Speed is of the Essence

Many vehicle owners fit car tracking devices to plan for the unimaginable and on Thursday, 31 January 2013 the hour of need came at 09h24 when a call was lodged with Cartrack’s emergency control room of an Audi that was taken during a house robbery in Glen Vista. Cartrack’s air and ground response units were immediately dispatched and the vehicle was recovered in the Soweto precinct within 36 minutes.

Cartrack’s vehicle tracking units are non-intrusive and integrate seamlessly within the vehicle’s wiring. Technicians ensure that the tracking unit is very well hidden to reduce the chance of the unit being found and increasing the recovery rate.

“The recovery rate of a stolen vehicle increases significantly the sooner action is taken,” says Jerry Pierce, Operations Manager of Cartrack. “Not only are the chances of finding the vehicle intact increased, but it also presents an opportunity to catch the perpetrators, red-handed. The fact that Cartrack possesses its own recovery unit that is readily available to assist, makes all the difference,” says Pierce.

The victim’s iPad was taken during the robbery, which inadvertently added an additional web for the robbers to get snared in. The Apple Smartdevice had a ‘Find my iPad’ application loaded on it, which allowed the client to remotely log into his iPad and track the device. Using co-ordinates, the iPad pinned its position to an address about a kilometre from where the vehicle was recovered.

“The Cartrack ground response team proceeded to the address and managed to see items through a window at the back of the house, comprising of a leather jacket, a television unit and a jewellery box, among others. A photo was taken and sent to the client, who identified the items as belonging to him. The door was broken down upon confirmation and further items belonging to the client were recovered inside the house,” says Pierce.

The story was however far from over as the Cartrack ground crew managed to recover a possible suspect’s phone number. “Working with the South African Police Service, a policeman called the individual and arranged to meet him at the crime scene on a pretext. Two suspects returned and were immediately apprehended, which epitomises what we stand for at Cartrack - putting the client in control,” explains Pierce.

“It goes without saying that the safety of our clients and the recovery of their vehicles serve as our primary concern, but when a vehicle recovery is able to assist with the apprehension of suspects as well as the recovery of a client’s stolen goods, then we consider it a job really well done,” concludes Pierce.

Cartrack has an official, independently audited vehicle recovery rate of 95%. Not only is this currently one of the highest recovery rates in the market by a far margin, but Cartrack is also the only vehicle tracking company in South Africa to open its recovery books for official auditing by an external auditing firm.