



# Connex for Motor Image User Manual

# Connex for Motor Image

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## Introduction

Congratulations! Your new Subaru is now installed with the latest revolutionary... **Connex for Motor Image**. An exciting new system which keeps you CONNECTED with your Subaru from your Smartphone and transform it into a remote control at the palm of your hand. That is not all... Connex for Motor Image also brings you Safety, Security and Connectivity which will give you peace of mind, wherever your journey takes you.

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

1. Press the ADR button on your ADR tag or
2. Press SOS button on your mobile app or
3. 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.

- Never leave the ADR tag in the car, refer to information under the heading “ADR Tag” on page 5.
- 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.

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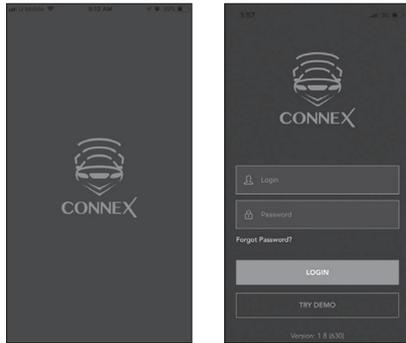
## Connex for Motor Image

### 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 **Connex for Motor Image** system.



### SAFETY

#### Emergency Call

##### How to Access Emergency Services

#### Emergency call back via ADR tag (Automatic Driver Recognition)

In case of vehicle breakdown e.g. flat tire or run out of fuel, press the ADR tag button to request for a call back on your registered mobile phone.

Your vehicle's location is sent to our SOC who will coordinate with Subaru Breakdown Service Provider to your exact location for further assistance.

#### Emergency call via mobile app

If your vehicle is hijacked or stolen, press the SOS button on your mobile app to call our SOC immediately. Upon verification, our SOC will liaise with the Police for their intervention and recovery of your vehicle immediately.

#### Automatic Accident Alert & Response

In case of an accident, the system will automatically trigger an alert determined by the ASI threshold value.

The system will send your vehicle's exact location to our SOC.

Our SOC will then call you to verify the situation. However, if the call is not answered and the ASI threshold has exceeded, our SOC will liaise with MERS 999 to direct appropriate emergency response services to your vehicle's location immediately.

#### Safety alerts

The system will also generate safety alerts if:

- Your car battery is low,
- the system fails to respond during health check.

### SECURITY

#### Enhance Security

You will receive alert notifications if your:

-  • Vehicle is being towed.
-  • Vehicle is driven without your ADR tag.
- Vehicle battery is disconnected



#### Stolen Vehicle Recovery

If your vehicle is confirmed stolen, call our SOC to declare a theft. Upon verification, our SOC will immediately liaise with the Police for their intervention and recovery of your vehicle immediately.

# Connex for Motor Image



## Safety

- **Speed alert** - Receive alerts if set (speed limit exceeded).
- **Driving score & Trip review** - Review score and check how you have driven based on acceleration, harsh braking and harsh cornering.
- **Automatic accident alert and response** - Ambulance, Police.
- **SOS button** - Emergency assistance (Ambulance).
- **bCall button** - Breakdown assistance (Tow truck by **Subaru Breakdown Service Provider**).

## Security

- **Smart alarm** - Receive alerts if vehicle is started, towed, or battery power disrupted.
- **Call button** - Customer service, report car theft & emergency calls.
- **Find my car** - Real-time tracking on Google Maps, satellite and street view, traffic information.
- **Theft alert management** - battery disconnected, device sabotaged.
- **Stolen vehicle recovery** - By **24/7** Secure Operating Centre (SOC).
- **App protection** - You can set **passcode** to **lock/unlock** your mobile app.

## Connectivity

- **Car status** - Ignition **ON/OFF** parked, driving, last parked address.
- **Service and maintenance reminder** - You will be reminded to service your vehicle on time.

## Compensation

Connex for Motorimage Compensation is a unique compensation payment towards the implications associated with theft and accident.

### **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 Compensation 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), Compensation 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 Compensation will not be valid.
- A4. In case you set the system into Service/Privacy mode, all alerts will be disabled and Compensation will not be valid.
- A5. Credit validity period is 6 months from date of police report.

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

- B1. Call our customer service @ +03 5888 0000 immediately to make a report to confirm your Compensation entitlement.
- B2. Claims must be made within 2 months from the incident date.
- B3. Claim for reimbursement is only valid for the period when the vehicle is under repair and has a limit up to RM500 per incident.
- B4. Transport services claim include towing charges, car rental fee or taxi fares.

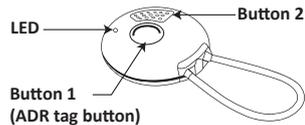
# Connex for Motor Image

Compensation per subscription year	Condition	Documents Required
<b>Theft</b> RM15,000 credit	If stolen vehicle is NOT RECOVERED within 72 hours, compensation towards the purchase of a new Subaru at any Subaru branch or authorised dealer ( <b>Note A5</b> )	1. CSE Compensation claim form 2. Police report 3. Copy of your I.C
<b>Up to RM5,000</b>	If stolen vehicle is RECOVERED within 72 hours, compensation towards vehicle repair cost	4. Copy of your Insurance claim form (where applicable) 5. Copy of your repair in voice from an authorised workshop (where applicable)
<b>Accident</b> Up to RM1,000	In case of accident, compensation up to <b>RM500/incident</b> subject to sub-limit of <b>RM100/day</b> ( <b>Note B3</b> )	6. Copy of your official receipt from your transport services (where applicable)

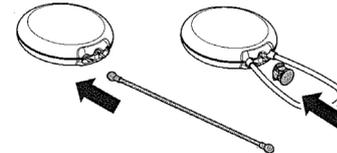
## ADR Tag

Button 1 - Emergency (ADR tag button)

Button 2 - For future use



Please refer to the diagram below:



### Connex for Motor Image comes with the ADR tag enhanced security

2 ADR tags are supplied with the system.

Please drive your car with your ADR tag. Failure to detect the presence of your ADR tag, you will receive a notification alert. If your vehicle is confirmed stolen, call our SOC to declare theft and our SOC will activate Stolen Vehicle Recovery (SVR) process on your car.

To make it easier to use, the ADR tag is equipped with a metal strap that can be used as a key ring.

### 1. ADR tag operation

The ADR tag is a keyless transmitter which is used to identify the driver and provides the emergency function. The ADR tag should always be carried with you and not left inside the car.

When the ignition is ON, the system will be activated and automatically start to search for the presence of your ADR tag.

# Connex for Motor Image

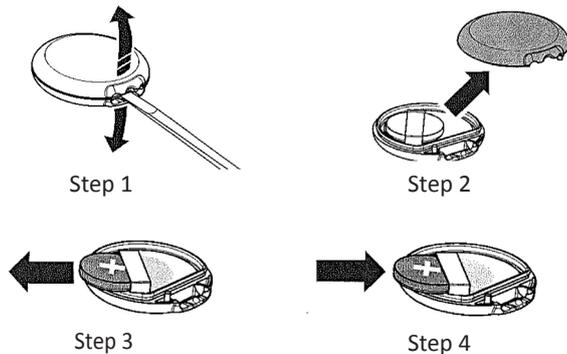
## 2. ADR tag - lost

To request for a new ADR tag, please contact your nearest authorised Subaru dealer. Lost ADR tag should be reported to your Subaru dealer or the SOC immediately so that the lost tag can be excluded from the system.

## 3. ADR tag - battery low

If the ADR tag LED fails to flash when the ADR tag button is pressed or ADR tag cannot be detected, this indicates that the battery voltage is low, replace the battery immediately.

\*To replace the battery (CR2032), follow the instructions as per below:



## 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. The ADR tag consist of 2 buttons. What is it for?

Button 1 Emergency (ADR tag button) and button 2 For future use. (Refer to page 5 for diagram)

If you are in need of help or are facing an emergency, just press Button 1 (ADR tag button) of your ADR tag when you are inside or next to your car. It will activate our Control Room who will then call you immediately and after understanding how we can help, we can direct emergency services (Ambulance, Police, Fire or Roadside assist) to your exact location as quickly as possible.

### 2. Where can I purchase additional ADR tag?

To request for a new ADR tag, please contact your nearest authorised Subaru Dealer. Lost ADR tag should be reported to the SOC immediately so that the lost tag can be excluded from the system.

### 3. Can I have more than 2 ADR tags?

Yes, you may acquire up to 4 ADR tags per car. Please call your Subaru dealer if you wish to purchase additional ADR tag.

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

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

# Connex for Motor Image

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## **5. 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 SOC if you require further assistance.

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

Please call SOC for assistance.

## **7. What does my driving score means and how is it calculated?**

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

## **8. What happens if I mistakenly press the ADR tag button for a non-emergency situation?**

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

## **9. If I have more than one Subaru, 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. Please call SOC to set up multi vehicle management.

## **10. 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.

## **11. 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 a basement, and the last event captured before entering the basement is IGN ON, your smartphone will show the IGN ON status although the car is parked. However, as soon as the car drives out of the basement and the GSM coverage is back, all events on your smartphone, including IGN OFF and ON events while the car was in the basement, will be updated accordingly.

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

Call our SOC for further assistance.

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

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

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

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

## **15. How to set Privacy mode?**

You can set Privacy mode through your mobile app or call our SOC. However, please note that when you activate Privacy mode, the system will no longer track your Subaru and all services will be compromised. Compensation does not apply when the vehicle is in Privacy mode.

## **Customer service**

Connex for Motor Image Service Provider:

**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)

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