

Recent Success Stories

1. SUCCESS STORY – Toyota Avensis recovered

A caller rang the ISR to say that a vehicle had been abandoned overnight in the car park where he lives. The number plates had been removed.

He quoted the security code etched into the vehicle windows and this identified the car as a stolen Toyota Avensis. The ISR operator informed Dewsbury Police of the vehicle location and gave them the caller's details. The vehicle was subsequently updated to "RECOVERED" on the Police National Computer. This is another example of how the inclusion of the ISR 24/7 telephone number in the security mark can speed up the recovery of stolen vehicles.

2. SUCCESS STORY – Fiat 500

A caller contacted the ISR to say that a Fiat 500 had been parked blocking his drive. After checking with his neighbours, he had called the police who advised him that there was no report that the car was stolen and that it was not of interest to them.

He had then noticed that the windows had a Code and telephone number etched into them, which had prompted his call to the ISR.

When he called us he said that the windows were open, it was covered in mud and it had sustained some damage. The ISR operator found the vehicle details from the etched code and called the owner who confirmed that the vehicle had indeed been reported as stolen the previous day. The owner provided the name of the Police officer and the crime reference number.

The ISR operator contacted the police and told them the location of the vehicle. They confirmed that they would deal with it immediately, and thanked us for our help.

This vehicle was identified and reported to the police as recovered before the Police National Computer had even recorded it as stolen – purely because it carried a Retainagroup etch code and the 24/7 telephone number of the International Security Register

3. SUCCESS STORY – Another cycle identified by the ISR: Raleigh Classic Pioneer

We received a call from Fratton Police asking if we could identify a bicycle that had been handed in at the station. They gave us the security etch code and we provided them with the owner's details.

We called the owner and left a message to say the bike had been found. The owner called back and was ecstatic that her bike had been recovered via our system, even though she had not told us it had been stolen. She will collect it from the police station, making sure she takes proof of identity with her.

4. SUCCESS STORY – Cycle

A cycle was found in Portsea, Hampshire. Following a call to the ISR we identified the bike and gave the owner name and address to the officer.

A follow up call to the officer confirmed that the cycle had been returned to its owner and that the thief had been charged in connection with the theft, he said it was a very positive result thanks to our help.

5. SUCCESS STORY – Toyota

Greater Manchester police, assisted by officers from national crime units were conducting a search at an unattended breakers yard. The shell of a Lexus vehicle was found and our security code was the only identifiable mark visible. A call to the ISR identified the vehicle and confirmed that it was showing as stolen on the PNC Stolen.

Later the same day another officer called who was also checking vehicles from the same breakers yard. He supplied security codes from five more unidentified vehicles and the identity of all of them was confirmed by reference to the ISR. All the vehicles were Toyotas and we were able to supply comprehensive information for all five.

The ISR operator later confirmed with the officer that arrests were pending and that we had been immensely helpful to the investigation. He described the service as invaluable, and he does not know what he would do without Retainagroup.

6. SUCCESS STORY – Mazda

While assisting colleagues in the execution of a warrant at a lock up garage in Liverpool, a Merseyside Police Officer noticed a number of car parts. One of these was a tailgate with a Retainagroup etched code and our 24 hour telephone number. By calling the ISR, the officer was able to identify the vehicle, a Mazda 3 stolen last October.

The ability to identify the source vehicle **at the scene** was of paramount importance to the police investigation and enabled an arrest to be made. Other car parts were found at the scene but the lack of security marking and registration meant that the police could not identify the source vehicles to prove that the parts were taken from stolen cars.

7. SUCCESS STORY – Brand New Suzuki

Police in Darlington followed a Suzuki car in the early hours of the morning. Although they lost the vehicle, it was subsequently found abandoned. A quick check revealed that the number plates had been stolen from a car on a nearby dealer's forecourt.

The identity of the vehicle itself could not be confirmed as there was no trace of the VIN on the PNC. By calling the ISR and quoting the number etched on the window it was possible to confirm that the etch and VIN matched with a vehicle on the ISR. As a result the Suzuki dealer who had taken delivery of the vehicle was identified even though it had not yet been registered.

The dealer confirmed that the vehicle had been stolen from their compound that night and they were delighted to have it returned.

8. SUCCESS STORY – Toyota MR2

During a routine roadside stop of a vehicle, a police officer found a number of car parts from a broken up vehicle. The VIN, VIN plate and registration number were all missing but there was a door, complete with a Retainagroup etched mark on the glass. The officer called the ISR and the operator confirmed that the door was from a Toyota MR2 stolen in November.

The officer called back later to confirm that 2 arrests had been made. He said that as the vehicle was a Toyota, the etched mark had saved many hours of police work as the vehicle could be identified immediately.

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