

THEA CONNECTED VEHICLE PILOT DRIVERS MANUAL

CONGRATULATIONS!

Now that you've completed your driver training and have your equipment installed, you're ready to go. We want you to know we're here to support you with any questions, needs, or situations that may arise during your participation in the THEA Connected Vehicle Pilot.



In this manual, you'll find detailed warning and alert information that's displayed on your enhanced rearview mirror, along with procedures to follow in the event that you experience an incident or crash. We've also provided a list of frequently answered questions for you to reference in regard to troubleshooting and maintaining your equipment. For your convenience, you'll find a tip card with contact information should you need to get in touch.

If have any additional questions or need further assistance, please call us at (813) 280-3405 or email us at info@theacvpilot.com and we will be happy to help you.

Stay Connected,
The THEA CV Pilot Team

SAFETY ALERTS

On the following pages is a list of warnings and alerts that will appear on your enhanced rearview mirror along with their meaning and your expected response.

A black car is shown from a rear-quarter perspective on a multi-lane highway. Three concentric yellow circles are overlaid on the road behind the car, representing a sensor's range. A blue rectangular alert box with white text and a white pointer is positioned above the car, displaying the words "COLLISION WARNING". In the background, other vehicles are visible on the road, and a red triangular warning sign is on the shoulder. The sky is blue with scattered white clouds.

**COLLISION
WARNING**

SAFETY ALERTS - Collision Avoidance

First let's look at the collision avoidance alerts. There are three safety alerts you should expect to see only on the Lee Roy Selmon Expressway Reversible Express Lanes. These alerts are designed to reduce the risk of rear-end crashes, especially during rush hour.





1

This alert means you are driving in a reduced speed zone. You should observe the 40 mile-per-hour posted speed limit.



2

This alert means there is traffic backed up ahead. You should observe the 30 mile-per-hour recommended speed limit, pay attention, and watch for slow or stopped vehicles that may change lanes into your path.



3

This alert also means there is traffic backed up ahead. You should observe the 20 mile-per-hour recommended speed limit, pay attention, and watch for slow or stopped vehicles that may change lanes into your path.



Other alerts are intended to help you avoid a crash no matter where you are driving. For example, this alert means another connected vehicle is braking hard in traffic ahead of you. You should pay close attention to the vehicles in front of you and slow down if necessary.

Note: You will only receive this warning with another connected vehicle. It will not notify you of ALL vehicles.



This alert means you are at risk of a rear-end collision with the vehicle in front of you. You should brake immediately.

Note: You will only receive this warning with another connected vehicle. It will not notify you of ALL vehicles.



This alert means you are on a potential collision course with another connected vehicle coming from another direction from the side of you. It may even be obstructed from your view. You should pay attention, look around and proceed with caution.



SAFETY ALERTS - Wrong Way Entry Prevention

Other types of alerts are intended specifically to prevent wrong-way entry on the Lee Roy Selmon Expressway's Reversible Express Lanes.



If you approach the downtown end of the Reversible Express Lanes and turn the wrong direction, you will get this alert. It means you are approaching the REL in the wrong direction. Do not enter the REL.



If you continue in the wrong direction, you will see this alert, meaning you are now going in the wrong direction on the Reversible Express Lanes.

You must safely exit the one-way lanes.



Some lanes at the end of the downtown end of the Reversible Express Lanes are closed to all traffic at certain times of the day. If you enter a zone that's off limits, you will get this alert. If you see this alert, you must safely exit the no-travel zone.



You will also receive an alert if you are driving in the right direction on the REL and a wrong-way driver enters the roadway ahead of you. This alert means a wrong-way vehicle has entered the REL and is headed in your direction. You should proceed with extreme caution.

SAFETY ALERTS - Pedestrian Safety

Another goal of the Connected Vehicle Pilot is to improve pedestrian safety, especially at the midblock crosswalk near the Hillsborough County Courthouse on Twiggs Street. Here, roadside sensors will detect pedestrians in the crosswalk. Participating drivers will receive a warning when there is a pedestrian ahead.



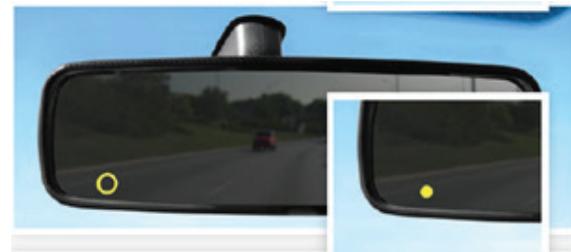
When you see this alert, you should yield to the pedestrian in the crosswalk.

Troubleshooting Your Equipment

Please contact us at (813) 280-3405 if you have any issues with your equipment. Below are a few tips.



When your equipment is working properly, you will see a green circle and dot alternating in the lower left corner of the rearview mirror, like a heartbeat. If the circle and dot disappear for a day or more, please contact the help desk to report the issue.



At times, the circle and dot will change to yellow to indicate a weaker GPS signal. However, your equipment is still working. You do not need to take any action.



If a red exclamation point appears in the lower left corner of your mirror, like this, there is a system error. Please contact the help desk.



The data on the system startup screen, shown here, may help us to identify the problem. If possible, make note of this information before you call the help desk.

Vehicle Incident/Crash Checklist

Here you'll find a detailed checklist for you to use in the event you have an incident or crash. Simply follow the steps below to ensure proper reporting.

1. Call the police

2. Contact your insurance company

3. Call the help desk at (813) 280-3405 to report your incident

FREQUENTLY ASKED QUESTIONS

My connected vehicle equipment is not working. What should I do?

Please call the help desk at (813) 280-3405 or email us at installs@theacvpilot.com for troubleshooting assistance or to schedule an appointment for service.

I accidentally cut one of the wires to my connected vehicle system. Can I repair it myself?

No. Some of the electrical wires have an electrical shielding that cannot be repaired. Please call the help desk at (813) 280-3405 to schedule an appointment for service.

My new rearview mirror has buttons or other features that I didn't have previously. Can I use these new features?

Not necessarily. Your new mirror may appear to offer additional features that are not supported by your vehicle.

The volume on my connected vehicle speaker is too high or too low. Can I adjust it?

The speaker has been preset to a volume that can be heard above other sounds in the car. There are no user accessible volume controls. Please call the help desk at (813) 280-3405 if you have a concern.

Can I transfer my connected vehicle equipment to another vehicle?

Your equipment has been assigned to your specific vehicle and customized for your vehicle type, so please do not attempt to transfer it to another vehicle. If you have purchased (or plan to purchase) a new vehicle, please call the help desk at (813) 280-3405 to schedule an appointment to transfer the equipment.

FREQUENTLY ASKED QUESTIONS

Why doesn't my connected vehicle equipment work when I drive in certain areas?

The most likely cause is poor or no signal reception. You may be driving outside the Connected Vehicle Pilot deployment area, or the signal may be blocked by large trucks or buildings. You may also lose signal reception if you have moved your roof-mounted antennas.

If I am in a crash when an alert is displayed on my mirror, will the authorities be notified?

No, the system in your vehicle cannot detect a crash or communicate with the authorities.

If I need to replace my windshield (for example, if it is cracked or chipped), what should I do with the mirror?

The replacement windshield installer will know how to remove the mirror and install it on the new windshield. If your installer has any questions, they may call our help desk at (813) 280-3405.

Will the connected vehicle equipment void the warranty on my vehicle?

In general, the installation of aftermarket equipment should not affect your warranty. Furthermore, the connected vehicle equipment does not interface with your car's engine control unit and does not affect your car's performance, so the equipment is unlikely to cause a need for repair. Please check your owner's manual or warranty agreement for details.

What if the equipment scratches or damages my car? Will my insurance cover the damage?

Your connected vehicle equipment is designed to be installed and removed without leaving any marks on your vehicle. Specific questions regarding insurance coverage should be directed to your auto insurance company.

SunPass Questions

You may have received a new SunPass transponder at the time of installation. If you have any questions regarding your transponder, toll rebate or billing, please contact SunPass at (888) 865-5352 for assistance.