

## rDrive Powered by LoJack Owner's Booklet

This booklet explains certain information related to your use of the Pioneer vehicle telematics device for rDrive ("Unit") and the Pioneer rDrive service powered by LoJack ("Service"). **This booklet is not a substitute for your review of the rDrive Terms of Use ("Terms"), which, together with the rDrive Privacy Policy located at [rdrivebypioneer.com/privacy](http://rdrivebypioneer.com/privacy), contain the terms and conditions that apply to your use of the Unit, the Service, and the rDrive app and can be found at [rdrivebypioneer.com/terms-of-use](http://rdrivebypioneer.com/terms-of-use).** You are required to agree to those Terms, which include arbitration for dispute resolution, when you download or update the rDrive app or use the Service. Please read the Terms and rDrive Privacy Policy.

### PRECAUTION



Used electrical and electronic products and batteries should not be mixed with general household waste. For proper treatment, recovery and recycling of this product, please dispose of it at an electronics recycling collection point in your area.



### WARNING

- Do not allow this product to come into contact with liquids. Electrical shock could result. Also, damage to the product, smoke, and overheating could result from contact with liquids.
- If you notice smoke, a strange noise or odor from this product, or any other abnormal signs, please contact Pioneer. Using this product in this condition may result in permanent damage.
- Do not disassemble or modify this product, which could cause damage to the product or injury to you. Please contact Pioneer to troubleshoot the unit.

### IMPORTANT INFORMATION ABOUT THE UNIT AND THE SERVICE

**1. Limited Warranty:** When purchased from an authorized rDrive dealer, the Unit is covered by Pioneer's one-year Limited Warranty. Please visit [rdrivebypioneer.com/warranty](http://rdrivebypioneer.com/warranty) to review and download the Limited Warranty, or call 1-800-421-1603 or write to Customer Support, Pioneer Electronics (USA) Inc., P.O. Box 1720, Long Beach, California 90801 to receive a copy.

**2. Installation:** Pioneer strongly recommends a "hard installation" of the Unit by an authorized rDrive dealer using a Y-cable to provide a more stable and secure connection with and more accurate readings from the vehicle's OBD-II (on-board diagnostics) port. In such an installation, the Unit is mounted in a suitable location behind the dashboard and connected to the OBD-II port via the Y-cable. Please contact Pioneer or your authorized rDrive dealer for installation options. If you or anyone else other than an authorized rDrive installer install the Unit, it is solely your responsibility to ensure that it is properly installed. Improper Unit mounting location or procedure may result in partial or complete loss of functionality of the Unit and the inability to use the Service. In the case where you need to plug the Unit directly into the OBD-II port, please ensure that the vehicle's ignition is off and that the Unit's pins line up with the OBD-II port and are not forced.

**3. Service Area:** A link to information about the service area may be found at [rdrivebypioneer.com/support](http://rdrivebypioneer.com/support). The Service is not available outside of the service area. Even within the service area, your ability to use the Service may be impacted by wireless network capacity, the Unit, land features, buildings, trees, weather, meteorological effects, sky wave interference from distant stations, tunnels, underground structures, enclosed or underground parking, faulty Unit installation, motor ignition and other electrical noises and radio signals from external sources, and other causes. There are areas within the service area that have not yet been included in wireless coverage. If your vehicle travels out of the available wireless coverage area, communication will be unavailable until it returns to the available wireless coverage area. From time to time, poor coverage areas occur even in fully-developed areas. Other wireless network environmental issues may affect the communications link with the Unit, including service interruptions, network congestion, roaming and similar access issues.

**4. Location:** GPS (Global Positioning System) is a satellite-based positioning system. The GPS antenna within the Unit must have a direct path to the GPS satellites. If that path is impaired, such as in underground parking lots or the shadow of tall buildings, it can affect the ability of the Service to recognize an accurate location.

**5. Unit:** If the Unit is tampered with, damaged, disconnected, or removed from the vehicle, it will impair the functionality of the Unit, Service and rDrive app. If you lose your rights or access to the Unit, for example if your vehicle is repossessed, sold, transferred or otherwise taken from you, the Service and rDrive app will be unavailable and except in the case of a verified theft, your rDrive account may be terminated. You must contact Pioneer to transfer the Unit and Service to another person whether in the same vehicle (for example, if you sell it) or to another vehicle. A \$99.00 transfer fee, separate from any removal and installation charges, is required for transfer to anyone other than a member of the same household.

**6. Personal Information:** Pioneer and LoJack will collect, use, store and disclose to others personal information about you and about your vehicle in connection with delivering the Service and for other purposes described in the Terms and the rDrive Privacy Policy. Such information includes the Internet Protocol (IP) address and other identifying information for the Unit and your mobile device; your login, e-mail address, rDrive password, vehicle and mobile device GPS coordinates, vehicle data bus information, mobile device information such as browser type, version, and time zone setting, browser plug-in types and versions, operating system, and platform; the phone number you used to call us; Unit device ID and call information; cellular data settings; and identity. To the extent you have a privacy right in the location, characteristics, performance or operation of the vehicle and in your own location, you voluntarily waive such right to the extent necessary to receive the Service and as stated in the rDrive Privacy Policy.

**7. Stolen Vehicle Location Assist:** If you alert LoJack that your vehicle has been stolen, LoJack will attempt to contact the Unit to acquire your vehicle's location. **You are solely responsible for contacting law enforcement to report the vehicle stolen and to file a stolen vehicle report.** LoJack will contact the law enforcement agency identified by you to provide the vehicle location if known. You will need to provide satisfactory identification to LoJack, and officers must be treating the vehicle as stolen, before any location data will be shared with law enforcement or anyone else. If the Unit is unplugged or the connection between the Unit and the Vehicle's OBD-II port is otherwise broken or disabled, LoJack will not be able to contact the Unit.

**8. CrashBoxx™:** If certain conditions occur which indicate that the vehicle has been involved in a crash, the Unit will attempt to send a crash notification to LoJack. If the vehicle continues to move and/or otherwise operate in a manner suggesting that the crash notification may have been in error, LoJack may not contact you or law enforcement. If not, LoJack will attempt to contact you. If you respond that you do not need assistance, no further action will be taken. If you do not respond, or if you or a passenger ask for assistance, then LoJack will use location data to identify the appropriate law enforcement agency to contact regarding the crash and report available information on your location, the severity of the crash, vehicle make/model, and the name and contact information of your emergency contact if you identified one. **LoJack will not provide any medical assistance or advice.** Some Service features, including CrashBoxx, require the vehicle's ignition to be on in order to work. The Service provides no direct connection to any law enforcement agency or emergency services personnel.

**YOUR RESPONSIBILITIES:**

**1. Lawful Use:** You must comply with all applicable laws, ordinances, rules and regulations in your use of the Unit, the Service and rDrive app, including without limitation traffic rules and regulations and statutes and/or regulations that prohibit unauthorized electronic tracking and/or stalking. You agree that you will access or use information only related to you and/or your vehicle, and that you will not use the Unit, Service or rDrive app for any illegal purposes.

**2. Passwords:** You are responsible for maintaining the confidentiality of your rDrive account password and for all activities under your account. If you become aware of any unauthorized use of your password or account, notify Pioneer immediately at **1-800-421-1603**.

**3. Personal Information:** By using the rDrive app and/or the Service, you consent to the collection, storage, use and sharing of personal information about you and about your vehicle as described in the rDrive Privacy Policy. **IT IS YOUR RESPONSIBILITY TO ADVISE ALL OCCUPANTS OR USERS OF THE UNIT, THE VEHICLE(S) IN WHICH THE UNIT IS INSTALLED, AND THE MOBILE DEVICE(S) ON WHICH THE RDRIVE APP IS INSTALLED ABOUT HOW INFORMATION ABOUT THEM MAY BE COLLECTED, USED AND DISCLOSED BY PIONEER, LOJACK AND THEIR SERVICE PROVIDERS.**

**4. Age Restrictions:** The Service and rDrive app are for use only by those who have reached the legal age of majority in their jurisdictions and have full legal capacity to enter into binding contracts, have reached legal driving age, have the consent of their parents or legal guardians, and are fully able and competent to enter into and abide by the Terms. If you do not meet these requirements, you are not permitted to use the Service or the rDrive app. If you are the purchaser of the Unit, you are not authorized to add users or administrators to your rDrive account who do not meet these requirements. Pioneer and LoJack do not knowingly collect any information from individuals who are under the age of 13.

**5. Safe Driving:** Maps and routing information are based on map information available through non-Pioneer services, which may be out of date, inaccurate or incomplete. Information may not reflect road hazards, weather, construction, new roads or temporary restrictions or signs. **You are solely responsible for exercising judgment, obeying traffic rules, laws and instructions, and evaluating whether it is safe and legal to follow maps or routing information.**

**6. Vehicle Ownership:** You must notify Pioneer when you plan to sell or dispose of your vehicle. Pioneer may terminate your rDrive account immediately upon receiving notice that your vehicle has been repossessed, sold, transferred or otherwise taken from your custody or control except by a verified theft. Your failure to advise Pioneer of any loss of rights in and to the Unit for any reason will result in immediate termination of the rDrive account and Service.

**LIMITATIONS:**

**1. Service Availability:** Pioneer and LoJack cannot and do not ensure continuous access to the Service or the rDrive app. Access may be interrupted due to technical limitations such as heavy use, server malfunctions, maintenance, and other reasons.

**2. Vehicle and Device Compatibility:** Not all Units may be able to collect all data from every vehicle, and some or all features of the Service may be unavailable based on the particular Unit and the particular make, model, and model year of the vehicle. The rDrive app may not be compatible with all mobile devices or all operating systems or versions of operating systems. It is your sole responsibility to provide compatible hardware and software. Visit [rdrivebypioneer.com/support](http://rdrivebypioneer.com/support) for more information.

**3. Service Providers:** The Service depends in part upon services provided by third parties ("**Service Providers**"). You have no contractual relationship with the Service Providers and are not a third-party beneficiary of any agreement between Pioneer or LoJack and such Service Providers. Pioneer, LoJack and their Service Providers cannot guarantee the security of data transmissions sent using third-party networks and will not be liable for any lack of security relating to the transmission of data over third-party networks.

**4. Limitations of Liability and Exclusion of Damages:** THE TERMS CONTAIN IMPORTANT LIMITATIONS OF LIABILITY, WARRANTY DISCLAIMERS AND EXCLUSIONS OF DAMAGES WITH RESPECT TO THE SERVICE AND THE RDRIVE APP. IT IS IMPORTANT THAT YOU REVIEW THE FULL TERMS. Visit [rdrivebypioneer.com/terms-of-use](http://rdrivebypioneer.com/terms-of-use). Some states do not allow the exclusion or limitation of incidental or consequential damages, so the limitations and exclusions contained in the Terms may not apply to you.

**OTHER INFORMATION TO USER**

FEDERAL COMMUNICATIONS COMMISSION  
DECLARATION OF CONFORMITY

Product Name: Vehicle Telematics Device

Model Number: VCS-300LJ

FCC ID: APV-3030LAE

Responsible Party Name: PIONEER ELECTRONICS (USA) INC.  
Address: 2050 W. 190th St., Suite 100, Torrance, CA 90504-6229,  
U.S.A

Phone: 1-800-421-1404

URL: <http://www.pioneerelectronics.com>

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference received and (2) this device must accept any interference received including interference that may cause undesired operation.