

# MITSUBISHI CONNECT

## Safeguard and Remote Services



# Quick Start



## Model: DESTINATOR

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## What is MITSUBISHI CONNECT?

MITSUBISHI CONNECT is a platform of services that provide vehicle owners with a safe, secure and convenient driving experience. MITSUBISHI CONNECT is provided through a simple, subscription-based service that is comprised of the following components:

- An embedded Telematics Control Unit equipped with a 4G LTE cellular modem and GPS capability that operates on a cellular network and is factory-installed within the vehicle.
- Two in-vehicle buttons that connect to a call center. One is the SOS/ Emergency Call button to be used in the event of an emergency. The other is the Information Assistance/Roadside Assistance button to be used in the event of a breakdown or account services are required.
- The My MITSUBISHI CONNECT Mobile Application that can be downloaded through the app store on a compatible Apple or Android smartphone.
- The Services work using wireless communication networks and the Global Positioning System ("GPS") satellite network. MITSUBISHI CONNECT Services are subject to cellular and GPS network availability and may not work in remote or enclosed areas. The area in which you are driving may affect the service that we can provide to you, including but not limited to routing and GPS services like our ability to determine your vehicle's precise location.

MITSUBISHI CONNECT Safeguard Services support vehicle owners 24 hours a day, 7 days a week in the event of an accident or roadside assistance needs.

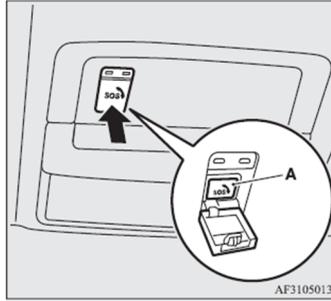
MITSUBISHI CONNECT Remote Services provide remote control services, such as Remote Start, to vehicle owners via smartphones.



# MITSUBISHI CONNECT Safeguard Services

## SOS/Emergency Call

Pressing the SOS switch in the cabin activates a call to Mitsubishi Motors Customer Care, where an agent will assist in the dispatch of emergency services to your vehicle's location.



If you need to contact SOS or Emergency Services, please follow the steps below:

1. Push the cover to expose the SOS button
2. Press the SOS button to make an emergency call.
3. Once the call is connected, speak directly with the Call Center agent for support

\*If you want to cancel the emergency call, press and hold the SOS button for a few seconds.

## Roadside Assistance

Vehicle owners do not need to describe the vehicle's location to Mitsubishi Motors Customer Care as call center agent can locate the vehicle in real-time and connect you and your vehicles location to the Mitsubishi Motors Roadside Assistance provider for assist.



If you wish to connect to the Roadside Assistance Services, follow these steps below

1. Press "Call Mitsubishi Assistance" on the Infotainment menu screen.
2. Once the call is connected, speak directly with the Call Center agent for support.

### **Automatic Collision Notification**

When a severe vehicle collision is detected, the system automatically activates an emergency call to Mitsubishi Motors Customer Care. Once connected, information about your vehicle, its location, and its condition are provided where an Emergency Response Specialist will work with the appropriate Public Safety Answering Point for an emergency response.

### **Account Information Assistance**

Pressing the "Call Mitsubishi Assistance" on the infotainment menu screen enables the vehicle owner to access the non-emergency roadside assistance or account management services.

### **Stolen Vehicle Notification**

Stolen Vehicle Notification will notify you if your Mitsubishi factory installed alarm has been triggered. This is especially useful when you are out of the alarm's audible range. If you have selected to receive Alarm Notifications, an alert is sent via your preferred notification method; email, text message or push.

### **Stolen Vehicle Assistance**

If an owner's vehicle is stolen, the vehicle location is transmitted to Mitsubishi Motors Customer Care. For your protection and privacy, MITSUBISHI CONNECT provides vehicle location information only to law enforcement authorities based on verified stolen vehicle cases.

### **Mileage Tracker**

Mileage Tracker shows the distance travelled for each number of days or months the vehicle was driven.

## **MITSUBISHI CONNECT Remote Services**

### **Remote Climate Control**

Allows you to remotely start or stop engine and sets climate control automatically to bring the interior cabin to a comfortable temperature.

### **Remote Door Lock/Unlock**

Locks/unlocks the door from the smartphone application, the doors will relock after 30 seconds.

### **Find My Car**

Locates the vehicle from the owner's smartphone.

### **Remote Lights Control**

Turns on and flashes the vehicle headlights from the smartphone app for 15 seconds.

### **Remote Horn Control**

You can sound your vehicles horn remotely from the smartphone app. This feature can be useful in helping you to locate your vehicle.

### **Vehicle Status**

The vehicle status is a remote operation that can retrieve status information from your vehicle.

### **Curfew Alerts**

Curfew Alerts provide notifications when your vehicle is being driven during the prohibited time slot you set. You can create the curfew alert by using the My MITSUBISHI CONNECT App. If the vehicle ignition is turned on during a restricted day and time, a message is sent based on your notification preferences.

### **Geofence Alerts**

Geofence Alerts provide notifications when your vehicle enters or leaves a circular geographical area that you define. You can create geofences by using the My MITSUBISHI CONNECT App. If your vehicle leaves the geofence area, a message is sent based on your notification preferences.

### **Speed Alerts**

Speed Alerts provide notifications when your vehicle exceeds a speed limit that you specify. You can create speed alerts by using the My MITSUBISHI CONNECT App. If the speed limit you specify is exceeded, a message is sent based on your notification preferences.

# MITSUBISHI CONNECT Enrollment Process



Go to the Apple App Store or Google Play Store and search for the “My MITSUBISHI CONNECT” app and download.



1. Open the app and select 'ASEAN' region, select Indonesia for your registered location, and then click “CONTINUE”.



2. Click on “LET'S GET STARTED” to begin new account enrollment process. If you already have a MITSUBISHI CONNECT account, you can click on “SIGN IN” and go to Account Settings to add a new vehicle to your account.



3. Ensure vehicle is in safe and open location, then select “CONTINUE”.



4. Click on "ENTER VIN" to manually enter the Vehicle Identification Number.

**Important: VIN location**

The vehicle identification number is stamped on the floor under the right side of the front seat. It is visible by pulling back the carpet flap as shown in the illustration.



5. Read the Terms & Conditions and press "AGREE" at the bottom right of the smartphone screen to proceed with registration. If you "DECLINE", you will be unable to continue with enrollment.



6. Enter your personal profile information, such as your first and last name, email address, and mobile phone number, then select "NEXT"

**Important: Your Email Address**

- This email address will be the primary email address for all account communications.



7. Finish entering your personal profile information, such as your Street Address, City, Town/Province and Zip/Postal Code, then select "NEXT" and "CONFIRM"



8. Create a password to sign-in to your account, then select "CONTINUE" and "CONFIRM"

**Important: Your Password**

- Must be between 8 to 15 characters.
- Must have one uppercase letter
- Must have one lowercase letter
- Must have one special character
- Must have one number



9. Create an easy-to-remember 4-digit security PIN to protect access to your remote app controls. You will need to re-enter your 4-digit security PIN again and select "CONTINUE".



10. **\*\*IMPORTANT\*\*** To begin, you must have your Remote Keyless Entry Fob and be near the vehicle. Both your smartphone and the vehicle must have good cellular coverage. You must turn the vehicle ignition off and close all doors before you start pairing procedure. When you are ready to continue, select "START PAIRING".



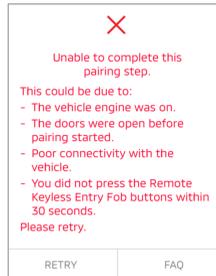
11. Within 30 seconds, press the Door UNLOCK button first, then press the Door LOCK button on the Remote Keyless Entry Fob and wait for a confirmation message.



**12.** Within 1 minute, press the Door UNLOCK button on the Remote Keyless Entry Fob and wait for a confirmation message.

**Important: Unable to complete this pairing step**

- If a pop message shows, select “Retry” to return back to “CONNECT VEHICLE” screen or select “FAQ” for more information.



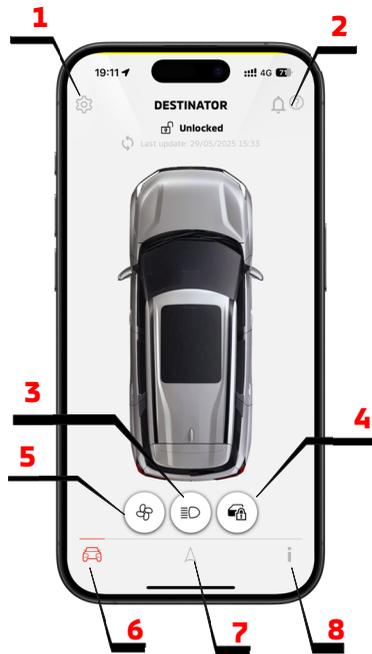
**13.** Your device is now registered with your vehicle, return to the My MITSUBISHI CONNECT APP and select “CONTINUE”.



**14.** Congratulations! Your account setup is now complete, and your vehicle is now registered, select “SIGN-IN”.

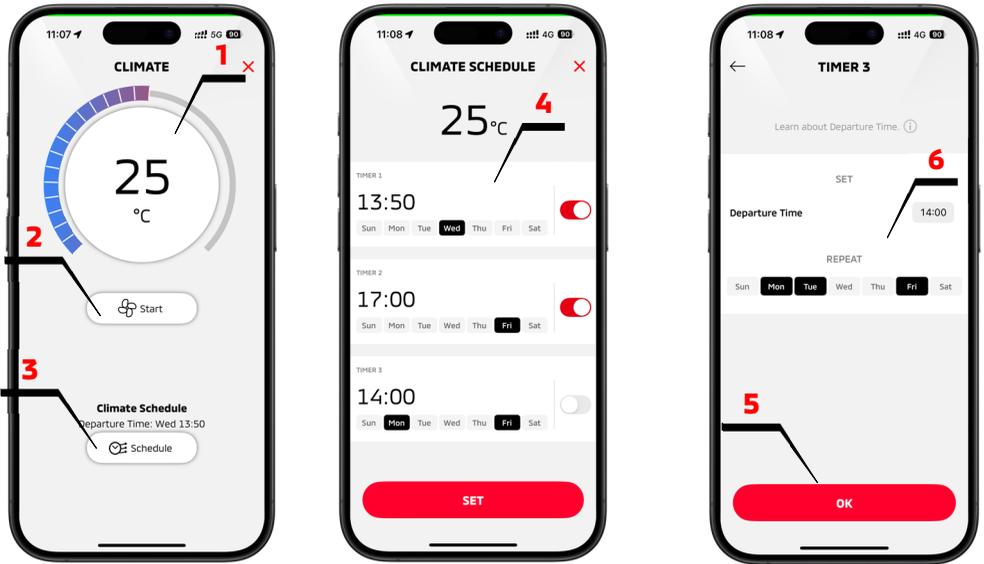
# My MITSUBISHI CONNECT Screen Controls

## REMOTE



- 1. ACCOUNT SETTING:** Displays a list of items which allows the user to make settings such as registration information, vehicle settings, notifications settings, assist functions, and function restrictions
- 2. NOTIFICATIONS:** Displays a list of push notifications received.
- 3. REMOTE LIGHTS CONTROL:** Remotely turns on and flashes the vehicle's headlights for 15 seconds.
- 4. REMOTE DOOR LOCK/UNLOCK:** Remotely locks and unlocks the vehicle's doors.
- 5. REMOTE CLIMATE CONTROL START:** Allows you to remotely start or stop engine and sets climate control automatically to bring the interior cabin to a comfortable temperature.
- 6. REMOTE:** Allows you to access remote operations such as lock/unlock the door, turn on the vehicle's headlights, remote start/stop engine climate control. (see REMOTE above)
- 7. FIND MY CAR:** Enables the vehicle location search function. (see FIND MY CAR)
- 8. STATUS:** Enables the user to retrieve status information from the vehicle. (see STATUS)

## REMOTE CLIMATE CONTROL START



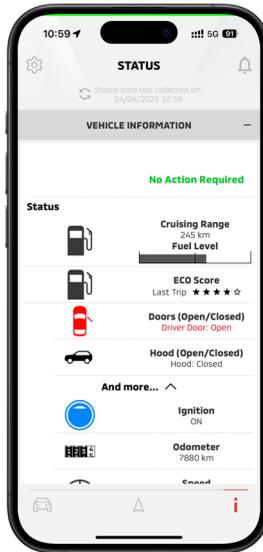
- 1. Cabin Temperature:** Shows the temperature you want to set. Slide to the right to make it warmer, or to the left to make it cooler.
- 2. Climate Control Start:** Press this button to start the climate control based on the desired cabin temperature you have already set.
- 3. Remote Climate Schedule:** Allows you to set multiple timers for your remote climate control, so the system can operate automatically according to your preferred schedule.
- 4. Timer Display:** Display the schedule timer that you have set for remote climate activation.
- 5. Timer Setting:** Allows you to set a specific departure time and select the days to repeat the schedule. Tap "OK" to confirm and save the timer.
- 6. Save Climate Schedule:** Save your configured remote climate schedule for future use.

## FIND MY CAR



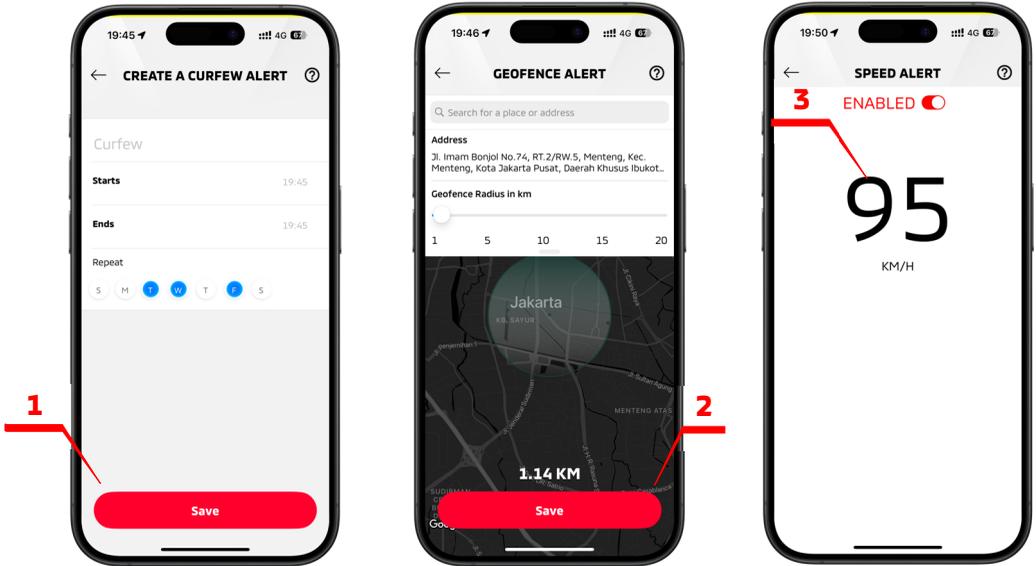
1. **Vehicle Icon**: A vehicle marker indicates the current location of your vehicle.
2. **Owner location**: An owner location marker indicates your current smartphone location
3. **Approximate Position**: Displays information regarding the approximate address location of your vehicle from your smartphone location.
4. **Remote Horn Control**: Remotely sounds the vehicle's horn. This feature can be useful in helping you to locate your vehicle in a crowded parking lot.
5. **Centering Function**: Select to center your location with the vehicle's current location on map.
6. **Walking Directions**: Select for walking direction navigation map from your smartphone location to your vehicle location.

# STATUS



1. **Mileage Tracker:** Mileage Tracker shows the distance travelled for each number of days or months the vehicle was driven.
2. **Vehicle Status:** Enables the user to retrieve status information from the vehicle.

# PARENTAL CONTROL



You can create Geofence, Curfew, and Speed Alerts using the My MITSUBISHI CONNECT app. When your vehicle exceeds the defined area, time, or speed limits, a notification will be sent according to your notification preferences.

To access these features, open the My MITSUBISHI CONNECT app, tap the Settings button, select Manage Vehicle, and then choose Parental Controls.

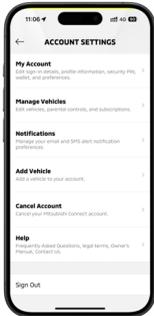
- 1. Curfew Alert:** Allows you to receive a notification when the vehicle is driven during restricted hours; you can set the start and end time, as well as repeat the alert on selected time and days.
- 2. Geofence Alert:** Allows you to set a notification when your vehicle enters or leaves a circular geographical area based on your chosen address and radius.
- 3. Speed Alert:** Allows you to set a notification when your vehicle exceeds a speed threshold and receive a notification if your vehicle exceeds that limit.

# Help

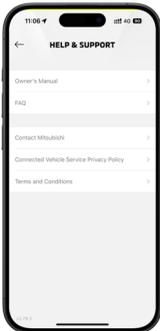
View Frequently Asked Questions (FAQ) after you SIGN-IN to the app.



1. Select [  ] from the REMOTE screen.



2. Select "Help".



3. Select "FAQ".

## Contact Information

If you are experiencing technical problems or wish to discontinue the subscription or have a question that you cannot resolve using the available help resources, you can consult Mitsubishi Motors Customer Care. Please identify the specific issue so that the Mitsubishi Motors Customer Care operator can relay the issue to applicable personnel so that a solution to your issue can be found.

Services are available in Indonesia for Indonesian subscribers, subject to cellular network coverage availability. Cross boarder call center support and emergency services are not available when traveling outside the vehicle original registered country of origin.

Mitsubishi Motors Customer Care is available 24 hours a day, 7 days a week

For support: 0804-1-300-300 / 021-80862353



**MITSUBISHI  
MOTORS**

Drive your Ambition