



Subaru Connex  
User Manual

# Subaru Connex

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## Introducing Subaru Connex

Your new Subaru is now even safer with **Subaru Connex**, a new system that detects a crash and automatically alerts our **24/7 control room** for quick emergency response.

In the event of theft, **Subaru Connex** also helps the police recover your vehicle.

**Subaru Connex** is a priceless lifeline during emergencies!

## Subaru Connex eCall Voicebox



# Subaru Connex

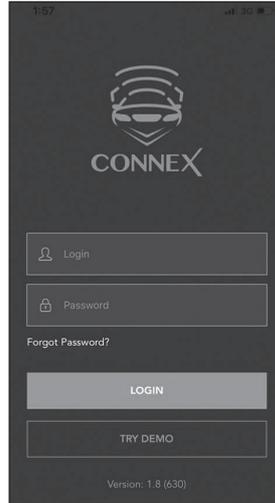
## Subaru Connex Services

### My Connex Mobile App

To access **Connex** services, download **“My Connex”** mobile app from App Store or Google Play.



Open **“My Connex”** app and sign in by entering your Login and Password which will be sent to you via SMS and email upon activation of your **Subaru Connex** system.



## eCall Emergency Call System

### Automatic accident alert & response

In case of an accident, your Subaru will call our 24/7 Call centre (SOC) and provide details of the event - location of the vehicle, severity of the impact and crash speed, and necessary information.

- Our SOC advisor will respond promptly via the Voicebox in your Subaru if emergency assistance is required.
- If there is no response from the driver or occupants via the in-car voice box and the on-board system measures a high severity impact, SOC will then call MERS 999 to request for an Ambulance at the accident site.

### Enhanced roadside assistance (bCall)

In case of a breakdown (e.g. minor accident, flat vehicle battery, tyre puncture etc.), press the bCall button (breakdown call) to talk to Subaru’s Roadside Assist who will then send the necessary help to the vehicle’s location.

### Enhanced emergency assistance (SOS)

In case of a medical emergency (e.g. a heart attack, or if you witnessed an accident and someone needs help), press the SOS button to talk to our SOC to request for medical assistance.

Our SOC will contact MERS 999 to send the nearest ambulance to the vehicle’s location as soon as possible.

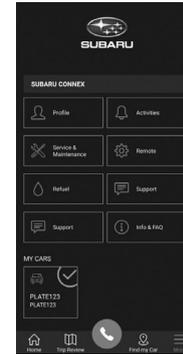
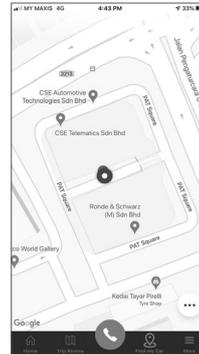
### VIP Assist

**For Ultimate Confidence, Care & Convenience, VIP Assist is offered exclusively for Subaru Connex customers** via auto/manual eCall and bCall button, which include:

1. Unlimited towing to a preferred authorised Subaru workshop, in case of flood, breakdown or accident.
2. FREE labour charge for on-site repair service (up to RM300 per incident).
3. Transport reimbursement in case of accident repair up to RM2,000 (when repaired at authorised Subaru workshop).

# Subaru Connex

## Security Plus

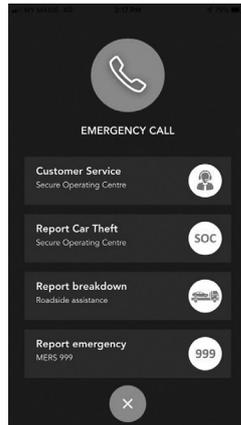
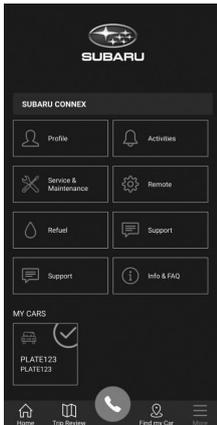
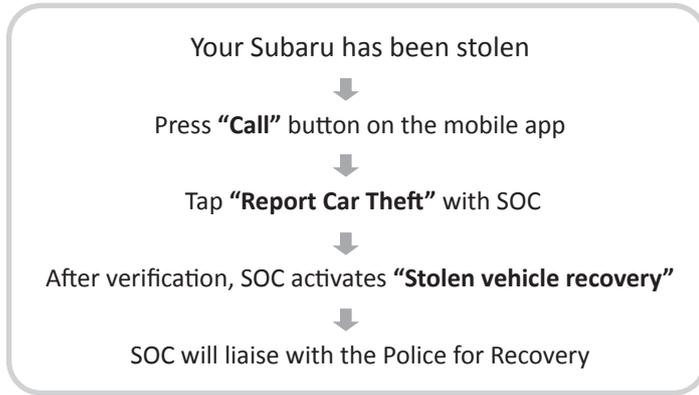


## Mobile app

<b>Service profile</b>	Account, User, Vehicle
<b>Smart alarm</b>	Set up Smart alarm where your vehicle should not be driven. If the ignition is switched <b>ON</b> or vehicle is towed, you will be alerted (push notification and email)
<b>Car status</b>	Check vehicle battery voltage, device battery voltage, ignition <b>ON</b> or <b>OFF</b> , driving or parked
<b>Vehicle battery low alert</b>	If the battery voltage is low, you will be alerted (push notification and email)
<b>Phone button</b>	For SOS, bCall, report theft and customer service
<b>Speed alert set-up</b>	Set a speed limit for your vehicle and receive an alert if the vehicle exceeds it (push notification and email)
<b>Service &amp; maintenance reminder</b>	Set service due reminder and select service centre
<b>Add cars</b>	Access all cars fitted with Subaru Connex with the same app
<b>Real-time tracking</b>	If the vehicle is driven when it should not be, you can track it in real-time (Google Maps with real-time traffic information)
<b>Automatic vehicle location</b>	Last parked address
<b>Driving score</b>	Individual driver profiling and scoring on how your Subaru is driven
<b>Trip review</b>	Check your previous trips and drive rating. Unwanted trips can be deleted
<b>Notifications</b>	Alerts and events reminder - e.g. service reminder from branch service centre (push notification and email)

# Subaru Connex

## Stolen vehicle recovery



## Terms and Conditions

### 1. Stolen Vehicle Recovery (SVR) and Emergency (eCall) Services

- If vehicle is stolen, press **"Call"** button on your Connex mobile app. Tap **"Report Car Theft"** to speak to our Secure Operations Centre (SOC) Consultant. Upon verification, our SOC Consultant will then activate stolen vehicle tracking process on your vehicle.  
Alternatively, you may call **03-5888 0001** to reach us directly. SOC will be working with the Police to recover the stolen vehicle. We do not guarantee recovery as it is dependent on the sole discretion of the Police and many other factors.
- Our system is designed to perform periodical automatic health checks. In case of a health check failure alert or low battery alerts, you will receive a push/email notification. Upon receiving the push/email notification, you are required to call our SOC at **+603 5888 0000** soonest possible to make arrangements for your vehicle to be checked as soon as possible. Any delays to troubleshoot the units may affect the provision of SVR and/or eCall services.
- In case of automatic theft alerts generated from the telematics device in your vehicle (e.g. device sabotage or battery disconnect), you will be alerted via push/email notification. Please check if your vehicle is safe with the Connex app. Tap **"Report Car Theft"** and speak to our SOC if your vehicle is stolen.
- **Emergency Call (eCall)** service is provided through MERS 999. The service level is dependent on MERS 999 and the availability of the ambulance service from the nearest hospital to the accident site.

# Subaru Connex

## 2. VIP Assist

VIP Assist is applicable to both auto/manual eCall and bCall services. The terms and conditions are as follow:

Unlimited Towing	In the event of flood, breakdown or accident, we will arrange for towing services to any authorised Subaru service centre (within Peninsular Malaysia, Sabah & Sarawak respectively). However, towing charges will apply if towed to a non authorised Subaru outlet.	Unlimited Mileage
On-Site Repairs	Battery jump start/replacement, tyre replacement or fuel delivery (Fee is only for labour. Parts including fuel if required will be borne by subscriber).	Up to <b>RM300</b> per incident
Transport Reimbursement	<p>In the unfortunate event of an accident and your vehicle is getting the repairs done at an authorised Subaru outlet, Subaru Connex service provider will bear the cost of alternative transport during the repair period.</p> <p>A daily sub-limit of <b>RM200</b> and <b>RM1,000</b> per event applies.</p> <p>1.To initiate claims, please call our SOC at <b>03-5888 0000</b> for assistance and guidance.</p> <p>2.Claims must be made within <b>2 months</b> from the incident date.</p> <p>Alternative transport includes e-hailing, car-sharing, car rental or taxi.</p>	Up to <b>RM2,000</b> per subscription year

### Note

1. In the event when towing service is required, the road condition to the vehicle location must be accessible.
2. Towing service will not be available when vehicle is on a road that is not a gazetted road.

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## Subscription Renewal

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

Please call **SOC** at **+603 5888 0000** to renew your subscription directly.

## Change of Details

Should any of your personal details change, please call our SOC.

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

**Mobile phone change** - if you change your registered mobile number, please call SOC to update your new number into the system.

### Note

The information may be subject to change without prior notice.

## Warranty

3 years from the date of your vehicle registration or 100,000km (whichever comes first). The warranty is only valid for faults to parts due to manufacturing defects.

## User Privacy

Access to the vehicle information can only be carried out through the smartphone application with owner's unique Login number and Password.

## Services

Availability of the services provided are subject to the telco network coverage.

## Contact Us

For more information, please contact Subaru Connex Service Provider:

### **CSE Secure Operations 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)