



Metasat

Mitsubishi Connected Car User Manual

Mitsubishi Connected Car

Introduction

Congratulations! Your new Mitsubishi is equipped with the latest revolutionary... **MITSUBISHI CONNECTED CAR SERVICES**. This is an exciting new system which enables you to remotely manage your Mitsubishi via one mobile app. That's not all, **Mitsubishi Connected Car** also provides emergency and roadside assist, stolen vehicle recovery and concierge services. Our unique driving score system will not only promote safe driving but you will also enjoy Usage Based Insurance (UBI) benefits from insurance partners with good driving score.

Emergency Call to CSE SOC (24/7 Secure Operating Centre)

1. Press CSE SOC assistance button on your mobile app or
2. Call +603 5888 0000

Precaution

To reduce the possibility of the car being broken into or stolen, the following precautions should always be taken when leaving the car unattended.

- Always park in an area where there is GSM coverage - you can verify this with your mobile phone.
- At night, park in a well illuminated area.
- Close all windows. The smallest gap could present an opportunity to a thief. Take all valuables with you or lock them in the glove box or boot compartment.
- Ensure all doors and boot compartment are locked and the anti-theft alarm system is armed.

Mitsubishi Connected Car

Mitsubishi Connected Car Services

Mobile App

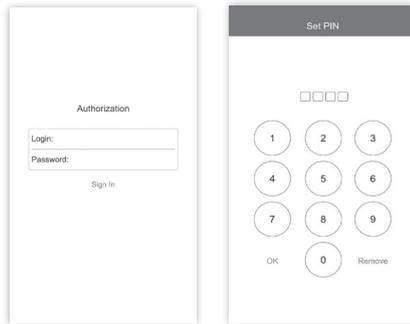
The name of the mobile app is “**CSE Metasat**”. Please download the free application from:

- App iOs (5+) available on App Store 
- Android (2.3+) available on Play Store 

Open “**CSE Metasat**” app and sign in by entering your Login and Password which will be sent to you via SMS during the activation of the service.

Set a **PIN** of your choice (you may change the **PIN** from the Options menu).

Once you have completed the steps above, you will be directed to the main page.



Remote Car Link

-  **Locate Your Car**
-  **Set Service Reminders**
-  **Receive Alert Notifications** - Accident alert, Theft alert, Low car battery alert
-  **Check Car Battery Status**
-  **Check Driving Score & Trip Analysis**

Smart Drive

-  **Driving Score** - Understand how good a driver you are based on acceleration, braking, cornering, speed, mileage
-  **Accident Report & Reconstruction** - In the event of accident, a crash alert is triggered and a crash reconstruction report is automatically generated by the system within 5 minutes from the time of the impact. This will assist insurance companies to expedite the claim process
-  **Insurance Telematics** - Based on your driving score, you may decide on a new Usage Based Insurance (UBI) to be introduced from July 2017, eg. Pay How You Drive, Theft Protection Discount
-  **Enhance Re-Sale Value** - Low Mileage & Accident Free Report (use this report to validate and enhance the re-sale value of your car)

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CALL CENTRE SERVICES (24/7 CSE SOC)



Emergency Assist (Medical and Accident) - Our SOC will provide exact location of the vehicle to MERS 999 for emergency response services to be dispatched as fast as possible



Roadside Assist (Breakdown) - Our SOC will provide the exact location of the vehicle to Mitsubishi Roadside Assist Provider to dispatch their service vehicle as quickly as possible



Security Assist (Stolen Vehicle Recovery) - Our SOC will liaise with MERS 999 and the Police authorities to intervene and recover the vehicle as fast as possible



Concierge (CG Claim) - In case of accident or breakdown, courtesy car or free taxi transfer from breakdown location to destination

Compensation Guarantee (CG)

Mitsubishi Connected Car CG is a unique compensation payment towards the implications associated with car theft.



Terms & Conditions for Theft

1. In case of a health check failure alert, the car should be made available to the SOC for fault checking and rectification immediately as the CG will not be valid until any reported fault is resolved.
2. In case of manual theft declaration (when you call our SOC to report a theft), CG is only valid if the SOC is able to establish connection and track your car. If connection and tracking are successful, you will receive an SMS alert that the SOC is managing the recovery of your car.
3. In case of automatic theft declaration (the system in the car has declared a theft), the SOC will attempt to call you immediately for verification of the theft. If after many attempts to contact you are unsuccessful, the SOC will leave a voice and text message for you to return call urgently. Should you fail to return the call within 15 minutes, the SOC will terminate the theft alert. In case of non-recovery, your CG will not be valid.
4. In case you put the system into transport or service mode, all alerts will be disabled and CG will not be valid.

CG (RM)	Condition	Documents Required
RM 15,000 credit	If stolen car is NOT RECOVERED within 72 hours, compensation with credit towards the purchase of a new Mitsubishi	1. CSE CG claim form 2. Police report 3. Copy of your I.C
Up to RM 5,000 (per subscription year)	If stolen car is RECOVERED within 72 hours, compensation towards car repair cost	4. Copy of your Insurance claim form (if car is not recovered) 5. Copy of your original car repair bill (if car is sent for repair after recovery)
Up to RM 500 (per breakdown, maximum twice per subscription year)	In case of accident, courtesy car and/or free taxi transfer from location to destination	Proof of payment /official receipt*
	In case of breakdown, top-up expenses on towing and/or transfer from location to destination	

*Call CSE SOC immediately to make a report to confirm your CG entitlement. Transport and towing services must be utilised within 24 hours from the time of the breakdown/accident event.

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Subscription Renewal Portal

Your package includes 1 year service effective from the date of your car registration. A reminder will be sent to you 1 month before the end of your service.

You can login to **CSE website** to renew your subscription directly or call SOC for more info.

Warranty

5 years from the date of your car registration or 100,000 KM (whichever come first). The warranty is only valid for faults to parts due to manufacturing defects.

User Privacy

Access to the car information can only be carried out through the smartphone application with owner's unique Login number and personalised Password. User privacy is assured.

Terms & Conditions

For full details, please visit **CSE website**.

FAQ

1. How Mitsubishi Connected Car benefits me?

You can stay connected to your Mitsubishi with real time remote information at all times through the mobile app. You will also enjoy peace of mind knowing that your Mitsubishi is protected through our 24/7 Call Centre which also provides rapid emergency services. In case of accident or breakdown, you may use your CG benefit for courtesy car and/or free taxi transfer from location to destination.

2. Can I change my mobile phone number registered with the CSE SOC?

Yes, you can call CSE SOC to proceed with the changes upon verification.

3. Why can't I see my recent trip?

You can press the refresh button on the mobile app. The recent trip will be updated after 10 minutes from your ignition off. If your trip is still not updated, it is possible that the trip is too short (less than 300m) to be captured or your privacy mode is enabled. Please call CSE SOC if you require further assistance.

4. What if I forget my username or password and unable to login?

Please call CSE SOC for assistance.

5. What does my driving score mean and how is it calculated?

Your driving score reflects how good a driver you are. The high score indicates that you are a good driver.

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6. What happens if I mistakenly press the CSE SOC assistance button for a non-emergency situation?

Each time the CSE SOC assistance button is pressed, CSE SOC will call you and validate the situation you are in. If it is a non-emergency situation, simply inform the CSE SOC and the alert will be terminated.

7. If I have more than one Mitsubishi, can I view them simultaneously in the mobile app?

Yes, you can manage your cars simultaneously under the multi vehicle management in your mobile app.

8. I use more than one phone. Can I download the app on each phone?

Yes, you can. You can even download on your tablet or iPad.

9. Who to contact?

CSE SOC @ +603-5888 0000

Email: customerservice@cse.com.my

Website: www.cse.com.my

Customer service

For more information on Mitsubishi Connected Car, contact our Call Centre below:

CSE SOC

Tel: +603 5888 0000

Emergency : 24 hours daily

Customer Service: Mon to Sat, 9am to 7pm

Email: customerservice@cse.com.my

Website: www.cse.com.my

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