

Transponder Installation Exceptions

Vertical Windshields

It is sometimes difficult for the lane equipment to “read” a transponder signal. For vehicles with vertical windshields, such as Jeeps, buses or trucks, it is recommended that the I-PASS transponders be mounted in the center of the windshield, about one to two inches from the bottom of the window.



License Plate Transponder (LPT)

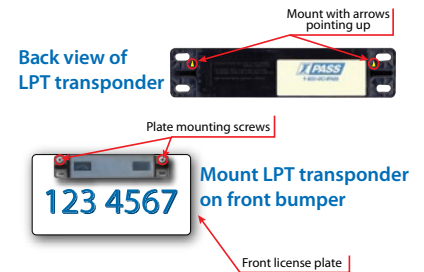
Fewer than 1 percent of vehicles have windshields or systems that interfere with transactions using the windshield-mounted transponder. In this case, a license plate transponder (LPT) is required, which mounts on the license plate of your vehicle, and is available for the same price as a standard transponder. Check the [list of vehicles](#) we've identified that require LPTs. LPTs are available at any Tollway [Customer Service Center](#) and can be ordered through the [Customer Call Center](#).

In general, windshields that contain metal in the glass (metal oxide) and mirrors with compass or temperature readings may prevent the I-PASS signal from being read properly. Also, windshields with the following glass features may interfere with the I-PASS signal and require alternative or exterior mounting: solar ray, solar tint, heated, heat reflected, insulated, Insta-Clear. If you are unsure if your vehicle has one of these listed features, contact your car dealership.

If you determine your windshield contains metal components, please request our I-PASS LPT.

Instructions for Mounting a License Plate Transponder (LPT):

- Identify the back of the LPT by finding the arrows next to the mounting holes.
- The LPT must be fastened to the front license plate using the plate's top mounting screws.
- Use your license plate screws and the knock-out holes in the LPT case to fasten the transponder to your front license plate.



Unsuccessful I-PASS Transactions and Improperly Installed Transponders

Video Tolls (Vtolls) are tolls that could not be deducted from your account at the time of the toll transaction. These are typically attributed to a missing, improperly mounted or inactive transponder. It is important to periodically review your account activity to ensure the transponder is functioning properly. Excessive Vtolls may result in penalties, so please mount your transponder correctly and ensure it is working properly.

[Instructions for Commercial Vehicle Exterior Roof Mounting](#)

[E-ZPass Compatible Transponder](#)