

Recent Success Stories

1. SUCCESS STORY - Cycle Etch

A police officer from Portsmouth recovered a stolen cycle which had been marked with a Retainagroup unique security code and our 24hr telephone number. As we mark thousands of cycles for Hampshire, the officer called us for assistance. The ISR operator identified the cycle and supplied the officer with details of the owner.

The police officer said “Thank goodness for Retainagroup, we would not have been able to trace the owner without you. “

2. SUCCESS STORY - Hi Lux

A police officer from Northern Ireland was investigating a Toyota Hi Lux Vehicle which had been stripped of its VIN and engine numbers. The only parts intact were the front and back windows and he noticed that there was a phone number and code etched into them.

He called the ISR, and we were able to identify the vehicle from the unique code on the windows. The police officer said that without the codes on the windows he would not have been able to identify the vehicle and would still be scratching his head.

He was very pleased with our help and also advised us that the vehicle may be rung with an identical Toyota in Southern Ireland and this story will be updated in future.

3. SUCCESS STORY – Motor Cycle

An officer of the Border Police in Finland used our International Police Portal to check a suspicious Kawasaki motorcycle. There was no number plate but the VIN was checked against the Police National Computer file (PNC) which revealed that the bike had been stolen in 1998!

It is fortunate that the officer called the ISR as this bike had been “weeded” from the PNC due to the age of the record. The ISR never deletes such records enabling us to provide a service to police officers across Europe which is not available from any other source.

4. SUCCESS STORY - LDV Maxus

An Aylesbury police officer called the ISR regarding a Maxus at a recovered compound near Heathrow Airport. He saw our warning sticker on the windows but said he couldn't find any marks. I explained that we don't supply LDV with window marking but told him where to look for our parts marking labels.

The label on one of the door panels had been scratched off but the officer found the label in the plenum panel in the engine bay. He gave me our unique code number from the label and this brought up the record for a stolen van. The registration plate number on the register was different from that on the vehicle and this identified that fact that it was on false plates.

5. SUCCESS STORY – First Car

A well known vehicle security specialist took his 18 year old cousin out to look for his first car. Arriving at the address given by the seller, the security specialist made a call to the ISR quoting the etch code on the tailgate glass. The ISR identified that the etch code corresponded with a blue 52 reg Renault Clio, whereas the vehicle in Woolwich was a black 04 reg vehicle. Further inspection of the etch codes revealed different codes on each front door and on the nearside rear quarter window (bonded to the body). These codes corresponded to vehicles with

first registration dates ranging between 1998 and 2004. The simple phone call to the ISR enabled the vehicle to be identified as potentially dubious and the pair walked away. Two further vehicles were visited in Kent and East London and again the ISR was used to triangulate the ID. The 18 year old is now the proud owner of a 52 plate black Clio Dynamique Billabong edition with a clean history. Having seen first-hand the benefits of checking the etch code with the ISR, and understanding how the system puts thieves at risk of being caught, he will be providing his details to the ISR so that the vehicle record can be updated with his owner details.

6. TOYOTA LAND CRUISER: SUCCESS STORY 1

The ISR received a call from a Leicestershire police officer. He was investigating an abandoned Toyota and noticed the etch code and phone number on the windows.

A check on the ISR revealed the true identity of the vehicle, a stolen Toyota Land Cruiser. The operator advised the correct registration number for the vehicle, and gave the officer the full details.

The next day the vehicle was listed as recovered on the Police National Computer (PNC).

7. TOYOTA LAND CRUISER: SUCCESS STORY 2

A caller enquired about a second hand Toyota he was about to buy at auction. The registration number he quoted related to a graphite grey Toyota Land Cruiser. However, when he quoted the etch code it related to a different graphite grey Toyota Land Cruiser which had been reported as stolen.

Co-incidentally, the auction house had already contacted the police about this vehicle as there was a discrepancy with the tax disc. The officer also called the ISR and was given the correct details for the true vehicle and the "clone".

The stolen Land Cruiser was recovered to a police compound.

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