


Confirm that the vehicle is parked out in the open and is with cellular coverage. From the [Manage Vehicles page](#), ping the unit using the refresh icon  next to the vehicle's last 'Reported' date/time, or contact [Tech Support](#) with the unit's serial number for the initial unit assessment.

Ignition Detection Issue

This issue may occur if the unit responded to the ping with the *correct* GPS location.

1. Verify the POD's white wire is connected directly to the harnesses white wire and nothing else.
2. When the ignition is turned On (vehicle running) check for the red light on the vPOD; it should come on within one minute.
 - a. If On and the unit is still not reporting ignition On in the application, verify the inline fuse on the white wire is not blown. If the inline fuse is not blown, please [contact Support](#).
 - b. If the vPOD light does not come On, check voltage on the 16th pin of the vehicle's OBD-II port. The voltage with ignition On needs to be 13.1V or greater for the vPOD to recognize ignition on, which then sends 12V down the white wire to the unit. Less than 13V "usually" indicates a weak battery, and the battery may need to be replaced. If replacing the battery is not an option, hardwire the harnesses' white wire to an ignition circuit. Make sure you cap off the vPOD's white wire. (Note: If the unit is wired this way, there is a chance you'll see false idling should the driver turn the in the ignition but does not start the vehicle.).



Note. Never connect the vPOD's white wire and the Harnesses white wire to an ignition circuit at the same time.

Antenna/Unit Placement Issue

This issue may occur if the unit responded to the ping with an *incorrect* GPS location.

► For INTERNAL Antenna (GPSI-3900I) devices, check the following:

1. Confirm nothing metallic is being placed on the dash which could be blocking the unit from acquiring satellites.
2. Locate the unit and make sure it's placed high within the dash and the white sticker side is facing up. Dashboard plastic and the windshield should be the only things impeding the unit from acquiring satellites.
3. If the Green light is still flashing, with the ignition Off and parked in an open area, unplug the GPS unit for 10 seconds and plug it back in. After approximately two minutes the GPS light (Green) should go solid.
4. If the light does not go solid, (from the vehicle) [contact Support](#) to get further assistance.

► For EXTERNAL Antenna (GPSI3-900E) devices, check the following:

1. Confirm the antenna is placed on the windshield. Bottom left or right corner is recommended.
2. Confirm the antennas connections are screwed into the unit, finger tight.
3. Follow the cable from the unit to the windshield making sure there's no damage to the antenna cables; a small pinch could break the coax wire.
4. If everything looks good, reset the unit. With the ignition Off, unplug the harness from the GPS for a minimum of 10 seconds and then reconnect.
5. If the green light does not go solid after five minutes, replace the antenna:
 - a. Disconnect the unit from power by unplugging the 20pin Molex connector.
 - b. Unscrew the antenna connections.
 - c. Screw on the new antenna making sure the antenna connections are finger tight.
 - d. With the vehicle Off, reconnected the 20pin Molex connector. Do not start the vehicle until the lights go solid.
 - e. If the lights do not go solid after replacing the antenna, **contact Support** from the vehicle.

Power or Cellular/Antenna Issue

If the unit did not respond to the ping, another issue may be the cause.

1. Verify the vPOD is connected to the OBD-II port.
2. For External Antenna: Verify the antenna is properly mounted on the windshield with the sticky side facing the sky and the exposed antenna cables are not damaged.
3. Check the voltage output on the OBDII Port by testing for constant power on Pin 16. The unit needs 12V to power up and +13.1V or more when running.

No Power

 - a. Check the fuse which supplies power to the diagnostic port and replace it.
 - b. Check to make sure the vPOD Cable is connected to the AUX1 connector on GPS unit's harness.
 - c. Check to make sure the harness is connected to the GPS Unit.

The OBD-II Port Has Power

- a. Confirm whether or not the GPS unit lights are On, OFF, or Flashing.
- b. ON/Solid: Unit has both cell and GPS connection; **contact Support** for further assistance.

c. Flashing RED (Cell):

Internal Antenna:

- i. Make sure the unit is placed high in the dash.
- ii. Reset unit. With the ignition Off, unplug the unit for 10 seconds and plug it back in.
- iii. If the red light does not go solid within two minutes, call **contact Support**.

External Antenna:

- i. Make sure the smaller of the two antenna connections is connected to the unit (finger tight).
- ii. Follow the cable to the antenna making sure the cable is not crimped or cut.
- iii. Reset unit. With the ignition Off, unplug the unit for 10 seconds and plug it back in.
- iv. If the red light does not go solid within two minutes, call **contact Support**.

Red Light is OFF and power to the unit has been confirmed and the unit is properly connected:

- a. Bench test the unit connecting the red and black wires to a battery.
- b. If the unit powers up replace the vPOD Cable.
- c. If the unit does not power-up **contact Support** with the unit connected to the battery and request a replacement.

More reference materials:

Car or truck haven't reported for a few hours? Check out **My GPSI-3900 Stopped Tracking**.