

Smart EV Rewards: GO Device Installation

February 2023



smart EV
rewards

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Welcome to Smart EV Rewards

The Smart EV Rewards enables utilities to provide programs to their customers focusing on electric vehicle (EV) charging using technology created by Generac Grid Services.

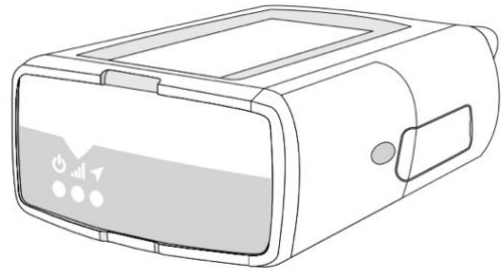
These programs are often used to allow utilities to enhance the electric grid efficiency and resiliency, while planning for a future with greater EV adoption.

Getting Started

Thank you for signing up for your local Smart EV Rewards program and advancing EV adoption in your area.

Ensure you have received your GO device before starting these steps

1. Take note of the Device Serial Number (ex. G9-SAM-PLE-1234), which can be found on the bottom of the device.
2. Install your GO device into your EV, using the installation instructions included in this guide.
3. Drive and charge your EV. Your driving and charging data will begin to populate your Smart EV Rewards dashboard online.



Smart EV Rewards Support Contact Details:

Email: support@smartevrewards.com

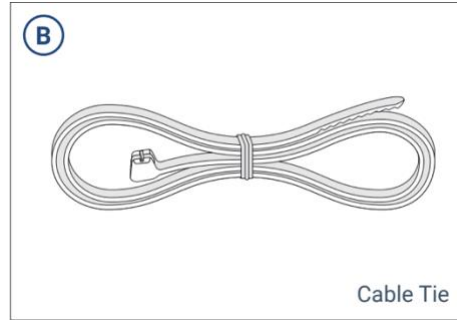
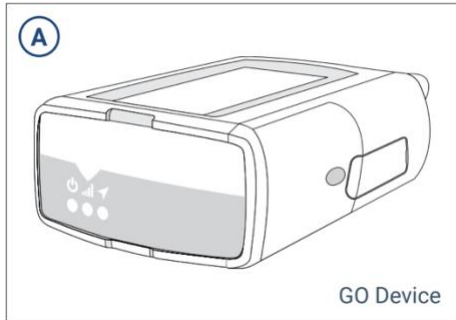
About the GO Device

The GO device makes EV data access easy, comparable and shareable. The connected car device is a small form-factor device. The installation is straightforward and can be completed successfully by following the instructions in this booklet. The device is installed into the on-board diagnostics (OBD-II) port in your electric vehicle and reads data from the vehicle's CANbus and reports this to the Geotab data centre.

The GO device gathers data directly from your vehicle's internal systems, processes it, and makes it available to you via the Smart EV Rewards user portal. With it, electric vehicle owners gain access to information about their car, such as driving efficiency, battery health, miles per gallon equivalent, and more.

Standard GO Device Installation Instructions

Your package should have included a GO device and cable tie.

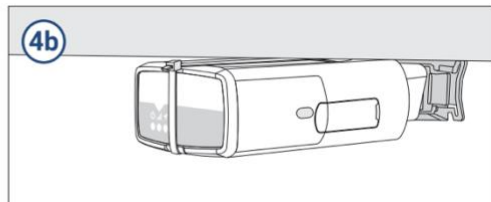
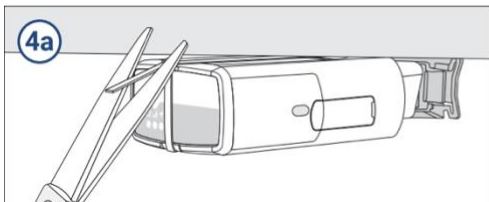
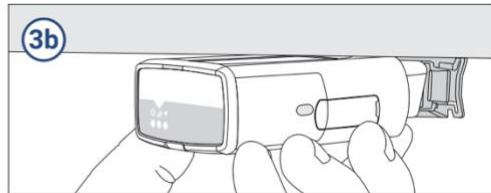
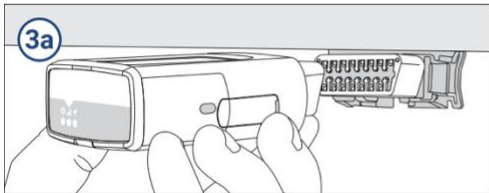


WARNING! Do not attempt to install, reconfigure or remove any product from a vehicle while the vehicle is in motion or otherwise in operation. All installation, configuration or removal must be done only in stationary vehicles which are securely parked. Attempting to service devices while the vehicle is in motion could result in malfunctions or accidents, leading to death or serious personal injury.

***Note:** If you are already using an OBD-II device in your car, no problem. Contact support@smartevrewards.com and we can send you a complimentary T-Harness to connect both devices. Please note that having two devices (GO device or third party) may result in the disruption of data collection by the GO device.

Follow the instructions below to install the GO device.

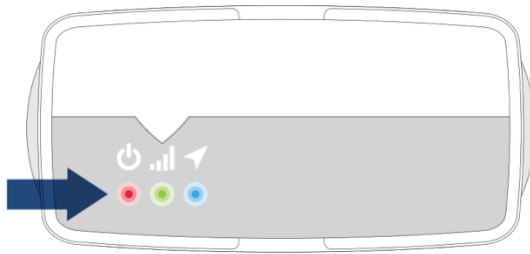
1. Remove the GO device from the box.
2. Locate the OBD-II port in your vehicle. This port is usually located in the area between the steering wheel and the pedals but can vary by vehicle model. The OBD-II port is trapezoidal in shape, as pictured below.
3. Once located, insert the GO device into the OBD-II port and press firmly. Refer to 'Confirming the GO Device is Operational' to confirm the device is working as expected before proceeding to the next step.
4. It is recommended for most vehicle models to secure the GO device to the OBD-II port with a cable tie as shown below. If you are unable to use the cable tie in your particular vehicle model, rest assured that the Smart EV Rewards team will notify you via email if any issues are detected with the connection of your device.



Confirming the GO Device is Operational

After you install the device, please ensure that the LED lights are indicating the GO device is working:

- All three LEDs will flash red briefly - wait until you see all three LEDs: Red (Power), Green (GSM) and Blue (GPS). These tell you the unit has connected successfully.



During this five-minute process the unit will also beep repeatedly as it updates to the latest settings.

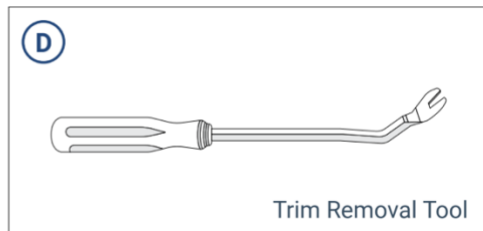
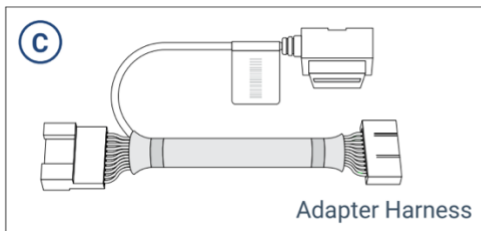
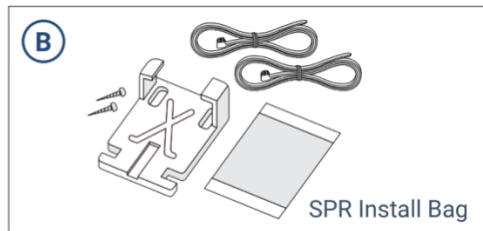
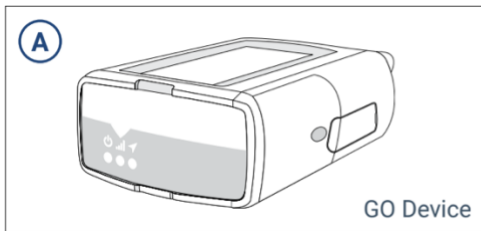
If the LED lights are neither solid nor flashing, contact Program Support at support@smartevrewards.com.

WARNING! If at any point after an in-vehicle device is installed a warning light illuminates on the vehicle dash or the vehicle stalls or has a marked drop in performance, shut off the engine, remove the device, and contact support using the info on the last page of these instructions. Continuing to operate a vehicle with these symptoms can cause loss of vehicle control, and serious injury.

Tesla Model 3/Y GO Device Installation Instructions

Instructions can also be found at: <https://gtb.page.link/srQC>

Your package should have included an adapter harness, GO Device, SPR-Install Bag, and Trim Removal Tool. You may also want to have a flashlight on hand if your vehicle is not in a well-lit location (not included).



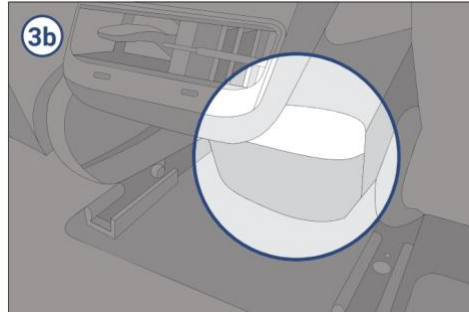
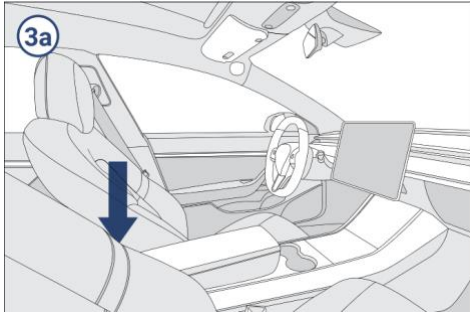
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Follow the instructions below to install the GO device. The installation process should take you no more than ten minutes to complete.

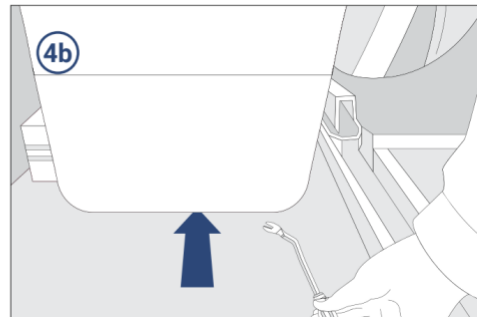
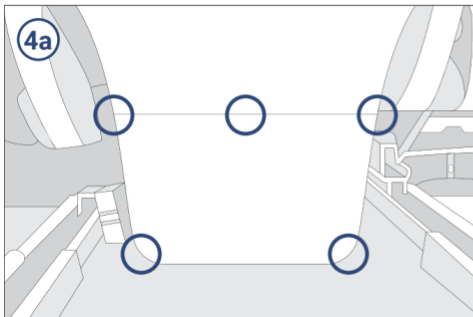
1. Remove the GO device from the box.
2. Connect the adapter harness to the port on the GO device.

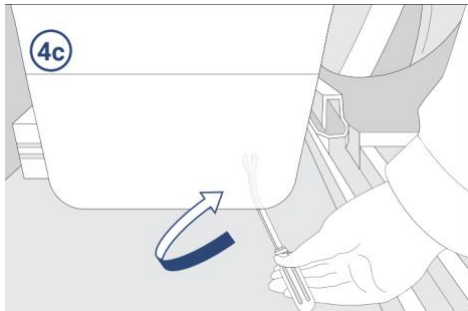


3. Tesla Diagnostics Connector is located behind the front seats, behind a cover in the centre console. Move both front seats all of the way forward and move to the back seat.

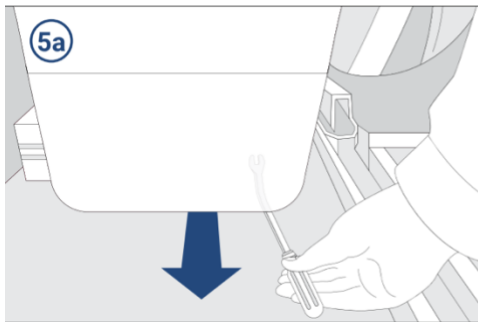


4. This panel is held in place by five push-fit clips. The clips will release when you apply some force to pull the panel open. Using the trim removal tool provided, slide the end of the tool under the panel on the right-hand side.

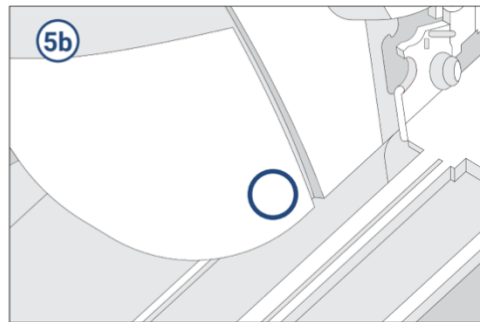




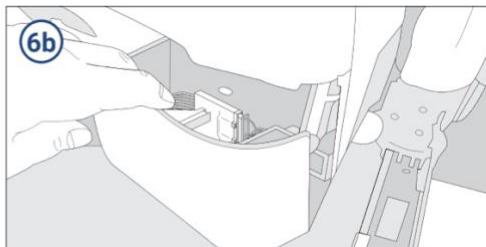
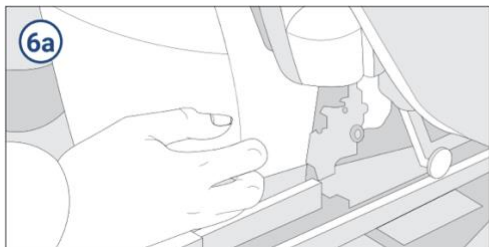
5. Pull towards you (parallel to the floor) to loosen the bottom-right clip holding the panel



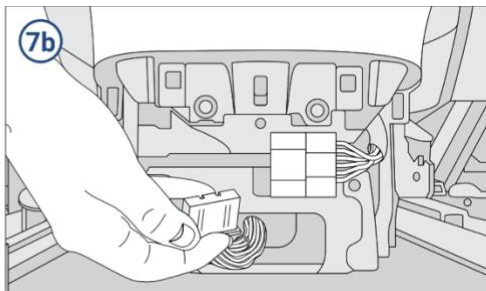
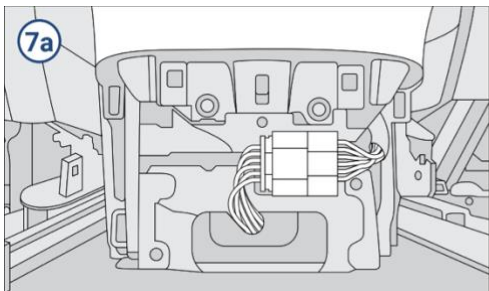
in place.



6. Once loosened, you can use your hands to pull the panel towards you and loosen the top right clip. After the right-hand side has come open, you can loosen and open the remaining three clips. Inside the panel, you will find the Tesla Proprietary Diagnostic Connector.



7. Press down on the clip holding the white or blue connector in place and slide to the left to release it. Plug the two white ends of the adapter harness into the corresponding connectors in the vehicle. Push until they click into place. The connectors will only fit one way.

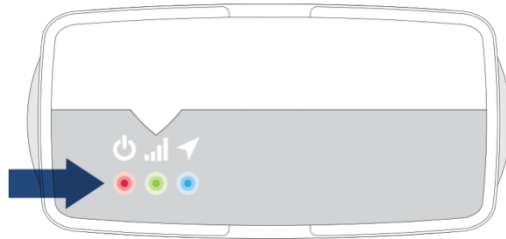


8. Refer to 'Confirming the GO Device is Operational' below to confirm the GO device is working before proceeding to the next step.

Confirming the GO Device is Operational

After you install the device, please ensure that the LED lights are indicating the GO device is working:

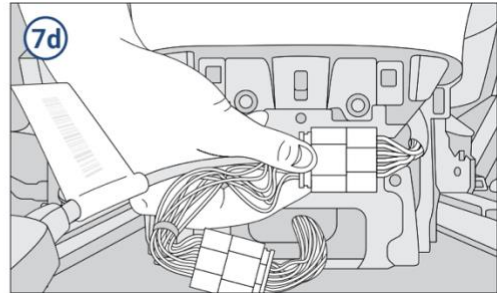
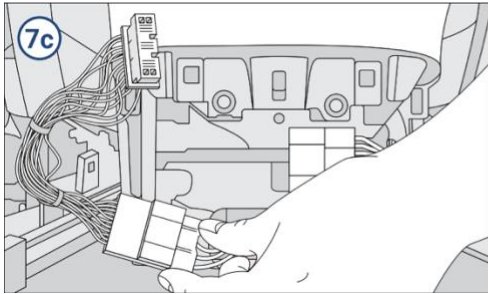
- All three LEDs will flash red briefly - wait until you see all three LEDs: Red (Power), Green (GSM) and Blue (GPS). These tell you the unit has connected successfully.



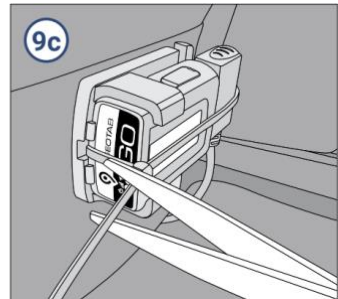
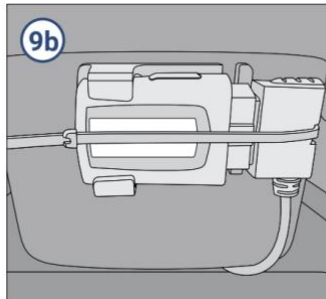
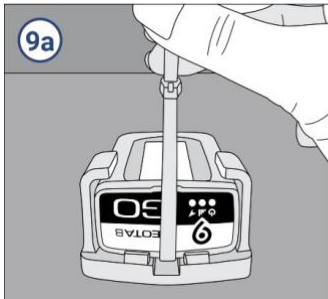
During this five-minute process, the unit will also beep repeatedly as it updates to the latest settings.

If the LED lights are neither solid nor flashing, contact Program Support at support@smartevrewards.com.

WARNING! If at any point after an in-vehicle device is installed a warning light illuminates on the vehicle dash or the vehicle stalls or has a marked drop in performance, shut off the engine, remove the device, and contact support using the info on the last page of these instructions. Continuing to operate a vehicle with these symptoms can cause loss of vehicle control, and serious injury.



9. Place the device on the floor of the vehicle while you replace all panels, screws and clips in the reverse order they were removed.

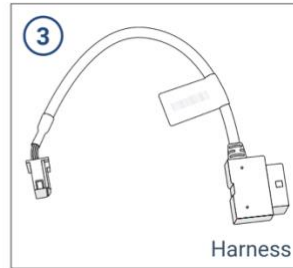
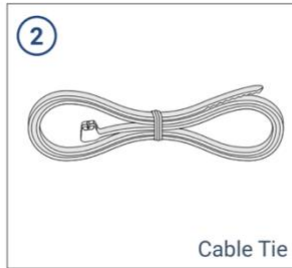


10. Open the SPR - Install Bag and slide the GO device into the plastic GO holder. Secure with a cable tie as shown. Attach the adhesive square provided to the back of the plastic GO holder.
11. Using the adhesive, attach the GO holder to the outside of the panel that you just replaced. Place the device as high up as you can without making the cable completely taut.

Tesla Model S/X GO Device Installation Instructions

Instructions can also be found at: <https://gtb.page.link/srQC>

Your package should have included a Harness, GO device and Cable Tie. You may need a flashlight if your vehicle is not in a well-lit location (not included).



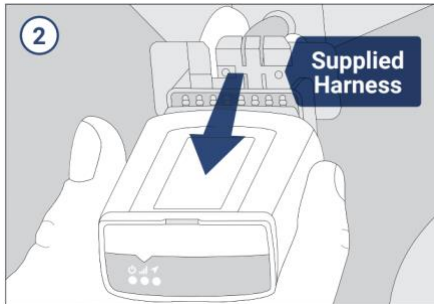
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Follow the instructions below to install the GO device. The installation process should take you no more than ten minutes to complete.

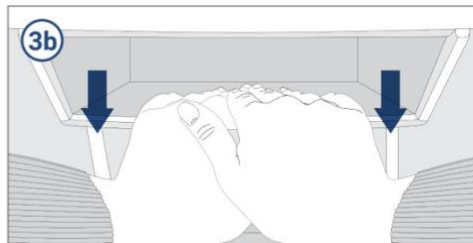
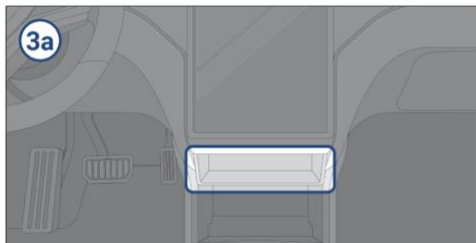
If you have ever experienced a buzzing noise in your Tesla vehicle due to a cell phone being in close proximity to the speaker system, skip ahead to the Alternate Installation Instructions (Page 23).

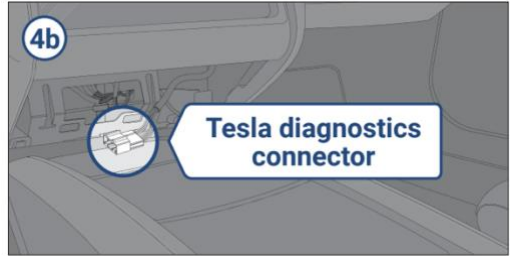
The Tesla Proprietary Diagnostic Connector for your vehicle may be blue or black depending on the model year of your Tesla. If the harness you were shipped does not fit the blue or black Tesla Connector, please contact support@smartevrewards.com.

1. Remove the GO device from the box.
2. Connect the harness to the port on the GO device. Secure the GO device to the harness with the cable tie provided.

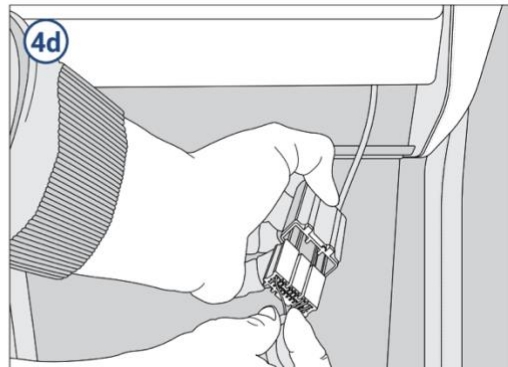
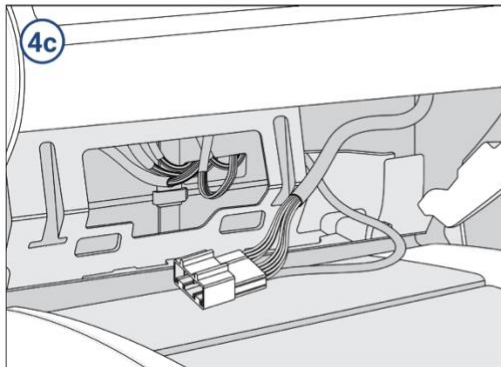


3. Unclip the storage tray from below the center touch screen by pressing down with the palms of both your hands on the inside of the compartment until the clips holding it in place release. You will need to apply some force to unclip the tray but rest assured that it is designed to be pulled down.
 - a. Tesla Model Year 2016 or Newer: unclip the storage tray from below the center touch screen by pressing down with the palms of both your hands on the inside of the compartment until the clips holding it in place release. You will need to apply some force to unclip the tray but rest assured that it is designed to be pulled down. The tray will easily slide out after it has been unclipped. Pull it out towards you to access the diagnostic connector.
 - b. For Tesla Model Year 2015 or Older: unclip the storage tray from below the center touch screen by pressing down with the palms of both your hands on the inside of the compartment until the clips holding it in place release. You will need to apply some force to unclip the tray. The tray may not come out easily after being unclipped since it has two extra clips at the back of the tray. If this is the case for your vehicle, do not attempt to remove the tray. Instead, push up on the tray to put it back into place and skip ahead to the Alternate Installation Instructions. If your tray slides out easily when you pull it towards you, continue following these instructions.





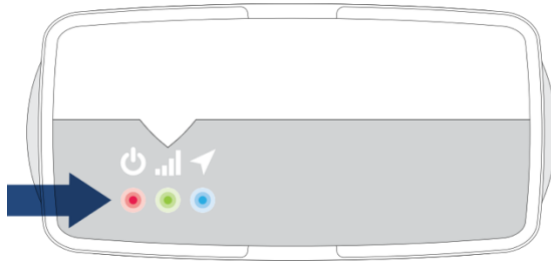
4. Once the tray is removed, reach in and find the Tesla Diagnostic Connector tucked against the back wall. Pull it out towards you and plug the harness into the open end of the Diagnostic Connector. If you cannot find the connector, skip ahead to the 'Alternate Installation Instructions' (Page 23).
5. Refer to 'Confirming the GO device is Operational' to confirm the GO device is working before proceeding to the next step.



Confirming the GO Device is Operational

After you install the device, please ensure that the LED lights are indicating the GO device is working:

- All three LEDs will flash red briefly - wait until you see all three LEDs: Red (Power), Green (GSM) and Blue (GPS). These tell you the unit has connected successfully.

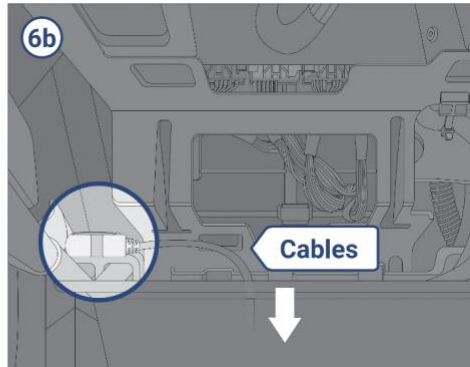
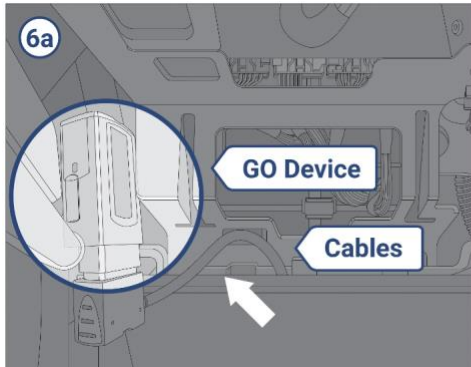


During this five-minute process the unit will also beep repeatedly as it updates to the latest settings.

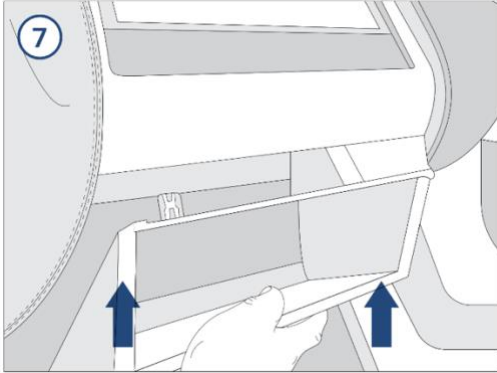
If the LED lights are neither solid nor flashing, contact Program Support at support@smarteve_rewards.com.

WARNING! If at any point after an in-vehicle device is installed a warning light illuminates on the vehicle dash or the vehicle stalls or has a marked drop in performance, shut off the engine, remove the device, and contact support using the info on the last page of these instructions. Continuing to operate a vehicle with these symptoms can cause loss of vehicle control, and serious injury.

6. Tuck the GO device and harness back into the area behind the storage compartment. Place the GO into the space on the left side of the open compartment (blue circle), and tuck the cables downwards until you can no longer see them (white arrow). Ensure that the GO and cables are as tucked away as possible so that the storage tray can fit back into place.



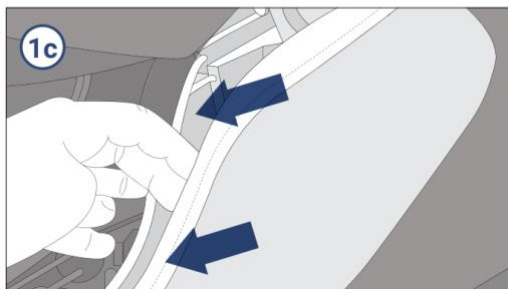
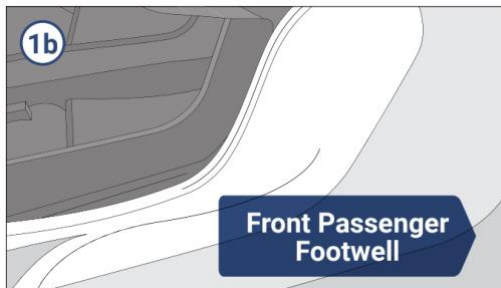
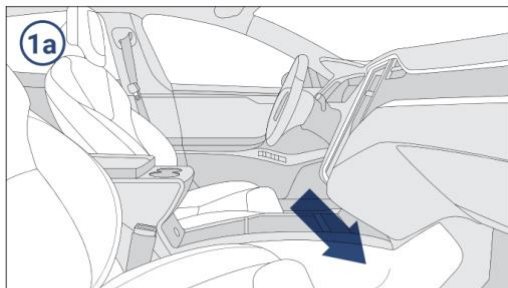
7. Slide the tray all the way back into the open compartment until it is aligned with the screen. If you cannot slide it all the way back, remove the tray and tuck the cables and GO further back into the compartment and try again. Once the tray is realigned, press up on the inside of the tray to reattach the clips.



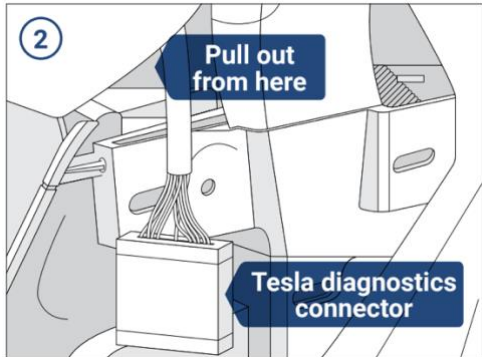
Alternate Installation Instructions

If you could not easily remove the storage tray after unclipping it from your vehicle, or you could not find the Diagnostics Connector behind the storage tray once you removed it, follow the instructions below for completing the installation. Before beginning, it may be useful to have a flashlight and a pair of needle nose pliers if you have these on-hand.

1. Remove the passenger-side kick panel to expose the Tesla proprietary diagnostic connector. The panel is attached with multiple push-fit snaps much like those that hold the storage tray in place. You will need to apply some force to remove the panel, but rest assured that it is designed to be removed just like the tray.



2. Reach into the space behind the storage tray to find the diagnostic connector if it is not immediately visible (arrow in below image). If you find it difficult to reach the connector, try using a pair of needle nosed pliers or a similar tool to pull the connector out and towards you. Plug the connector into the harness. Press firmly to ensure a secure connection.

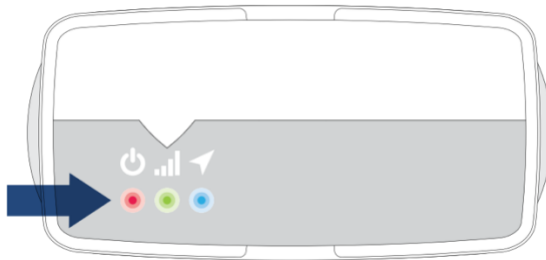


3. Refer to 'Confirming the GO device is Operational' to confirm the GO device is working before proceeding to the next step.

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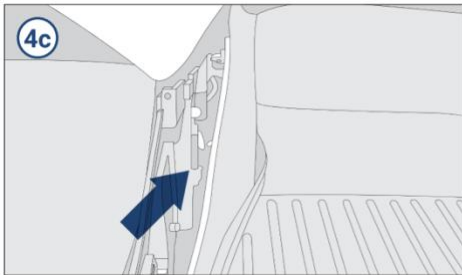
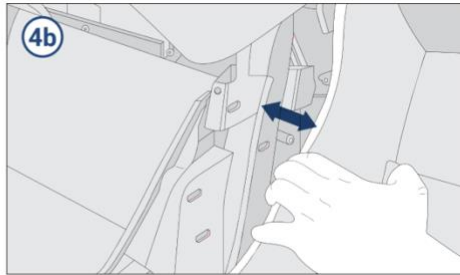
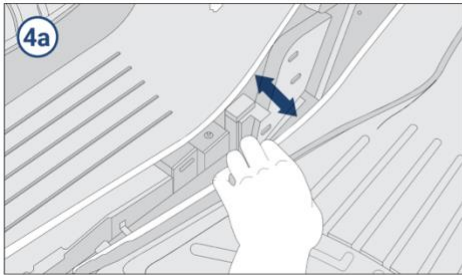


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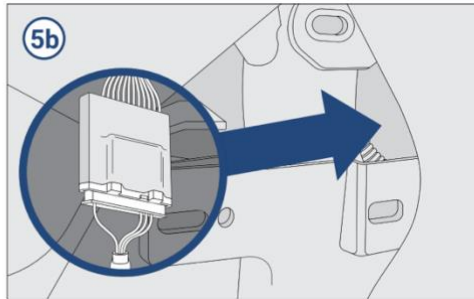
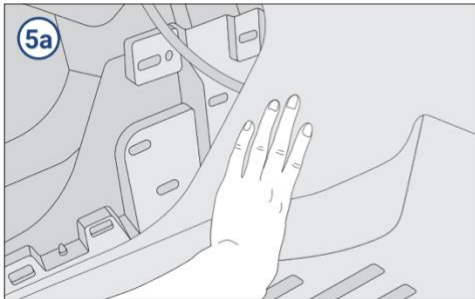
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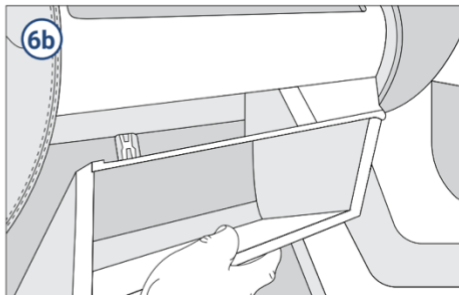
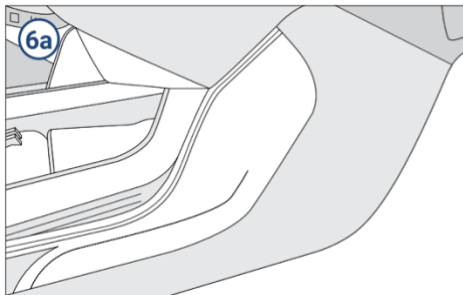
- Loosen the panel below the one you just removed to open up a space where you can tuck the GO away. This panel is also attached with push-fit snaps. Once loosened, you will be able to place the GO behind the panel. Push it as far backwards as you comfortably can so that the panels will fit nicely back into place.



5. Push at the lower panel's snaps to clip them back into place. If it doesn't close, push the GO further back into the cavity and try again. Then tuck the connected cables into the top right corner of the cavity to get them out of the way.



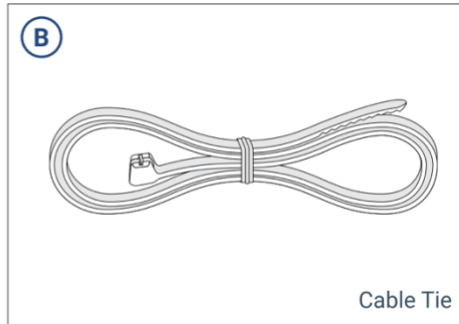
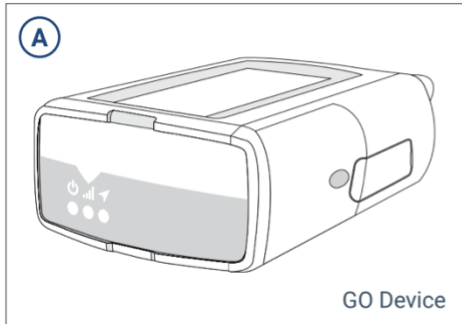
6. Next, simply replace the passenger-side kick panel by pressing at the push-fit snaps until they click back into place. If you removed it, the storage tray can be replaced in the same way by sliding it all the way back into the cavity that it was removed from and pressing upwards on the snaps.



Ford GO Device Installation Instructions

Instructions can also be found at: <https://gtb.page.link/srQC>

Your package should have included a GO device and cable tie.

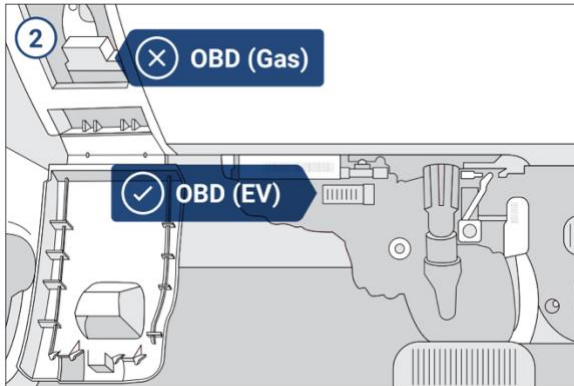


WARNING! Do not attempt to install, reconfigure or remove any product from a vehicle while the vehicle is in motion or otherwise in operation. All installation, configuration or removal must be done only in stationary vehicles which are securely parked. Attempting to service devices while the vehicle is in motion could result in malfunctions or accidents, leading to death or serious personal injury.

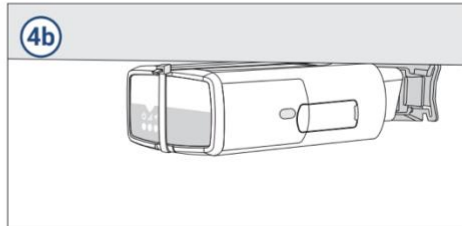
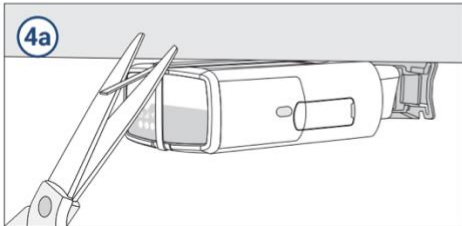
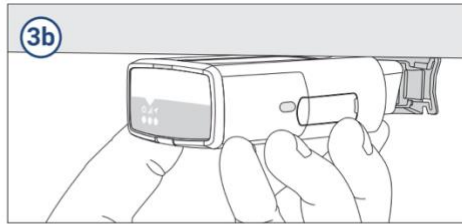
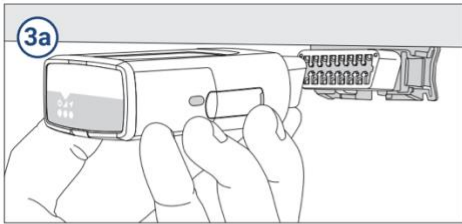
***Note:** If you are already using an OBD-II device in your car, no problem. Contact support@smartevrewards.com and we can send you a complimentary T-Harness to connect both devices. Please note that having two devices (GO device or third party) may result in the disruption of data collection by the GO device.

Follow the instructions below to install the GO device. The installation process should take you no more than ten minutes to complete.

1. Remove the GO device from the box.
2. Locate the OBD-II port in your vehicle. This port is usually located in the area between the steering wheel and the pedals but can vary by vehicle model. There may be two OBD-II ports in your Ford: one behind a panel on the driver side, and the second is located in the driver footwell. Please install into the driver footwell OBD-II port as shown in the image below.



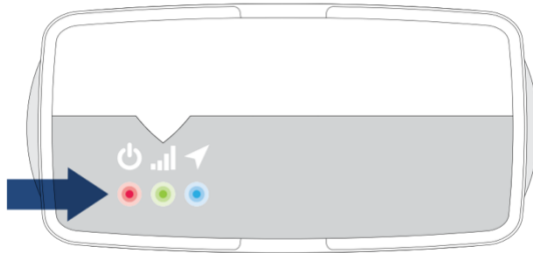
3. Once located, insert the GO device into the OBD-II port and press firmly. Refer to 'Confirming the GO device is Operational' to confirm the GO device is operating as expected before proceeding to the next step.
4. It is recommended for most vehicle models to secure the GO device to the OBD-II port with a cable tie as shown below. If you are unable to use the cable tie in your particular vehicle model, rest assured that the Smart EV Rewards team will notify you if any issues are detected with the connection of your device.



Confirming the GO Device is Operational

After you install the device, please ensure that the LED lights are indicating the GO device is working:

- All three LEDs will flash red briefly - wait until you see all three LEDs: Red (Power), Green (GSM) and Blue (GPS). These tell you the unit has connected successfully.



During this five-minute process the unit will also beep repeatedly as it updates to the latest settings.

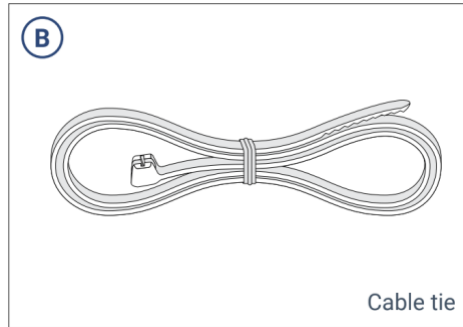
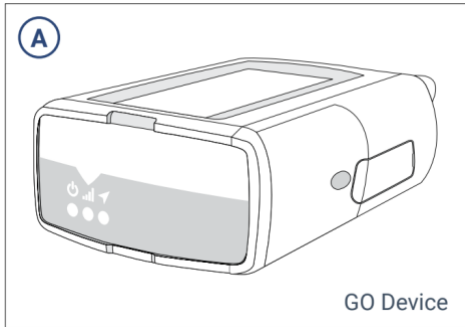
If the LED lights are neither solid nor flashing, contact Program Support at support@smarteve_rewards.com.

WARNING! If at any point after an in-vehicle device is installed a warning light illuminates on the vehicle dash or the vehicle stalls or has a marked drop in performance, shut off the engine, remove the device, and contact support using the info on the last page of these instructions. Continuing to operate a vehicle with these symptoms can cause loss of vehicle control, and serious injury.

Hyundai and Kia GO Device Installation Instructions

Instructions can also be found at: <https://gtb.page.link/srQC>

Your package should have included a GO device and cable tie.

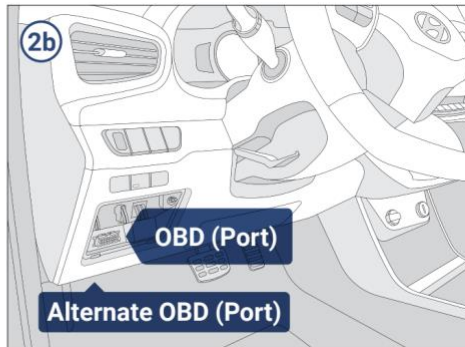


WARNING! Do not attempt to install, reconfigure or remove any product from a vehicle while the vehicle is in motion or otherwise in operation. All installation, configuration or removal must be done only in stationary vehicles which are securely parked. Attempting to service devices while the vehicle is in motion could result in malfunctions or accidents, leading to death or serious personal injury.

***Note:** If you are already using an OBD-II device in your car, no problem. Contact support@smartevwrewards.com and we can send you a complimentary T-Harness to connect both devices. Please note that having two devices (GO device or third party) may result in the disruption of data collection by the GO device.

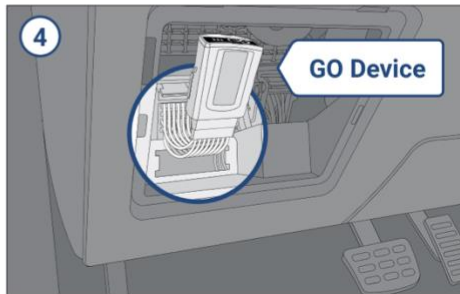
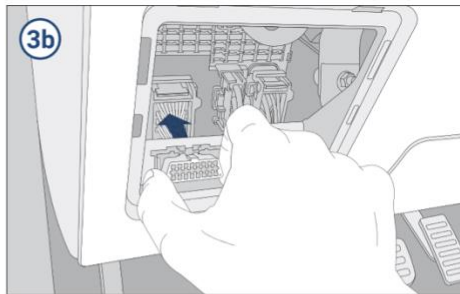
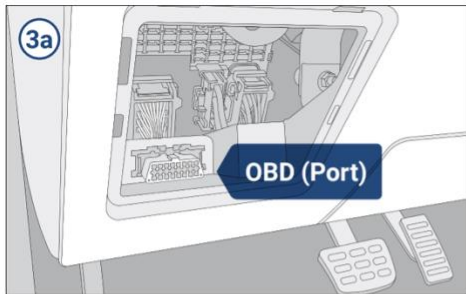
Follow the instructions below to install the GO device. The installation process should take you no more than ten minutes to complete.

1. Remove the GO device from the box.
2. Locate the OBD-II port in your vehicle. This port is located in the area between the steering wheel and the pedals, below the charge door release button. It will either be behind a panel with a handle on it, or uncovered below the panel with the handle as shown below. Take the panel off to access the port.



3. If your port is behind the panel, squeeze the clips on either side of the OBD-II port and push it away from you to release it from the plastic trim. If your port is exposed, simply insert the GO device into the OBD-II port.

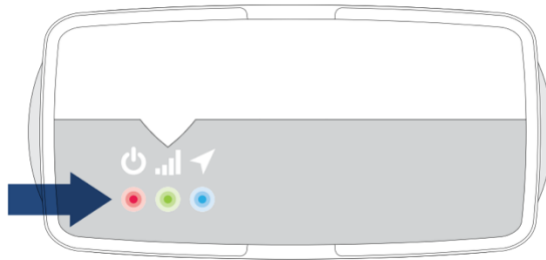
4. Insert the GO device into the OBD-II port. Press firmly to ensure a secure connection. Refer to 'Confirming the GO device is Operational' to confirm that your GO device is operating as expected.



Confirming the GO Device is Operational

After you install the device, please ensure that the LED lights are indicating the GO device is working:

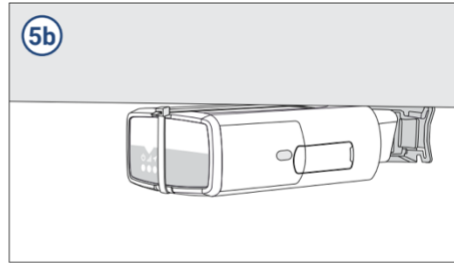
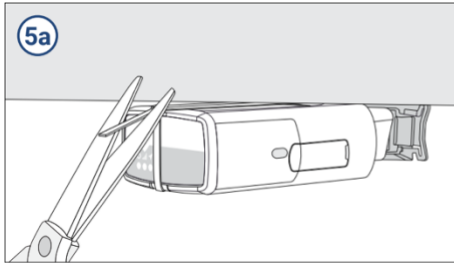
- All three LEDs will flash red briefly - wait until you see all three LEDs: Red (Power), Green (GSM) and Blue (GPS). These tell you the unit has connected successfully.



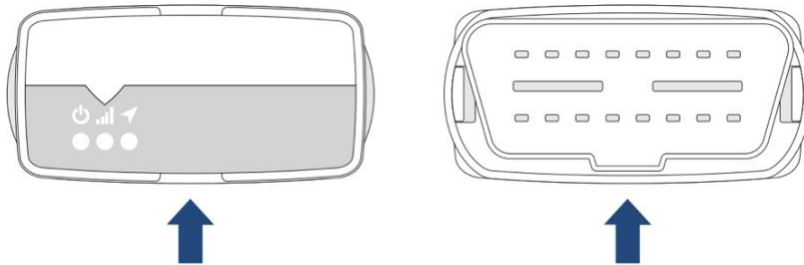
During this five-minute process the unit will also beep repeatedly as it updates to the latest settings.

If the LED lights are neither solid nor flashing, contact Program Support at support@smarteve_rewards.com.

WARNING! If at any point after an in-vehicle device is installed a warning light illuminates on the vehicle dash or the vehicle stalls or has a marked drop in performance, shut off the engine, remove the device, and contact support using the info on the last page of these instructions. Continuing to operate a vehicle with these symptoms can cause loss of vehicle control, and serious injury.



5. The GPS-antenna is located at the “underside” of the GO device. Take care when securing the device into the vehicle, that this side is facing away from any metal surface.



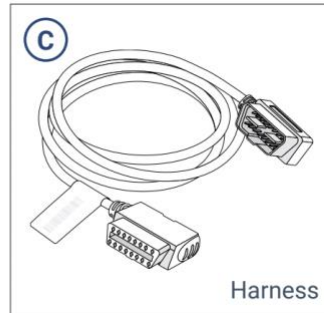
GPS-antenna is located at the bottom of the GO device.

6. It is recommended for most vehicle models to secure the GO device to the OBD-II port with a cable tie as shown below. If you are unable to use the cable tie in your particular vehicle model, rest assured that the Smart EV Rewards team will notify you if any issues are detected with the connection of your device.

Nissan Leaf GO Device Installation Instructions

Instructions can also be found at: <https://gtb.page.link/srQC>

Your package should have included a GO device, SPR - install bag, and harness.

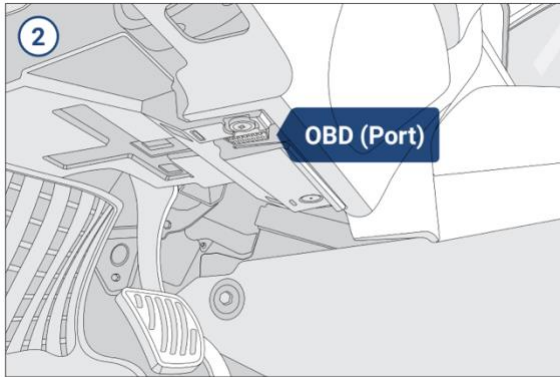


WARNING! Do not attempt to install, reconfigure or remove any product from a vehicle while the vehicle is in motion or otherwise in operation. All installation, configuration or removal must be done only in stationary vehicles which are securely parked. Attempting to service devices while the vehicle is in motion could result in malfunctions or accidents, leading to death or serious personal injury.

***Note:** If you are already using an OBD-II device in your car, no problem. Contact support@smarteviewrewards.com and we can send you a complimentary T-Harness to connect both devices. Please note that having two devices (GO device or third party) may result in the disruption of data collection by the GO device.

Follow the instructions below to install the GO device. The installation process should take you no more than ten minutes to complete.

1. Remove the GO device from the box.
2. Locate the OBD-II port in your vehicle. The OBD-II port is located in the driver footwell, above the brake pedal.

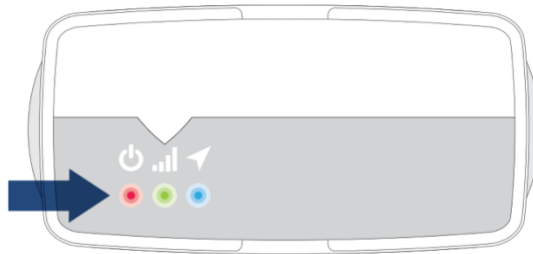


3. Attach the harness to the GO device and secure with a cable tie. Press firmly to ensure a secure connection.
4. Attach the opposite end of the harness to the OBD II port, and press firmly to ensure a secure connection.
5. Refer to 'Confirming the GO Device is Operational' below to confirm that your GO device is operating as expected.

Confirming the GO Device is Operational

After you install the device, please ensure that the LED lights are indicating the GO device is working:

- All three LEDs will flash red briefly - wait until you see all three LEDs: Red (Power), Green (GSM) and Blue (GPS). These tell you the unit has connected successfully.

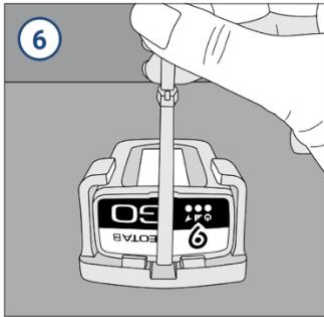


During this five-minute process the unit will also beep repeatedly as it updates to the latest settings.

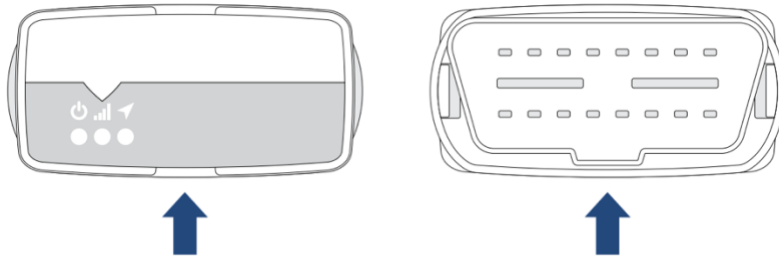
If the LED lights are neither solid nor flashing, contact Program Support at support@smarteVRewards.com.

WARNING! If at any point after an in-vehicle device is installed a warning light illuminates on the vehicle dash or the vehicle stalls or has a marked drop in performance, shut off the engine, remove the device, and contact support using the info on the last page of these instructions. Continuing to operate a vehicle with these symptoms can cause loss of vehicle control, and serious injury.

6. Open the SPR - Install Bag and slide the GO device into the plastic GO holder. Secure with a cable tie as shown. Attach the adhesive square provided to the back of the plastic GO holder.

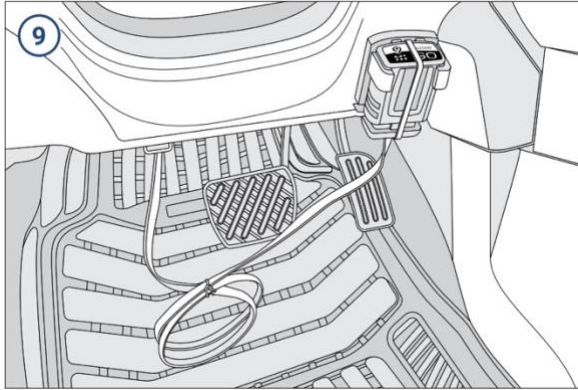


7. Using the adhesive on the back of the GO holder, attach the GO device to your vehicle just below and to the right of the steering wheel, or in a convenient location.
8. The GPS-antenna is located at the “underside” of the GO device. Take care when securing the device into the vehicle, that this side is facing away from any metal surface.

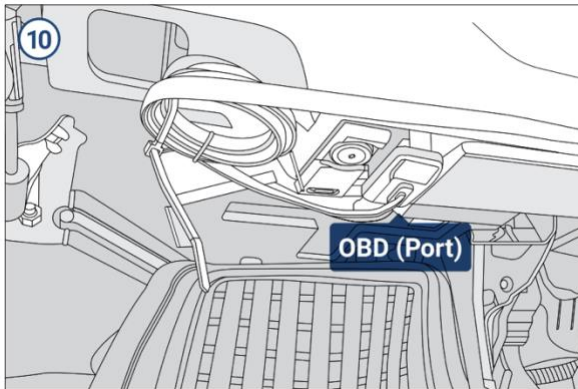


GPS-antenna is located at the bottom of the GO device.

9. Tidy up any excess slack in the harness by looping the harness a few times and securing with a cable tie. Be sure not to pinch the harness when tightening the cable tie.



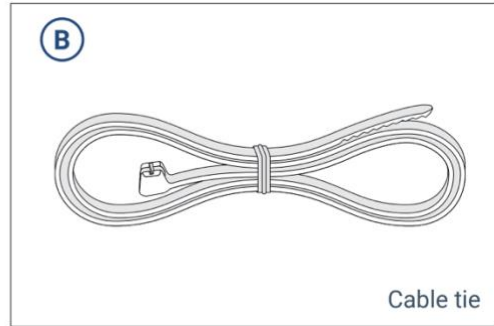
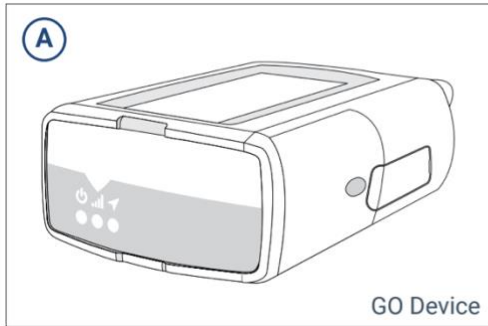
10. Tuck the looped harness out of the way by securing it to the plastic trim beside the OBD port. Be sure that no excess slack in the harness will impede the driver footwell.



Smart Fortwo ED GO Device Installation Instructions

Instructions can also be found at: <https://gtb.page.link/srQC>

Your package should have included a GO device and cable tie.

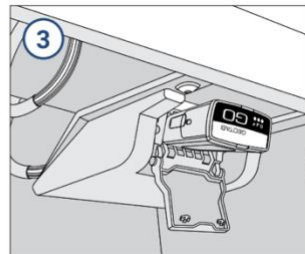
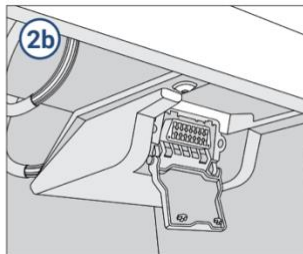
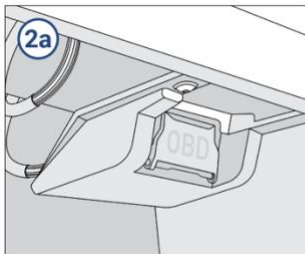


WARNING! Do not attempt to install, reconfigure or remove any product from a vehicle while the vehicle is in motion or otherwise in operation. All installation, configuration or removal must be done only in stationary vehicles which are securely parked. Attempting to service devices while the vehicle is in motion could result in malfunctions or accidents, leading to death or serious personal injury.

***Note:** If you are already using an OBD-II device in your car, no problem. Contact support@smarteve_rewards.com and we can send you a complimentary T-Harness to connect both devices. Please note that having two devices (GO device or third party) may result in the disruption of data collection by the GO device.

Follow the instructions below to install the GO device. The installation process should take you no more than ten minutes to complete.

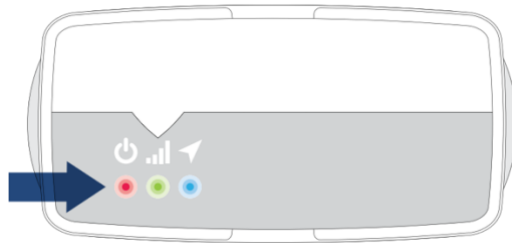
1. Remove the GO device from the box.
2. Locate the OBD-II port in your vehicle. The OBD-II port is located under the steering wheel, above the gas pedal. The port has a protective black cover over it. Flip the cover down.
3. Once located, insert the GO Device into the OBD-II port and press firmly. Refer to 'Confirming the GO Device is Operational' to confirm the GO device is working before proceeding to the next step.
4. It is recommended for most vehicle models to secure the GO device to the OBD-II port with a cable tie as shown below. If you are unable to use the cable tie in your particular vehicle model, rest assured that the Smart EV Rewards team will notify you via email if any issues are detected with the connection of your device.



Confirming the GO Device is Operational

After you install the device, please ensure that the LED lights are indicating the GO device is working:

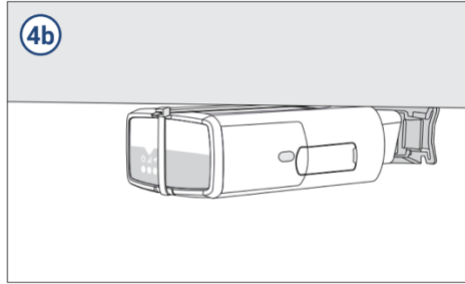
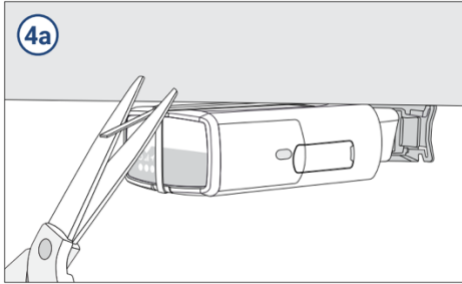
- All three LEDs will flash red briefly - wait until you see all three LEDs: Red (Power), Green (GSM) and Blue (GPS). These tell you the unit has connected successfully.



During this five-minute process the unit will also beep repeatedly as it updates to the latest settings.

If the LED lights are neither solid nor flashing, contact Program Support at support@smartevrewards.com.

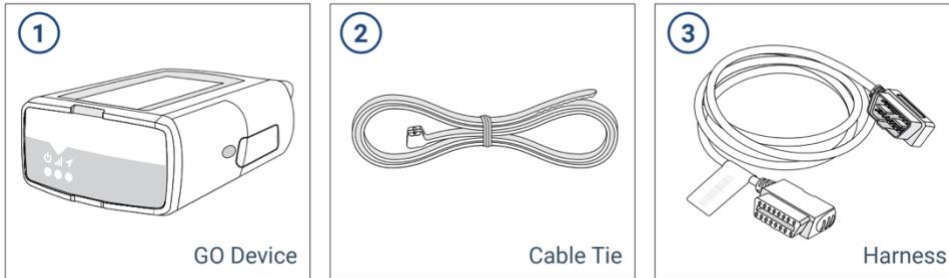
WARNING! If at any point after an in-vehicle device is installed a warning light illuminates on the vehicle dash or the vehicle stalls or has a marked drop in performance, shut off the engine, remove the device, and contact support using the info on the last page of these instructions. Continuing to operate a vehicle with these symptoms can cause loss of vehicle control, and serious injury.



Toyota Prius Prime GO Device Installation Instructions

Instructions can also be found at: <https://gtb.page.link/srQC>

Your package should have included a GO device, harness, and cable tie.

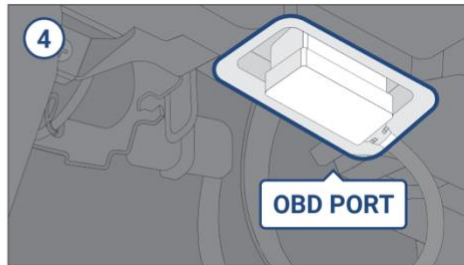
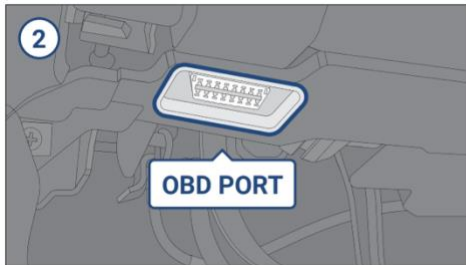


WARNING! Do not attempt to install, reconfigure or remove any product from a vehicle while the vehicle is in motion or otherwise in operation. All installation, configuration or removal must be done only in stationary vehicles which are securely parked. Attempting to service devices while the vehicle is in motion could result in malfunctions or accidents, leading to death or serious personal injury.

***Note:** If you are already using an OBD-II device in your car, no problem. Contact support@smartevwrewards.com and we can send you a complimentary T-Harness to connect both devices. Please note that having two devices (GO device or third party) may result in the disruption of data collection by the GO device.

Follow the instructions below to install the GO device. The installation process should take you no more than ten minutes to complete.

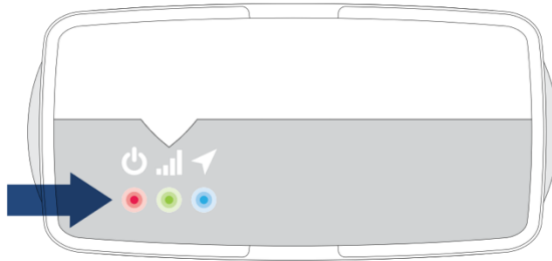
1. Remove the GO device from the box.
2. Locate the OBD-II port in your vehicle. This port is usually located in the area between the steering wheel and the pedals but can vary by vehicle model.
3. Attach the harness to the GO device. Press firmly to ensure a secure connection. Secure the GO device to the harness with the cable tie provided.
4. Attach the opposite end of the harness to the OBD-II port and press firmly to ensure a secure connection. Refer to 'Confirming the GO Device is Operational' below to confirm the GO device is working before proceeding to the next step.



Confirming the GO Device is Operational

After you install the device, please ensure that the LED lights are indicating the GO device is working:

- All three LEDs will flash red briefly - wait until you see all three LEDs: Red (Power), Green (GSM) and Blue (GPS). These tell you the unit has connected successfully.

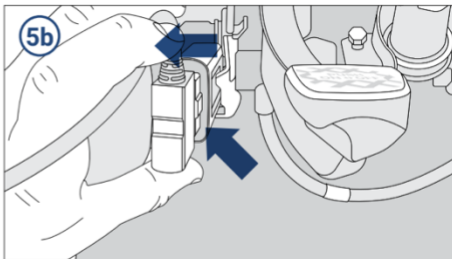
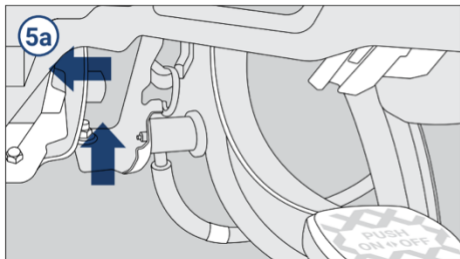


During this five-minute process the unit will also beep repeatedly as it updates to the latest settings.

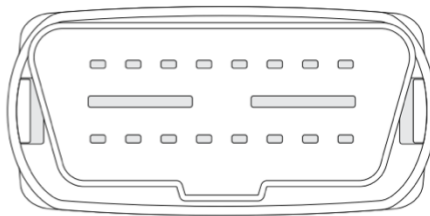
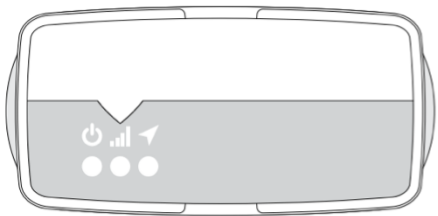
If the LED lights are neither solid nor flashing, contact Program Support at support@smartevrewards.com.

WARNING! If at any point after an in-vehicle device is installed a warning light illuminates on the vehicle dash or the vehicle stalls or has a marked drop in performance, shut off the engine, remove the device, and contact support using the info on the last page of these instructions. Continuing to operate a vehicle with these symptoms can cause loss of vehicle control, and serious injury.

5. Tuck the GO device in the space to the left of the emergency brake pedal, along the back wall of the footwell. You will need to slide the GO up and to the left into a space where it can sit out of the way without falling out.

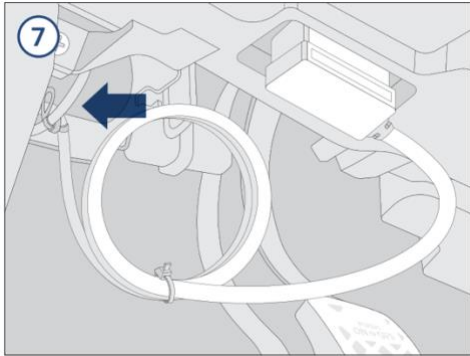


6. The GPS-antenna is located at the “underside” of the GO device. Take care when securing the device into the vehicle, that this side is facing away from any metal surface. Tighten the cable tie enough to be secure, but not so tight that the harness is being pinched.

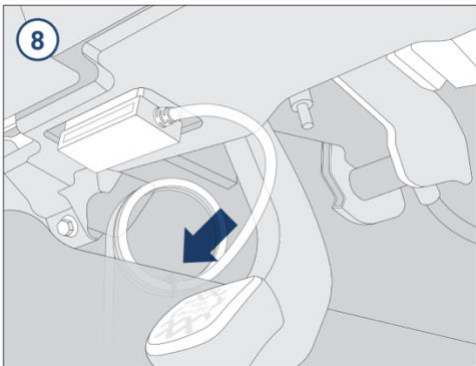


GPS-antenna is located at the bottom of the GO device.

7. Use the cable tie to secure the slack in the extension cable. Avoid pinching the harness.



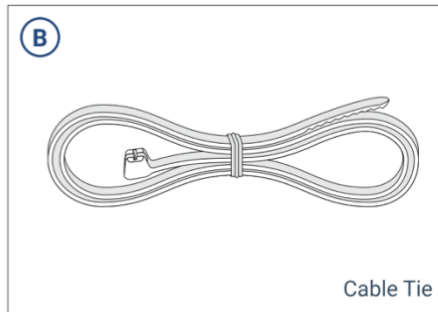
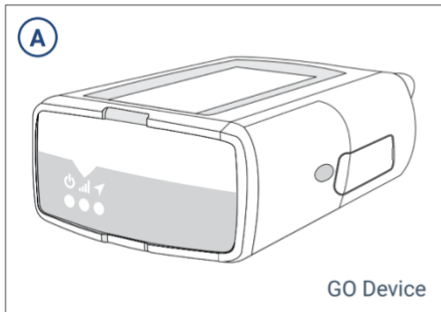
8. Tuck the harness slack into the pocket at the very left of the driver footwell.



Mercedes GO Device Installation Instructions

Instructions can also be found at: <https://gtb.page.link/srQC>

Your package should have included a GO device and cable tie.

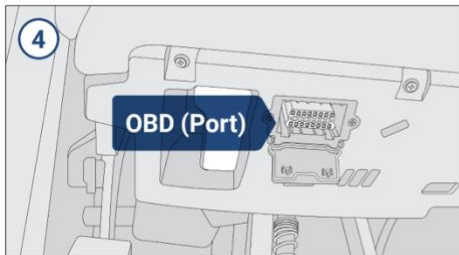


WARNING! Do not attempt to install, reconfigure or remove any product from a vehicle while the vehicle is in motion or otherwise in operation. All installation, configuration or removal must be done only in stationary vehicles which are securely parked. Attempting to service devices while the vehicle is in motion could result in malfunctions or accidents, leading to death or serious personal injury.

***Note:** If you are already using an OBD-II device in your car, no problem. Contact support@smartevrewards.com and we can send you a complimentary y-cable to connect both devices. Please note that having two devices (GO Device or third party) may result in the disruption of data collection by the GO device.

Follow the instructions below to install the GO device. The installation process should take you no more than ten minutes to complete.

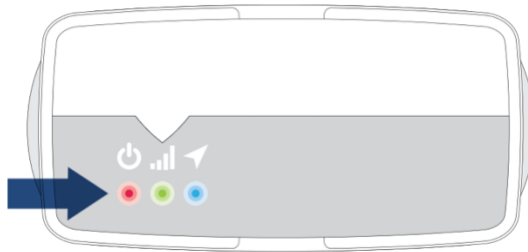
1. Remove the GO device from the box.
2. Locate the OBD II port in your vehicle. The OBD II port is located under the steering wheel, above the gas pedal. The port has a protective black cover over it. Open the cover so you can see the OBD II port.
3. Once located, clip the GO device into the OBD II port. Press firmly to ensure a secure connection. Refer to 'Confirming the GO Device is Operational' to confirm that your GO device is operating as expected.



Confirming the GO Device is Operational

After you install the device, please ensure that the LED lights are indicating the GO device is working:

- All three LEDs will flash red briefly - wait until you see all three LEDs: Red (Power), Green (GSM) and Blue (GPS). These tell you the unit has connected successfully.

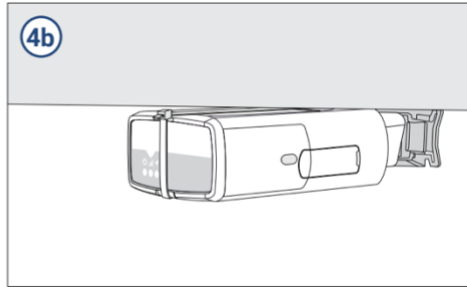
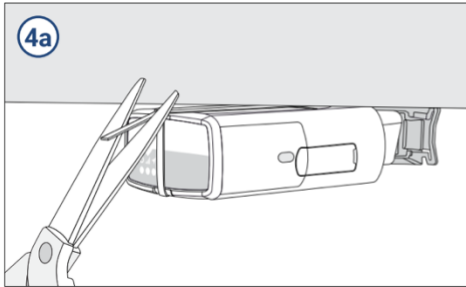


During this five-minute process the unit will also beep repeatedly as it updates to the latest settings.

If the LED lights are neither solid nor flashing, contact Program Support at support@smartevrewards.com.

WARNING! If at any point after an in-vehicle device is installed a warning light illuminates on the vehicle dash or the vehicle stalls or has a marked drop in performance, shut off the engine, remove the device, and contact support using the info on the last page of these instructions. Continuing to operate a vehicle with these symptoms can cause loss of vehicle control, and serious injury.

4. It is recommended for most vehicle models to secure the GO device to the OBD-II port with a cable tie as shown below. If you are unable to use the cable tie in your particular vehicle model, rest assured that the Smart EV Rewards team will notify you via email if any issues are detected with the connection of your device.



Volkswagen GO Device Installation Instructions

Instructions can also be found at: <https://gtb.page.link/srQC>

Your package should have included a GO device, SPR - install bag, and harness.

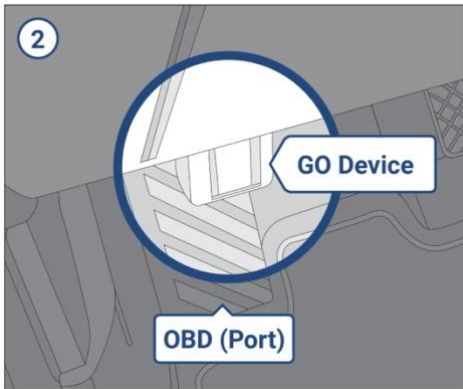


WARNING! Do not attempt to install, reconfigure or remove any product from a vehicle while the vehicle is in motion or otherwise in operation. All installation, configuration or removal must be done only in stationary vehicles which are securely parked. Attempting to service devices while the vehicle is in motion could result in malfunctions or accidents, leading to death or serious personal injury.

***Note:** If you are already using an OBD-II device in your car, no problem. Contact support@smartevrewards.com and we can send you a complimentary T-Harness to connect both devices. Please note that having two devices (GO device or third party) may result in the disruption of data collection by the GO device.

Follow the instructions below to install the GO device. The installation process should take you no more than ten minutes to complete.

1. Remove the GO device from the box.
2. Locate the OBD II port in your vehicle. The OBD II port is located in the driver footwell, above the brake pedal.

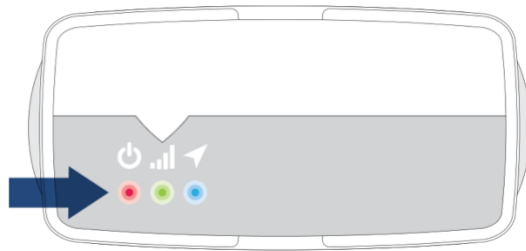


3. Attach the harness to the GO device. Press firmly to ensure a secure connection.
4. Attach the opposite end of the harness to the OBD II port, and press firmly to ensure a secure connection.
5. Refer to 'Confirming the GO Device is Operational' below to confirm that your GO device is operating as expected.

Confirming the GO Device is Operational

After you install the device, please ensure that the LED lights are indicating the GO device is working:

- All three LEDs will flash red briefly - wait until you see all three LEDs: Red (Power), Green (GSM) and Blue (GPS). These tell you the unit has connected successfully.

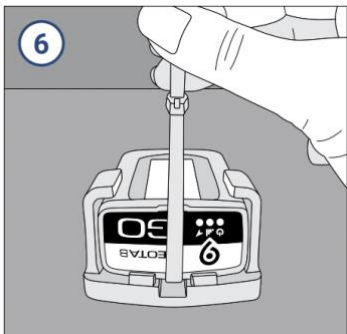


During this five-minute process the unit will also beep repeatedly as it updates to the latest settings.

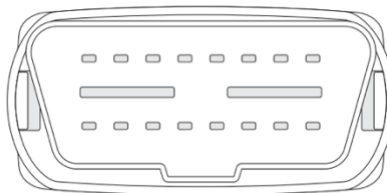
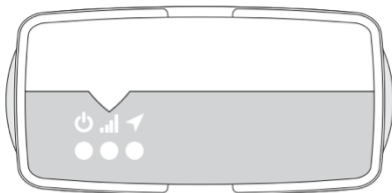
If the LED lights are neither solid nor flashing, contact Program Support at support@smartevrewards.com.

WARNING! If at any point after an in-vehicle device is installed a warning light illuminates on the vehicle dash or the vehicle stalls or has a marked drop in performance, shut off the engine, remove the device, and contact support using the info on the last page of these instructions. Continuing to operate a vehicle with these symptoms can cause loss of vehicle control, and serious injury.

6. Open the SPR - Install Bag and slide the GO device into the plastic GO holder. Secure with a cable tie as shown. Attach the adhesive square provided to the back of the plastic GO holder.

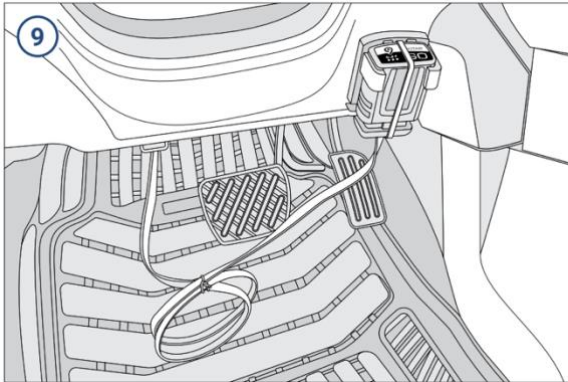


7. Using the adhesive on the back of the GO holder, attach the GO device to your vehicle just below and to the right of the steering wheel, or in a convenient location.
8. The GPS-antenna is located at the “underside” of the GO device. Take care when securing the device into the vehicle, that this side is facing away from any metal surface.



GPS-antenna is located at the bottom of the GO device.

9. Tidy up any excess slack in the harness by looping the harness a few times and securing with a cable tie. Be sure not to pinch the harness when tightening the cable tie.

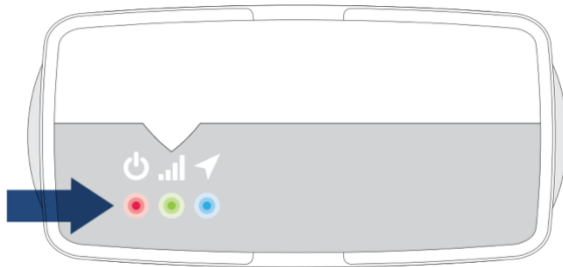


10. Tuck the looped harness out of the way by securing it to the plastic trim beside the OBD port. Be sure that no excess slack in the harness will impede the driver footwell.

Confirming the GO Device is Operational

After you install the device, please ensure that the LED lights are indicating the GO device is working:

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WARNING! If at any point after an in-vehicle device is installed a warning light illuminates on the vehicle dash or the vehicle stalls or has a marked drop in performance, shut off the engine, remove the device, and contact support using the info on the last page of these instructions. Continuing to operate a vehicle with these symptoms can cause loss of vehicle control, and serious injury.

Important Safety Information and Limitations of Use

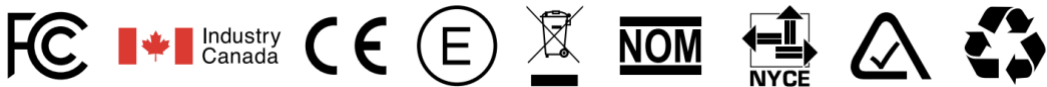
WARNING! Your in-vehicle devices must be kept clear of debris, water and other environmental contaminants. Failure to do so may result in units malfunctioning or short-circuiting, that can lead to a fire hazard and cause loss or serious injury.

WARNING! Do not attempt to remove the devices from the vehicle in which they are originally installed for installation in another vehicle. Not all vehicles share compatibility, and doing so may result in unexpected interactions with your vehicle, including sudden loss of power or shutdown of the vehicle's engine while in operation or cause your vehicle to operate poorly or erratically and cause serious injury and/or vehicle damage.

Please contact our Support Team support@smartevrewards.com before moving the unit to a new vehicle and confirm your make/model/year is supported.

NOTICE: This product does not contain any user-serviceable parts. Configuration, servicing, and repairs must only be made by Geotab. Unauthorized servicing of these products will void your product warranty.

WARNING! Cancer and Reproductive Harm – www.P65Warning.ca.gov



Frequently Asked Questions

Why do I need to install the GO Device? How does it work?

The GO connected car device reads your vehicle data and sends it securely over the cellular network (no cost, no phone required) to our servers. There, it is used to populate your online Smart EV Rewards Dashboard.

What information is collected and why?

There are three types of information collected from your vehicle: Charging, Driving and Location.

Charging information is the amount of energy your EV has consumed while charging, which is collected in order to provide you with charging behavior feedback, and to calculate any applicable Smart EV Rewards.

Driving information is used to calculate energy efficiency in miles per gallon equivalent (MPGe) and watt-hours per mile (Wh/mile), giving you details on how your EV is performing.

Location information gives GPS charging location coordinates that will be used to determine how much charging is occurring within your utility company's service territory.

Is my GPS information shared?

GPS data is collected and stored for the purposes of studying and managing electric vehicle charging. For more details on data collection and sharing, please refer to your program Terms and Conditions. Navigate to your program page from the 'About the Program' link, located at the bottom of your Smart EV Rewards program Sign in page.

How is my data protected?

For more details on the general handling of personal information, please refer to our Privacy Policy: smartchargerewards.com/privacy/

Do I need to keep the GO device plugged in all the time?

Please keep the GO plugged into your vehicle for the duration of your participation in the program. This allows the GO to operate correctly. If you need to take your vehicle in for servicing, removing the GO is okay. Just don't forget to plug it back in afterwards! If the device needs to be removed for an extended period of time (more than two months), but you wish to remain in the program, please notify support@smartevrewards.com.

What does the information displayed on my Smart EV Rewards Dashboard mean?

The EV dashboard will provide you with more accessible, comparable, and shareable data than you would typically get from your vehicle's dashboard or native mobile app.

This data may include, but is not limited to:

- Charging Energy Consumption – Kilowatt hours consumed by time of day.
- Driving Efficiency – Accumulative and per-trip MPGe and watt hours per mile.
- Outside Temperature and Auxiliary Loads – Measured impact of temperature and AC/heating on your electric range (downloadable in trip logs).
- Battery Health – A quantifiable score indicating your electric vehicle's battery degradation with respect to storage and power capacity.
- Greenhouse Gas Emissions – Per-mile greenhouse gas emissions from driving, as well as emissions savings compared to a gasoline vehicle.

- Fuel Consumption – Total liquid fuel usage for plug-in hybrid electric vehicle owners (downloadable in trip logs).
- Battery State of Charge (SOC) – Starting and ending SOC % each trip

My Smart EV Rewards Dashboard didn't load correctly, what can I do?

Please note that there may be performance issues with Internet Explorer. We recommend using another browser type to access your EV dashboard instead, such as Google Chrome. If you are experiencing trouble with your Smart EV Rewards dashboard loading, please email us at support@smartevrewards.com.

What should I do if I move or no longer charge in the area I registered in?

If you no longer charge in the service area, you are no longer eligible to participate in the Smart EV Rewards program and must promptly contact support@smartevrewards.com.

You are not required to return the device. However, if the device is not yet activated or installed, we would appreciate it if you could return the device. Please contact the Smart EV Rewards program team for more information at support@smartevrewards.com.

What if I need help with something?

If you have any further questions, please contact Smart EV Rewards Program Support by email at support@smartevrewards.com.

Smart EV Rewards Support Details

Email: support@smartevrewards.com