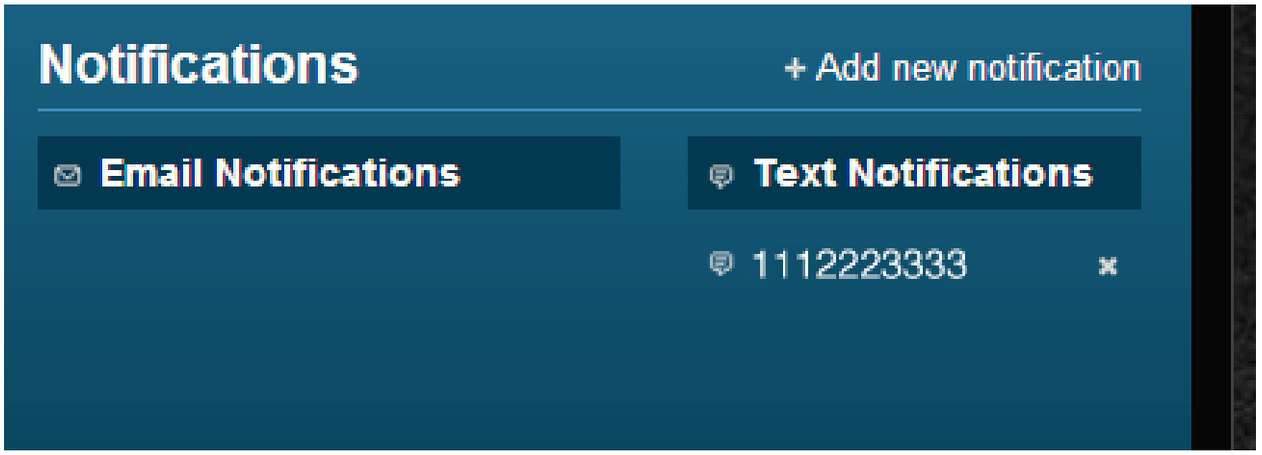


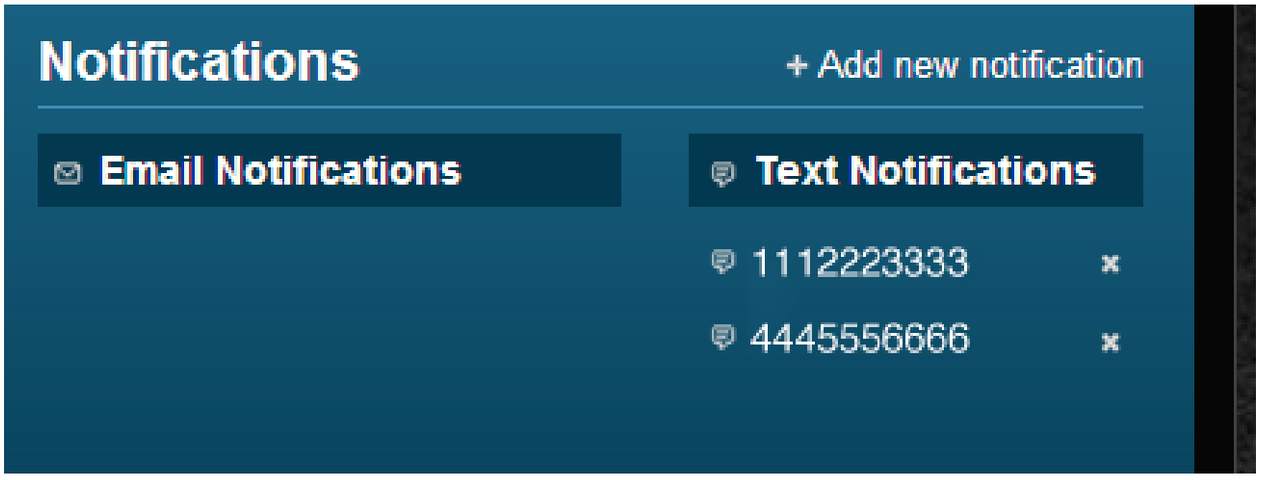
3. Click Add new notification.



4. Select Text for the notification type.

Enter a valid 10 digit mobile number in the format 1112223333 using only numbers and no other characters. To enter additional mobile numbers, click Add Text. You can enter as many mobile numbers as you wish.





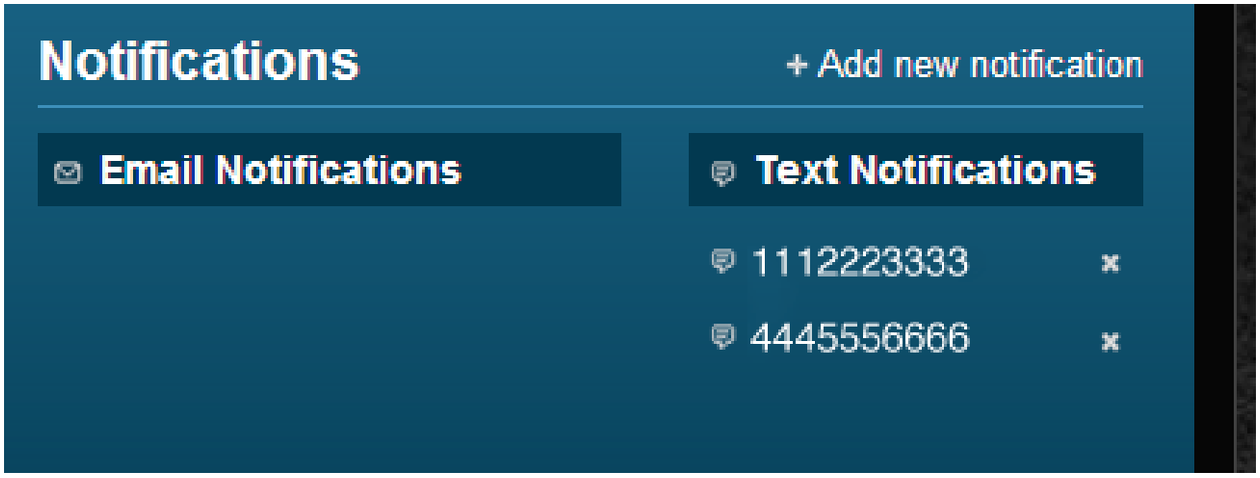
Delete a Notification Text Number

You can delete a text notification mobile number associated with any alert. The process is similar for all alerts, here is how to delete mobile numbers for the speed alert. For Geo-Fence notifications, you will need to click the name of the Geo-Fence you wish to configure.

1. On the Settings menu select MANAGE ALERTS.

2. Click the word Speed to configure the notifications.

3. To delete a notification mobile number, click the x next to the mobile number.



Logout

Click the LOG OUT button to log out from your vehicle. This will return you to the login screen.

Note: The website will automatically log you out after 20 minutes of inactivity.

Frequently Asked Questions

1. What are the extension cable and cradle mount for?

The Vehicle Diagnostic Module relocation kit, which includes the extension cable and cradle, will allow you to install the Vehicle Diagnostics Module in a location other than the OBDII connector. This may be desired because the module interferes with driver or passenger movement or for aesthetic reasons. The extension cable will also permit relocating the Vehicle Diagnostics Module for better GPS reception in the event of position accuracy problems.

2. Can I receive alerts via text message?

Yes, you can instantly receive alerts via a text message sent to your mobile phone, without having to login to your account. On the smartphone app, from the Settings menu tap Vehicle Settings, then tap the vehicle you want to configure then tap Alerts & Notifications. On the website, on the Settings menu, click Manage Alerts.

3. Can I have alert notifications sent to multiple email addresses and multiple mobile phones?

Yes, for each alert, you can define any number of email addresses to receive alert notifications. In addition, you can specify any number of mobile phone numbers to receive a text message for each alert. On the smartphone app, from the Settings menu tap Vehicle Settings, then tap the vehicle you want to configure, then tap Alerts & Notifications. On the website, on the Settings menu click Manage Alerts.

4. Can I create customized alerts?

Yes, you can customize the following alerts:
- Speed alert threshold
- RPM threshold value and minimum time required to set a high RPM alert
- Individually enable or disable the entry and exit alerts for each geo-fence
- Amount of G-forces required to trigger a motion alert

5. I drove over the the programmed speed threshold, why didn't I receive a speed alert?

The speed alert is only set once the vehicle goes over the threshold for at least 5 seconds. In addition, some vehicles have speedometers that are calibrated slightly high, so the vehicle

may actually be going just under the speed the speedometer indicates. To see the alert in the mobile apps or web portal, you may need to refresh the data using the refresh data. To receive an notification via email, ensure your email address is entered correctly in the settings area for notifications.

6. Can I set my own speed alert or is the only option over 75 mph?

Yes, you can set the speed threshold in the settings for the speed alert. On the mobile app, navigate to the Settings menu, tap Vehicle Settings, tap the vehicle you wish to configure, tap Alerts & Notifications, tap Speed and then enter the desired threshold. On the website, on the Settings menu click Manage Alerts, then click on Speed.

7. How do I turn on e-mail notifications for alerts?

Email notifications can be configured for any alert. To receive a notification you need to have the correct alert conditions occur, and you need to ensure there is a valid email address entered under the settings area for email. To edit your email notifications on the mobile app, on the Settings menu, select Vehicle Settings then select the vehicle you want to configure and then select Alerts and Notifications for the vehicle. On the website, make sure you are viewing the vehicle you want to configure; on the Settings menu select Manage Alerts and then select the alert you want to configure.

8. How do I stop receiving alert notifications in my e-mail?

You can remove individual email addresses to stop sending notifications to that email address. To edit your email notifications on the mobile app, on the Settings menu, select Vehicle Settings then select the vehicle you want to configure and then select Alerts and Notifications for the vehicle. On the website, make sure you are viewing the vehicle you want to configure; on the Settings menu select Manage Alerts and then select the alert you want to configure. In addition, for geo-fences, you can deactivate the entire geo-fence in which case, no alerts or notifications will be generated for that geo-fence. Further, you can deactivate the entry and exit from that geo-fence independently if you wish. A deactivated alert will not generate notifications.

9. Why don't I receive any e-mail alert notifications?

To receive alerts you need to have the correct driving conditions occur and you need to ensure there is a valid email address entered under the settings area for Alerts and Notifications.

10. I crossed a geo-fence, why didn't I receive an alert?

Geo-fence detection depends on a number of factors, including the tolerance of the GPS system, the size of the geo-fence and how close the vehicle is to the edge of the geo-fence. Because of this, in some cases, a geo-fence crossing may not be detected. To make sure you see the alert in the mobile apps or web portal, you may need to refresh the data using the refresh data. To get an alert via email, you need to ensure your email address is entered correctly in the settings area for email.

11. Why do I see multiple geo-fence alerts at about the same time when I crossed the geo-fence only once?

Geo-fence detection depends on a number of factors, including the tolerance of the GPS system, the size of the geo-fence and how close the vehicle is to the edge of the geo-fence. As a result, you may see multiple alerts for one crossing.

12. Why did I receive a geo-fence alert even though I didn't move my vehicle?

Geo-fence detection depends on a number of factors, including the tolerance of the GPS system, the size of the geo-fence and how close the vehicle is to the edge of the geo-fence. To minimize false alerts, you can increase the size of the geo-fence, a minimum radius of 0.1 mile is recommended, and you can center the geo-fence on where you normally park your vehicle.

13. Is there a limit on how many email addresses or mobile phone number I can enter to receive notifications?

No, you enter as many email addresses and mobile phone numbers as you wish.

14. What is the approximate time to receive an alert notification through email or a text message?

The email or text messages are sent as soon as they are communicated from your Vehicle Diagnostics Module to the cloud server. Cellular coverage at the vehicle location can affect how

quickly an alert is communicated to the server. In addition, the time for the notification to reach your inbox or phone can vary due to network delays. In general, most notifications are received within minutes after the alert.

15. Can I select my own username?

Yes, as long as it is not already in use. Your username must be a minimum of 1 character, a maximum 75 characters. It must not contain any of the following characters: $ & + ( ) / : ; = ? @ (space character) " < > # % { } | \ ^ ~ [ ] `

16. What are the rules for a valid password?

Your password must be a minimum of 6 characters, must contain at least 1 number, and is limited to the following list of characters: ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz0123456789 -_!?()@#$*&.,

17. What if I forget my username and password?

On the smartphone login screen tap Forgot Username? or Forgot Password? to access our automated system. On the website login screen tap Forgot your username? or Forgot your password? to access our automated system.

18. How many Vehicle Diagnostic Modules can I add to one account?

You can add as many modules as you wish.

19. How do I remove a Vehicle Diagnostic module from my account?

You can delete a specific Vehicle Diagnostics module from your account, should you no longer need access to it. In the smartphone app, from the Settings menu, tap Account Settings, then tap Vehicle Diagnostic Management. Tap the module you with to remove then tap Delete Module. On the website, under the Settings menu click Manage Modules. Click on the tracs can icon next to the module you want to remove.

20. My phone is frozen and I can't do anything with the app. How do I close the app?

You can use the application manager on your phone to stop the app from running. Or you can

turn your phone off and then back on again.

21. What happens if I load the app on my non-Verizon phone?

The smartphone apps are designed to run on the following smartphones regardless of your service provider: Android version 2.2 and later, Apple iPhone running iOS version 5.0 and later.

22. How many mobile devices or PCs can be logged on to the same account?

There is no limit on how many phones and/or PCs can be logged into the same account.

23. If I have multiple Vehicle Diagnostic Modules on one account, how can I see the data from my other vehicles?

On an iPhone, you can select a different vehicle by tapping on the vehicle icon in the upper right hand corner. On an Android, you can select a different vehicle by tapping on the vehicle name at the top of the screen. On the website, you can select a different vehicle by clicking on the drop down arrow located to the right of your vehicle name at the top of the screen.

24. How can I see all my vehicles at the same time on the map?

Currently, you can only select one vehicle to view at a time. Only that vehicle will be shown on the map.

25. When I added a new Vehicle Diagnostic Modules, the application displayed an error message, but once I logged out and logged back in it appeared on the module list. Why?

The proper procedure when adding a new module is to add the module to your account, log out of your account on all phones and the website, then log back in. This will ensure you see all modules associated with your account.

26. Does the programmable odometer show me total vehicle mileage or just the recent trip mileage?

You can use either method. If you clear the programmable odometer prior to a trip, it will perform as a trip odometer displaying the mileage for that trip. If you set the odometer to your vehicle odometer, it will track the total mileage of your vehicle.

27. Why is the programmable odometer not updating while I am driving?

The programmable odometer will not update until your turn off the ignition and the trip is recorded in your connected car account.

28. How do I get a copy of the User Guide?

You can view the User Manual at http://support.verizonwireless.com/clc/devices/ and click on Device Manual

29. Why doesn't my VIN or my make, model and year of my vehicle show up on my Dashboard page?

Not all vehicle manufacturers report VIN to the Vehicle Diagnostics module. For those which do not, you will see the word "Vehicle" followed by a number, such as "Vehicle 1." You can update your vehicle information by entering the VIN or the make, model and year of your vehicle yourself. In the mobile app, navigate to the Settings menu, select Vehicle Settings, select the vehicle you wish to edit, and then select Edit.

30. Why doesn't fuel data show on my Dashboard page?

Not all vehicle manufacturers report fuel level to the Vehicle Diagnostics Module. Refer to the fitment guide at connectedcar.delphi.com/fitment.

31. Why isn't the data on my Dashboard page right?

To view the latest vehicle data, use the Refresh feature. The time and date of the last refresh is displayed.

32. Do I need a Smartphone to use Vehicle Diagnostics by Delphi?

No, once you set up your Delphi Connected Car account, you can sign in to it through the Internet by visiting mycar.delphi.com.

33. How many geo-fences can I set?

You can set a maximum of 6 geo-fences per vehicle.

34. Can a geo-fence be rectangular instead of circular?
Not at this time. This is being considered for a future software release.

35. How do I create geo-fences in different states?
You can create geo-fences in any location you wish using the geo-fence feature on the website or the smartphone app.

36. Can I create a geo-fence by using an address or business name?
Yes, when creating a new geo-fence, you can enter an address or business name to locate where you wish to create a new geo-fence.

37. Does the Vehicle Diagnostics Module impact my gas mileage?
The Vehicle Diagnostics Module has no impact on your vehicle's gas mileage.

38. Why don't I see the right vehicle at the top of my Dashboard page?
If you have connected your Vehicle Diagnostics Module to more than one vehicle, you can choose which vehicle data you want to view. On the website, select the down arrow next to the vehicle name at the top of the page and select the desired vehicle. In the Android app, tap the name of the vehicle name at the top of the screen and select the desired vehicle. In the iPhone app, tap the vehicle icon at the top of the screen and then select the desired vehicle.

39. How do I know if I am out of a Verizon Wireless coverage area?
With the engine running, you can determine this by looking at the Status LED. If it is solid Red, there is no cellular coverage. If it is solid or blinking Yellow, you are connected on a roaming network and off the Verizon network.

40. I plugged my Vehicle Diagnostics into my OBD II port but I don't see my vehicle when I log into the app or portal. Why?
Verify your vehicle's compatibility in the online fitment guide before proceeding. If it is listed as compatible, follow the installation steps in the Reference Guide or the User Manual and ensure that each step is completed successfully and check the Troubleshooting section for further guidance. Make sure you are looking at the correct vehicle by using the vehicle selector in the

app. If the blue LED returns to solid after the initial setup, your vehicle is currently incompatible with Vehicle Diagnostics.

41. Will my Vehicle Diagnostics Module work with the telematics system that came with my car, examples include Mercedes mBrace, Lexus Enform, Hyundai BlueLink, BMW ConnectedDrive, Volvo On Call?

Delphi's Vehicle Diagnostics Module is designed to work regardless of a car's existing telematics system. However, some features provided by the car maker may be impacted. Please contact your car manufacturer for further information.

42. I setup the key fob feature with my vehicle and now my factory Key Fob doesn't work. Why?

During key fob setup, the step where your factory key fobs needed to be re-paired may not have completed successfully. You can repeat the key fob setup by initiating the setup process in the web portal (not the app) and trying the setup again. If it fails again, please call KeylessRide technical support at (888) 861-2651 for assistance.

43. I have an aftermarket keyless entry system. Will this affect the key fob function on my phone?

The Vehicle Diagnostics is currently only designed to operate factory (OEM) remote keyless entry systems. You will not be able to activate the Key fob function with your aftermarket remote keyless entry system.

44. Why doesn't the key fob feature work on my car? Will it ever?

Delphi has not completed the development of key fob features for all cars at this time. You will need to check the Fitment Guide (at connectedcar.delphi.com/fitment) for compatibility to determine when support is added.

45. What happens if you hit the call 911 button while live tracking?

You will be presented with the phone's dialer screen with the "911" entry preloaded. You must select Yes or Call to initiate the call. If it was unintentional, you can select No or Back or the Home button.

46. How do I start live tracking?

To start live tracking, ensure the Vehicle Diagnostics Module is properly installed and working. In the web portal, select the Location feature, then select "Live Tracking." In the Android app, tap the Location feature then tap the live tracking icon which looks like a small radar. On the iPhone, tap the Location feature then tap the Live Tracking tab then tap the live tracking icon which looks like a small targeting scope.

47. Why is live tracking limited to 10 minutes?

This is a precaution to prevent excessive wireless data use and charges in the event you forget to cancel the Live Tracking mode. You can continue to Live Track an unlimited number of times after a timeout.

48. I was tracking a vehicle and it stopped giving me a location and then started up again. Why?

If the Vehicle Diagnostics Module or you cell phone lose their cellular connection during live tracking, updates will stop. Once the cellular connection is re-established, the live tracking will resume automatically.

49. After live tracking for 10 minutes, how long do I have to wait to restart live tracking?

You can start live tracking again at any time. There is no requirement to wait to start it again.

50. Why does the car on live tracking jump when it moves?

During live tracking, the information on your vehicle is updated about every 5 seconds. When this update occurs, the display will automatically center the map on the current location of your vehicle.

51. Why does the vehicle icon show red (ON) in live tracking and the engine icon is OFF on the dashboard?

The live tracking feature uses a red vehicle icon to show the location of the vehicle whether it is running or not. The data on the dashboard represents the last time you requested an update of information using the refresh feature which may not be the same as the live tracking data. To see recent information on the dashboard, you need to press the refresh button. The engine indicator will be updated to show the correct state, running or not.

52. What is the blue dot on my location screen?
Within the smartphone apps, the blue dot represents the current location of the phone running the app (where your phone is, not your vehicle).

53. I installed my Vehicle Diagnostics Module and it won't pick up my current location. Why?
Your Vehicle Diagnostics module relies upon GPS to determine vehicle location. Location accuracy is subject to GPS accuracy which means that it could take minutes for a first-time position to be available and it may not work inside of garages or in other structures. It may even be possible that the location in the vehicle where the Vehicle Diagnostics module is installed may create a weak GPS signal and use of an extension cable may be necessary to relocate the Vehicle Diagnostics Module to a better location for GPS reception.

54. It's really cold where I live. Will this affect the Vehicle Diagnostics Module?
Being a cellular device, the Vehicle Diagnostics Module will generally work in the same conditions as your cell phone, although there are no batteries in the module to be concerned about as you would have with a cell phone.

55. It's really hot where I live. Will this affect the Vehicle Diagnostics Module?
Being a cellular device, the Vehicle Diagnostics Module will generally work in the same conditions as your cell phone, although there are no batteries in the module to be concerned about as you would have with a cell phone.

56. How do you use the data collected on my vehicle?
Delphi will never forward your specific, individual vehicle data to Verizon or any third-parties without your express permission. Your vehicle data may be aggregated with other vehicle data anonymously for other purposes per the Terms of Service which you, the consumer, accepted after your first login.

57. Does Delphi or Verizon track me or my cars without my knowledge?
The Delphi Connected Car service is intended solely for the consumer to use for their own purposes and no one else can track your vehicle unless you give them your username and password. Protect your username and password to prevent any unauthorized person from

accessing your information.

58. How can I program the device to track my mileage?

You can use the programmable odometer on the dashboard to track your mileage. You can set the odometer to match their vehicle's odometer for total mileage or use it as a trip odometer by setting it to zero before each trip.

59. I cannot see the route on my trip details. Why?

The Delphi Connected Car portal and smartphone app are only designed to show the start and end points of each trip. The details of the route actually driven will not be available until a future software release.

60. Why can't I see my trip on the recent trips?

Press the refresh button on the app or website and wait up to 2 minutes for the refresh to complete. If your trip is still not shown, it is possible that the engine start and stop may not have been detected. Please take more trips and determine if you still don't see trips. If you continue to miss trips, please call Verizon at (800) 922-0204 to report the problem.

61. I installed my Vehicle Diagnostics Module, but the recent trip does not show my starting point. Why?

Due to the way the Vehicle Diagnostics module synchronizes with your vehicle, it is possible that the first trip you make after installing the module may not be recorded. This is normal and all trips after this should be recorded properly. Since the Vehicle Diagnostics Module relies on a GPS signal to determine its location, it will occasionally not be able to detect an accurate position. In that situation (such as in a multilevel garage or blocked by tall buildings), the start or end position may indicate "Unknown" location.

62. How do I print my trip log?

For now you would need to perform a print- screen which includes the trip log. A future software release will add the ability to export your trips for easier printing.

63. What happens if I get a new vehicle?

You can move the device to a new vehicle and, after performing the normal vehicle setup per the instructions, you will see the new vehicle listed in the app and portal. You will need to check the Fitment Guide (at connectedcar.delphi.com/fitment) for compatibility. If supported by your new vehicle, you will also be able to pair your vehicle's key fob.

Note: You will only be able to pair the Vehicle Diagnostics key fob with two vehicles at any one time. See question How many key fobs can I can the Vehicle Diagnostics Module support?

64. I unplugged my device before I took it to the dealership. How do I re-install it? Do I have to do everything again?

Follow the instructions in section "Vehicle Diagnostics Removal & Re-Pairing Procedure" of the Reference Guide.

65. Why do the lights on the Vehicle Diagnostics Module change color while I drive?

The Vehicle Diagnostics Module status LED indicates data transmission which is fully explained in the Reference Guide and Device Manual.

66. Why does my Vehicle Diagnostics Module only show a blue light?

If you have not performed the vehicle setup steps described in the Reference Guide or the User Manual with the ignition on, this must be completed first. If you have completed those steps and you still have a solid blue LED, your vehicle may currently be incompatible. Check the Fitment Guide at connectedcar.delphi.com/fitment.

67. I have unplugged the unit from my vehicle and plugged it back in, what do I need to do?

If the LED is solid blue, then begin with step 5 in the Quick Reference Guide (QRG) to re-initialize your Vehicle Diagnostics Module. If the LED is not solid blue, disconnect the unit from your vehicle, wait 10 seconds, reconnect it and wait for the solid blue LED (about 25 seconds), begin with step 5 in the Quick Reference Guide (QRG) to re-initialize your Vehicle Diagnostics Module.

68. My battery was disconnected recently and I can't connect to my vehicle, what should I do?
If the LED is solid blue, begin with step 5 in the Reference Guide to re-initialize your Vehicle Diagnostics Module. If the LED is not solid blue, disconnect the unit from your vehicle, wait 10 seconds, reconnect it and wait for the solid blue LED (about 30 seconds), begin with step 5 in the Reference Guide to re-initialize your Vehicle Diagnostics Module.

69. The LED shows solid blue, what should I do?
Begin with step 5 in the Quick Reference Guide to re-initialize your Vehicle Diagnostics Module. If it returns to solid blue, your vehicle may be incompatible. Check the Fitment Guide at connectedcar.delphi.com/fitment.

70. Why isn't my car listed as a compatible car? Will it ever be?
Either support for your vehicle has not been confirmed or there is a known incompatibility. Our goal is to add support for most vehicles in 2013.

71. How do I properly remove my Vehicle Diagnostics Module?
If possible, support the vehicle OBDII connector housing and gently wiggle the device as you pull uniformly outward away from the vehicle OBDII connector. Note that the Vehicle Diagnostics module is designed for a snug fit and may require a strong pull to fully remove it.

72. Why is it hard to disconnect the Vehicle Diagnostics Module from the OBDII port?
The Vehicle Diagnostics Module was designed to maintain a secure and snug fit on all vehicles so that it would never come loose or fall off the connector. Vehicles which are driven on bumpy roads create excessive vibration which could loosen the Vehicle Diagnostics Module if it weren't designed for a snug fit.

73. Should I disconnect the Vehicle Diagnostics Module before having my vehicle jump started?
Delphi recommends disconnecting your Vehicle Diagnostics Module when jump starting your vehicle.

74. I have a Check Engine Light on but I don't see anything on the Health page. Why?
Diagnostic codes will automatically be scanned when the Vehicle Diagnostics Module is

installed. Anytime following installation, to retrieve current codes, you need to press the refresh button on the health page in the web portal (not the smartphone app) and follow the instructions. If your error codes still do not show up, your vehicle manufacturer may have manufacturer specific codes they have not shared with other tool providers, which prevents the Vehicle Diagnostics module from properly reading these codes.

75. What codes are pulled during a vehicle health scan (pending, active, historical)?

The vehicle scan will display the diagnostic codes reported by the vehicle. The codes returned varies by vehicle manufacturer but in general these are codes that have been set since the last time the codes were cleared in the vehicle.

76. Can I clear Diagnostic Codes in my car?

Yes, you can send a command to your vehicle to clear the diagnostic codes. Navigate to the Health page. On an Android, open the soft menu and tap Clear trouble codes and then tap Vehicle. On an iPhone, tap Clear on the Health page then tap Clear Vehicle. Note: Simply clearing the diagnostic codes in your vehicle will not repair any problems it may have. Driving a vehicle that has diagnostic problems without first repairing them may cause damage to your vehicle. You should always correct any problems before clearing the diagnostic codes in your vehicle.

77. Will using this product void my new car warranty?

Delphi stands behind the Vehicle Diagnostics product and maintains that it does not void your new car warranty.

Status LED and Troubleshooting

Understanding the Status LED Indicators

Status LED	Status (Engine On)	Status (Engine Off)
No illumination for more than one minute	No vehicle power to device or device failure	• Vehicle Diagnostics will enter Deep Sleep after typically 5-10 days of no vehicle activity. Start engine or move vehicle to wake up device • No vehicle power to device or Device failure – (see Troubleshooting)
Solid white	Vehicle Diagnostics currently activating on Verizon network	Vehicle Diagnostics currently activating on Verizon network
Solid blue	Vehicle Diagnostics waiting for first-time vehicle setup after plug-in. CAUTION: Engine must be OFF and ignition ON before pressing Function button.	Vehicle Diagnostics waiting for first-time vehicle setup after plug-in. CAUTION: Engine must be OFF and ignition ON before pressing Function button.
Solid or blinking green	On Verizon network • Idle/dormant (3 blinks every 30 seconds) • Ready, no data activity (solid green) • Data activity (blinks with data activity)	On Verizon network • Ready, no data activity (solid green) • Data activity (blinks with data activity)

Solid or blinking yellow	On Roaming network • Idle/dormant (3 blinks every 30 seconds) • Ready, no data activity (solid yellow) • Data activity (blinks with data transfer)	On Roaming network • Ready, no data activity (solid yellow) • Data activity (blinks with data transfer)
Solid red	No wireless service	No wireless service
Blinking red	• Transmitting key fob command to vehicle (2 blinks) • **User-initiated vehicle setup in process (1 blink per second) -** CAUTION: Not recommended with engine running**.**	• Transmitting key fob command to vehicle (2 blinks) • **User-initiated vehicle setup in process (1 blink per second) -** CAUTION: Do not start engine.
Blinking blue	Bluetooth® Pairing in Progress CAUTION: Do not unplug (blinking once per second for one minute)	• Engine Off –Light sleep (blinking once every 10 seconds) • Bluetooth pairing in progress. CAUTION: Do not unplug (blinking once per second for one minute)
Blinking white	Activation or firmware update in progress. CAUTION: Do not unplug	Activation or firmware update in progress. CAUTION: Do not unplug

Troubleshooting

Issue	Likely Cause(s)	Corrective Action(s)
Can't login to my account	Incorrect username or password entry	First-time: Enter Registration Key from this guide or Vehicle Diagnostics label exactly as shown (e.g. 1a2b-3c4d) in Username field. (lowercase or UPPERCASE) Enter ESN DEC from this guide or Vehicle Diagnostics label exactly as shown. After first-time: Enter the username and password you created during first-time login. If you forgot your Username or Password, select the appropriate button on the login page to request help.
	No Network connection to smartphone or internet connection to computer	Verify your connection to smartphone or computer is active.
Can't find OBD port on vehicle	Vehicle older than 1996	The Vehicle Diagnostics Module is not compatible with older vehicles
	Incorrect OBD photo in app	Call Verizon support (800)922-0204

No LED illumination	Vehicle Diagnostics Module is in deep sleep	Start engine, wait up to 10 seconds for LED to illuminate any color
	No power at OBD port	Check that Vehicle Diagnostics Module is fully plugged into OBD port. Check that fuse for OBD port is not blown (see vehicle owner manual for proper fuse). Check that no pins are bent or missing from Vehicle Diagnostics connector or OBD port.
	Defective Vehicle Diagnostics Module	Replace Vehicle Diagnostics Module
LED remains white	Vehicle Diagnostics Module can't provision on Verizon network	Ensure vehicle is in a Verizon coverage area Ensure your Verizon account is active (call *611 from your Verizon cell phone or (800) 922-0204)

LED remains solid blue	Device can't complete vehicle setup	Check all OBD port connectors on Vehicle Diagnostics Module and on vehicle for dirty/corroded pins Vehicle may be incompatible. Check fitment guide (connectedcar.delphi.com/fitment)
	Device is removed from the OBD port and reinstalled	Device needs to be paired again with your vehicle. Please go to page 11 and perform steps 5 and 6.
	Low voltage or loss of battery power	Device needs to be paired again with your vehicle. Please go to page 11 and perform steps 5 and 6.
Can't get to Dashboard page for first time login (remains on OBD Locator page)	Vehicle Diagnostics Module is not reaching the Delphi cloud server after cellular network activation.	Check that Vehicle Diagnostics Module LED turns green when engine is started. If it does, (call *611 from your Verizon cell phone or (800) 922-0204). If not, follow Troubleshooting according to Status LED table

No green LED with engine running, LED flashes blue every 10 seconds	Engine start wasn't detected	Turn off ignition, wait 10 seconds and restart engine. Wait up to 10 seconds to see if green LED appears. Try unplugging/replugging Vehicle Diagnostics Module (disconnect Module and repeat vehicle setup procedure)
No email alerts received	Invalid or no e-mail address entered for desired alert	Check e-mail address is correct for desired alert
	Alerts not turned on	Check that the type of alert expected has been turned On in app.
No text message (SMS) alerts received	Invalid or no mobile number entered for desired alert	Check that mobile number is entered correctly in alert settings
	Alerts not turned On	Check that the type of alert expected has been turned On in settings
	Receiving text message (SMS) has not been allowed on mobile phone	Check phone for a message requesting permission to send alert messages to phone, or, remove and re-enter mobile number in the desired alert, this will generate a text message to the mobile phone, follow the directions in the message to allow alert messaging to your phone

Can't get to Key Fob setup page	No Internet connection to smartphone or computer	Check your Internet connection
	Cloud server problem	Wait a few minutes and try again. If still not working, call *611 from your Verizon cell phone or (800) 922-0204
Can't get Vehicle Diagnostics Module Key Fob to pair with my vehicle	Incompatible vehicle	Check fitment guide (connectedcar.delphi.com/fitment)
	Procedure not followed exactly	Check that you have followed every step exactly as indicated
	Pairing adapter required	Check fitment guide (connectedcar.delphi.com/fitment)
	FOB Pairing problem	Wait several minutes and try again. If still not working, call Key Fob support (888) 861-2651

Can't get Vehicle Diagnostics Module Key Fob to control vehicle keyless entry system	Not paired	See "Can't get Vehicle Diagnostics Module key fob to pair with my vehicle"
	No Internet connection to smartphone, computer or Vehicle Diagnostics Module	Check internet connection to smartphone or computer. Start engine and watch for green or yellow LED activity. If LED remains red, Vehicle Diagnostics Module has no cellular connection
	Function restricted by vehicle manufacturer	Check if the manufacturer supplied key fob can perform the same feature. If not, it is a vehicle restriction. Read the vehicle owner's manual about your remote keyless entry system.
	No Bluetooth connection (if paired and authorized) and within 30 feet of Vehicle Diagnostics Module	Check if smartphone Bluetooth is ON. Verify Vehicle Diagnostics Module (ACT231) is listed in smartphone paired Bluetooth devices. Verify smartphone is listed in Delphi smartphone app in Settings page as Authorized

Can't pair my smartphone to Vehicle Diagnostics Module with Bluetooth®	Incompatible smartphone	Must be iPhone with iOS 5.0 or later or Android 2.2 or later and with Bluetooth® 2.1 or higher.
	Vehicle Diagnostics Module wasn't in Bluetooth® pairing mode	On the Settings menu in the app, tap Vehicle Settings, then tap your vehicle from the list, then tap Bluetooth Settings, then tap the Discover button and ensure LED begins flashing blue every second.
	Too far away from Vehicle Diagnostics Module	Must be within 30 feet of Vehicle Diagnostics Module for Bluetooth® functions.

Customer Information

Your Wireless Device and Third Party Services

Verizon Wireless is the mobile carrier associated with this wireless product. However, many services and features offered through the product are provided by Delphi alone or in conjunction with third parties. Verizon Wireless is not responsible for your use of your wireless device, including any damage resulting from installation of the device and is not responsible for any non-Verizon Wireless applications, services, or any personal information you submit to Delphi or that is associated with your Delphi account or that you share with others. You will incur Verizon Wireless data usage by using this wireless product. Your relationship with Verizon Wireless is governed by your Customer Agreement, available on the Verizon Wireless website at www.verizonwireless.com. Please review carefully all applicable terms and conditions and policies prior to using this wireless product and any associated component, application, or service.

Product Safety and Warranty

Health and Safety

This section outlines the safety
precautions associated with using Vehicle Diagnostics. The term “mobile device” will be used to refer to the Vehicle Diagnostics in this section. Before operating your vehicle with your mobile device plugged in, please be aware of all the safety details.

DRIVING SAFETY

Remember that safety comes first when driving. If having the mobile device plugged in your vehicle interferes with your ability to access your vehicle’s pedals, or in any way prohibits you from properly operating your vehicle, do not drive with your mobile device plugged in. You can purchase an extension cable to move your mobile device to a more fitting location. The extension cable can be purchased from Delphi at http://mycar.delphi.com/accessories. If you discover while driving that you are not able to properly operate the vehicle with the mobile device plugged in, wait until you have safely pulled off the road and parked before attempting to remove the mobile device.

PRECAUTIONS

Your mobile device is a high quality piece of equipment. Before operating, read all instructions and cautionary markings.
Failure to follow the directions below could result in serious bodily injury
and/or property damage:

- DO NOT use this equipment in an extreme environment where high temperature or high humidity exists.
- DO NOT abuse the equipment. Avoid striking, shaking or shocking.

• DO NOT expose this equipment to rain or spilled beverages.

• DO NOT use unauthorized accessories.

GPS & AGPS

You mobile device uses a Global Positioning System (GPS) signal for location-based applications. A GPS uses satellites controlled by the U.S. Government that are subject to changes implemented in accordance with the Department of Defense policy and the 2008 Federal Radio navigation Plan (FRP). Changes may affect the performance of the location-based services on your Vehicle Diagnostics Module.Your mobile device can also use an Assisted Global Positioning System (AGPS), which obtains information from the cellular network to improve GPS performance. AGPS uses your wireless service provider's network and therefore airtime, data charges, and/or additional charges may apply in accordance with your service plan. Please contact your wireless service provider for details.

Location Information

Location-based information includes information that can be used to determine the approximate location of a mobile device. Mobile devices which are connected to a wireless network transmit location-based information. Additionally, if you use applications that require location-based information, such applications transmit location-based information. The location-based information may be shared with third-parties, including you wireless service provider, applications providers, and other third-parties providing services.

FCC COMPLIANCE INFORMATION

This device complies with Part 15 of FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) This device must accept any interference received.

Including interference that may cause undesired operation.

INFORMATION TO THE USER

This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules.
These limits are designed to provide reasonable protection against harmful Interference in a residential installation This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful Interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

Warranty

12 MONTH LIMITED WARRANTY

Personal Communications Devices, LLC (the “Company”) warrants to the original retail purchaser of this wireless device (Product), that should this Product or any part thereof during normal consumer usage and conditions, be proven defective in material or workmanship that results in the Product’s failure within the first twelve (12) month period from the date of purchase (proof of purchase required), such defect(s) will be repaired or replaced (with new or rebuilt parts) at the Company’s option, without charge for parts or labor directly related to the defect(s). The antenna, keypad, display, rechargeable battery and battery charger, if included with the Product, are similarly warranted for twelve (12) months from the date of purchase. This Warranty extends only to consumers who purchase the product in the United States or Canada and it is not transferable or assignable.

This Warranty does not apply to:

(a) Product subjected to abnormal use or conditions, accident, mishandling, neglect, unauthorized alteration, misuse, improper installation or repair or improper storage;
(b) Product whose mechanical serial number or electronic serial number has been removed, altered or defaced;
(c) Damage from exposure to moisture, humidity, excessive temperatures or extreme environmental conditions;
(d) Damage resulting from connection to, or use of any accessory or other product not approved or authorized by the Company;
(e) Defects in appearance, cosmetic, decorative or structural items such as framing and non-operative parts;
(f) Product damaged from external causes such as fire, flooding, dirt, sand, weather conditions, battery leakage, blown fuse, theft or improper usage of any electrical source;
g) Product subjected to unauthorized modifications to the software of the Product or to the Product itself;
(h) Product subjected to the unauthorized opening or repair of the Product;
(i) Product subjected to hacking, password-mining, jail breaking, the unlocking of the boot loader using the fast boot program or the tampering with or short-circuiting of the battery; or
(j) Product that has been modified to alter functionality or capability of the Product without the written permission of the Company.

The Company disclaims liability for removal or reinstallation of the Product, for geographic coverage, for inadequate signal reception by the antenna or for communications range or operation of the cellular system as a whole.

When sending your wireless device to the Company for repair or service, please note that any personal data or software stored on the Product may be inadvertently erased or altered.

Therefore, we strongly recommend you make a back up copy of all data and software contained on your Product before submitting it for repair or service. This includes all contact lists, downloads (i.e. third-party software applications, ringtones, games and graphics) and any other data added to your Product. In addition, if your Product utilizes a SIM or Multimedia card, please remove the card before submitting the Product and store for later use when your Product is returned.

The Company is not responsible for and does not guarantee restoration of any third-party software, personal information or memory data contained in, stored on, or integrated with any other wireless device, whether under warranty or not, returned to the Company for repair or service.

To obtain repairs or replacement within the terms of this Warranty, the Product should be delivered with proof of Warranty coverage (e.g. dated bill of sale), the consumer's return address, daytime phone number and/or fax number and complete description of the problem, transportation prepaid, to the Company at the address shown below or to the place of purchase for repair or replacement processing. In addition, for reference to an authorized Warranty station in your area, you may telephone in the United States (800) 229-1235, and in Canada (800) 465-9672 (in Ontario call 416-695-3060).

THE EXTENT OF THE COMPANY'S LIABILITY UNDER THIS WARRANTY IS LIMITED TO THE REPAIR OR REPLACEMENT PROVIDED ABOVE AND, IN NO EVENT, SHALL THE COMPANY'S LIABILITY EXCEED THE PURCHASE PRICE PAID BY PURCHASER FOR THE PRODUCT.
ANY IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY. ANY ACTION FOR BREACH OF ANY WARRANTY MUST BE BROUGHT WITHIN A PERIOD OF 18 MONTHS FROM DATE OF ORIGINAL PURCHASE. IN NO CASE SHALL THE COMPANY BE LIABLE FOR AN SPECIAL CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR BREACH OF THIS OR ANY OTHER WARRANTY,
EXPRESS OR IMPLIED, WHATSOEVER.

THE COMPANY SHALL NOT BE LIABLE FOR THE DELAY IN RENDERING SERVICE UNDER THIS WARRANTY OR LOSS OF USE DURING THE TIME THE PRODUCT IS BEING REPAIRED OR REPLACED.

No person or representative is authorized to assume for the Company any liability other than expressed herein in connection with the sale of this product.
Some states or provinces do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damage so the above limitation or exclusions may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights, which vary from state to state or province to province.

IN USA:
Personal Communications Devices, LLC.
1516 Motor Parkway
Hauppauge, NY 11749
www.pcdphones.com

IN CANADA:
PCD Communications Canada Ltd.
5535 Eglington Avenue West Suite #210
Toronto, ON M9C 5K5
www.pcdphones.com