



# Mitsubishi Connected User Manual

# Mitsubishi Connected

---

## Introduction

Congratulations! Your new vehicle is now installed with the latest revolutionary... **Mitsubishi Connected**. A unique telematics system that keeps you CONNECTED with your vehicle from your mobile app. That's not all... **Mitsubishi Connected** also brings you Emergency, Security and Smart Drive which will give you peace of mind, wherever your journey takes you.

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

1. Press your SOS button on your DriveJet mobile app
2. Call +603 5888 0000

## Precaution

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

## Mitsubishi Connected Services

### Mobile App (DriveJet)

To access Mitsubishi Connected, download **“DriveJet”** mobile app.

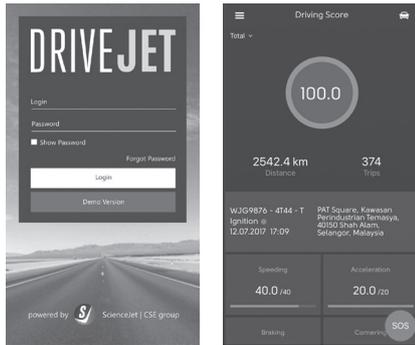
Please download the free application from:

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



Open **“DriveJet”** app and sign in by entering your Login and Password which will be sent to you via SMS and email upon activation of the device.

Once you have logged in, you will be directed to the main page.



### EMERGENCY

#### Breakdown or Emergency Call

In case of an emergency (e.g. if you are having a sudden heart attack), click the SOS button on DriveJet mobile app to call our Secure Operating Centre (SOC). Our SOC will request for your vehicle registration number to localise your location, verify your needs and dispatch the nearest breakdown or medical assist to you as quickly as possible.

For breakdown - Our SOC will contact and provide the exact location of the vehicle to Mitsubishi Roadside Assist for further assistance.

For emergency - Our SOC will provide exact location of the vehicle to Mers 999 for emergency response services.

### Emergency Crash Alert & Response

In case of an accident, Mitsubishi Connected automatically detects the collision whenever the impact threshold is exceeded. The system will send YOUR EXACT LOCATION to our SOC. If the crash severity is high, our SOC will direct emergency response services to you immediately.



### SECURITY

#### Enhanced Security with

##### 1. Secure Mode - Virtual Alarm

You can activate Secure Mode to protect your vehicle with our Virtual Alarm. If your vehicle is started with Secure Mode activated, you will receive an SMS alert. Check if your vehicle is safe by using the “Find my car” feature on DriveJet. If vehicle is stolen, call SOC by pressing SOS button.

##### 2. Security alert

You will receive a theft alert followed by a call from our SOC if:

- a. Your vehicle battery is disconnected
- b. Your vehicle is towed
- c. The device wiring is cut

##### 3. Stolen Vehicle Recovery

If your vehicle is hijacked or stolen, call our SOC immediately. Upon verification, our SOC will liaise with MERS 999 to dispatch the emergency response for the intervention and recovery of your stolen vehicle as quickly as possible.

# Mitsubishi Connected

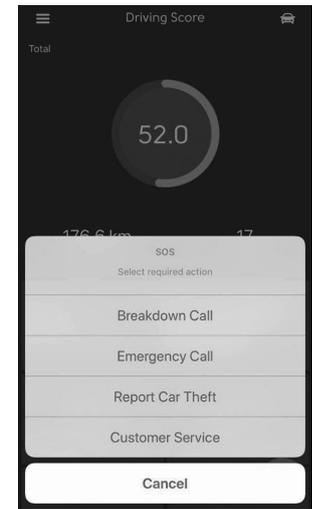
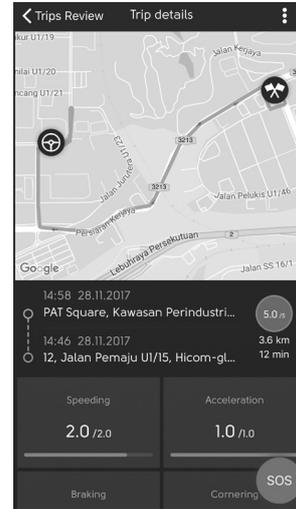


## SMART DRIVE

### Enhanced mobile app connectivity with DriveJet

With an in-depth view of your vehicle in the palm of your hands, you are able to:

- **Driving score** - to understand your driving style based on speeding, mileage, acceleration, braking & cornering
- **Real-time tracking** - track your vehicle's movement in real time
- **Find my car** - find your vehicle on Google map, Google satellite & street view
- **Check real-time traffic information** - Google map
- **Trip review** - monitor how your vehicle is being driven
- **Trip delete** - ability to delete unwanted trips
- **Alerts**
  - **Speed** - Set/Unset speed limit
  - **Geofence** - Set/Unset geofence entry/exit
  - **Service & Maintenance** - Set service reminder odometer/date
  - **Secure mode** - activate/deactivate secure mode
- **Car status** - ignition status, vehicle & device battery and distance travelled
- **Feed (Notification)** - notification through system/push



# Mitsubishi Connected

## Theft Compensation Guarantee (CG)

Mitsubishi Connected CG is a unique compensation payment towards the implications associated with theft and accident.

CG per subscription year	Condition	Documents Required
<b>Theft</b> <b>RM10,000</b>	If stolen vehicle is NOT RECOVERED within 72 hours: 1. Compensation with cash <b>RM5,000</b> 2. Compensation with credit <b>RM5,000</b> towards the purchase of a new Mitsubishi from any authorised dealership ( <b>Note A.5</b> )	1. CSE CG claim form 2. Police report 3. Copy of your I.C 4. Copy of your Insurance claim form (where applicable)
<b>Up to RM3,000</b>	If stolen vehicle is RECOVERED within 72 hours, compensation towards repair cost	5. Copy of your repair invoice from an authorised workshop (where applicable)
<b>ACCIDENT</b> <b>Up to RM3,000</b>	In case of accident, compensation up to <b>RM300 per day</b> towards transport services ( <b>Note B.3</b> )	6. Copy of your official receipt from your transport services (where applicable)
Additional benefit with <b>AXA FlexiDrive</b> <b>Up to RM2,000</b>	In case of accident, compensation up to <b>RM200 per day</b> towards transport services ( <b>Note B.3</b> )	

### **i** Terms & Conditions for Theft

- A1. In case of a health check failure alert, the vehicle 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.
- A2. 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 vehicle. If connection and tracking are successful, you will receive an SMS alert that the SOC is managing the recovery of your vehicle.
- A3. In case of automatic theft declaration (the system in the vehicle has declared a theft), the SOC will attempt to call you immediately for verification of the theft. If unsuccessful, the SOC will leave a text message for you to return call urgently and proceed to terminate the theft alert. In case of non-recovery, your CG will not be valid.

A4. In case you set the system into ignore mode, all alerts will be disabled and CG will not be valid.

A5. Credit validity period is 6 months from date of police report.

### **i** Terms & Conditions for Accident

- B.1 Transport services claim include towing, e-hailing (Grab, Uber), car rental or taxi services.
- B.2 Call our SOC immediately to make a report to confirm your CG entitlement.
- B.3 Claims must be made within 2 months from the incident date.
- B.4 Claim for reimbursement can only valid for the period when the vehicle is under repair.

# Mitsubishi Connected

---

## Subscription Renewal Portal

Your package includes 1 year service effective from the date of your first service activation. 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.

## Change of details

Should any of your personal details change, call CSE SOC.

**Ownership transfer** - you would like to transfer ownership of the vehicle with the system to a new owner.

**System transfer** - you would like to remove the system from your vehicle and to reinstall to a new vehicle and continue the service.

**Mobile phone change** - you would like to change your mobile phone number registered with the SOC with a new number.

## Product Warranty

Warranty follows system activation and will continue to be under warranty on condition continuous yearly active/subscription according to the terms of service.

## User Privacy

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

## Terms & Conditions

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

# Mitsubishi Connected

---

## FAQ

### **1. Can I change my mobile phone number registered with the SOC?**

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

### **2. What if I forget my username or password and unable to login?**

Click on the “Forgot Password” option on the login page of the app to reset your password or call SOC for assistance.

### **3. If I have more than one vehicle, can I view them simultaneously in the mobile app?**

Yes, if added under the same account you can manage your vehicles simultaneously under the multi vehicle management in your mobile app.

### **4. 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.

### **5. What if I go somewhere without GSM coverage? Will I lose my tracking data?**

All our devices come with internal memory units. When you enter into a location without GSM coverage, all events and tracking information will be captured and stored into our device memory unit. All the stored data will then be transmitted to our servers when the GSM signal is restored and none of the tracking data will be lost.

Therefore, if you drive into an enclosed area without GSM (e.g. basement), and the last event captured before entering the basement is IGN ON, your mobile app will show the IGN ON status although the vehicle is parked. However, as soon as the vehicle drives out of the basement and the GSM coverage is back, all events on your mobile app, including IGN OFF and ON events while the vehicle was in the basement, will be updated accordingly.

### **6. What happens when I encounter a technical problem with the device or mobile app?**

You can call our SOC for further assistance.

### **7. Where and how do I renew my subscription?**

You can renew via online through CSE website or call SOC for further assistance.

### **8. Can SOC track my vehicle without my consent?**

Privacy is our highest priority. SOC will only initiate tracking upon receiving alert automatically from your vehicle and will proceed to track your stolen vehicle after verifying with you and when you have confirmed that your vehicle is being stolen. If it is a false alert, SOC will terminate the alert and disable the tracking.

### **9. How to set Ignore mode?**

You can set Ignore mode through your mobile app to ignore all alerts. However, please note that when you activate Ignore mode, the system will no longer receive any security alert notifications and all services will be compromised. Compensation Guarantee (CG) does not apply when the vehicle is in Ignore mode.

## **Customer service**

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

### **CSE Secure Operating Centre (SOC)**

Tel: +603 5888 0000

Emergency : 24 hours daily

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

Email: [customerservice@cse.com.my](mailto:customerservice@cse.com.my)

Website: [www.cse.com.my](http://www.cse.com.my)

---

**Mitsubishi Connected**