



**Technical Information Bulletin*:
"Jump Starting Vehicles Equipped with Networkfleet In-Vehicle Device"
(TIB 120406)**

This Technical Information Bulletin contains the answer to frequently asked questions regarding jumpstarting a vehicle equipped with the Networkfleet in-vehicle device. Questions not covered by this document should be referred directly to Networkcar Customer Support.

Frequently Asked Questions:

1) Will a jumpstart damage a Networkfleet unit?

No. The Networkfleet unit is designed with multiple layers of protection against current surges and spikes that may occur during a **standard, properly executed** jumpstart. Power control electronics in the iNetworkfleet unit will prevent large current and voltage spikes from affecting the Networkfleet unit's internal computers and other sensitive electronics.

The L3100 units and H3100 units receive power from the Diagnostic Link Connectors (DLC) located inside the vehicle¹. In most vehicles, the power lead in this connector is fused by a 20 amp standard vehicle fuse.

It is possible for an **improper** jumpstart to damage not only the Networkfleet unit but other aftermarket devices in the vehicle. Examples of an improper jump include:

- Jumping a 12 volt battery from a 48 volt heavy duty, marine or commercial application battery.
- Improper connection of jumper cables.

2) Why is it that the Networkfleet unit sometimes stops reporting data after a jumpstart?

Just like all other microprocessor devices (such as laptops, cell phones, PDA's, etc). the Networkfleet unit may experience problems when powered by an inadequate amount of current or voltage. A Networkfleet unit may stop reporting data in the minutes prior to the vehicle battery going dead due to inadequate power. Or it may stop reporting data in the first few seconds after a battery is connected to a charger or "jumpstart battery" due to inadequate power or a very slow power up.

¹ The DLC is also known as the OBDII connector in Light Duty vehicles and J1708 connector in Heavy Duty vehicles.



Both of these conditions can be easily fixed by executing a hard reset of the Networkfleet unit to a fully charged battery. This is a very simple procedure that involves three easy steps:

1. Disconnect the Networkfleet unit from vehicle power.
2. Wait at least 2 minutes
3. Reconnect the Networkfleet unit to vehicle power once the battery is fully recharged.

The Networkfleet unit's internal "plug-play" circuitry and logic, will then immediately recognize that a hard reset has occurred. The Networkfleet unit will then automatically reconnect its communications with the vehicle's engine computer, the GPS satellites and with the cellular network.

3) Should I unplug my Networkfleet unit/Networkfleet in-vehicle device from power prior to a jumpstart?

Yes. It is a good best practice to disconnect all aftermarket accessories including the Networkfleet unit, cell phone chargers, laptop chargers, radar detectors, etc., to prevent inadvertent damage to these devices in the case of an accidental improper jumpstart. However, the Networkfleet unit is not required to be disconnected from power in order to perform a proper jumpstart.

To learn more about Networkfleet, please contact Networkcar Customer Support at 1-866-227-7323 or email support@networkcar.com.

**The information contained in this TIB is considered confidential and protected as such under contractual agreements between Networkcar and its customers and reseller network.*

