

# MITSUBISHI CONNECT ▶▶▶

Mitsubishi Motors App Owner's Manual

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**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 cellular modem and GPS capability that operates on a cellular network and is factory-installed within the vehicle.
- MITSUBISHI CONNECT app 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. 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.

## Remote Climate Control

- On/Off
- Set temperature
- Scheduling

Allows you to set climate control automatically to bring the interior cabin to a comfortable temperature. You can also set your departure time in the smartphone app and your vehicle will schedule the climate control to warm or cool the interior of your vehicle to a pre-set temperature before you get in. The set temperature can be adjusted on your vehicle's infotainment system.

## Remote Door Lock / Unlock

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

## Remote Lights

From the smartphone app command, the vehicle headlights flash 5 times. This feature can be useful in helping you to locate your vehicle.

## Remote Horn

From the smartphone app command, the horn honks once. This feature can be useful in helping you to locate your vehicle.

## Car Finder

Locates the vehicle on the smartphone app.

## Mileage Tracker (Driving History)

Shows the time travelled and distance by monthly and yearly.

## Status (Vehicle Status Report)

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

## Remote Charging Control

Allows you to remotely schedule or start charging from the smartphone app, which enables you to take advantage of solar generation or off-peak electricity rates.

Up to 3 charging schedules can be set, either in the smartphone app or from your vehicle's infotainment system touchscreen.

If you need to charge outside of the scheduled times, you can start charging immediately in the smartphone app. Charging will stop automatically once charging is complete.

\*Charging cannot start if the charging plug is not connected.

## Charging Station Search

Allows you to find charging spot with availability from your smartphone app with charging spot information (location, business hours and other available information).

## Theft Alarm Notification

Notifies 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 notification.

## Voice Assistant

Allows vehicle to support voice-using interfaces that enables to communicate with vehicle functions by voice, such as finding POI information, playing music or playing radio.

## Vehicle Health Report

Provides you with any recent malfunction alerts triggered by your vehicle.

## Door Lock Reminder

Provide notification if you left your doors unlocked.

## Battery Status Report

Provide visualized state of charge of your vehicle and its EV range.

### Plug-in Reminder

If charging is due to start but the charging plug is not connected, you will receive a reminder to connect the charger. If the charging plug is not connected when the vehicle is locked, a notification can be sent at 5, 15, 30, or 60 minutes after the ignition is turned off. This notification is configured via the vehicle's infotainment system. For more information, refer to the infotainment system owner's manual provided with your vehicle. The method of notification (email, text or push notification) can be selected in the notifications section of the smartphone app.

### Charge Complete Reminder

Once charging is complete, a notification will be sent according to your notification's preference for remote or schedule charging.

### Smart Alerts

- Geofence Alert
- Speed Alert
- Curfew Alert

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

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

Curfew Alerts provide notifications when your vehicle is being driven outside of a specified time period. You can create the curfew alert by using the smartphone app. If the vehicle ignition is turned on during a restricted day and time, a message is sent based on your notification preferences.

### Destination Send-to-car / Navigation to final destination

Allows you to search and transfer the destination information from your smartphone app to infotainment system. Seamlessly setting the destination outside car is enhancing user's convenience. It also allows you to transfer destination information from infotainment system to your smartphone app. You can get to the final destination seamlessly and conveniently through automatic linkage between infotainment system and app even after parking.

## How to install the Mitsubishi Motors app

### 1 Preparations

- Have the following things ready:
  - MOT certificate
  - MITSUBISHI CONNECT account ID (email address) and password\*1

\*1: Not needed for persons registering for the first time.



### 2 Install the app



**iPhone:**

Install from the App Store

**Android:**

Install from Google Play

[Download Here]



<https://www.mitsubishi-motors.com/en/products/connect/app/index.eu.html>

[How to register >>](#)

For new users

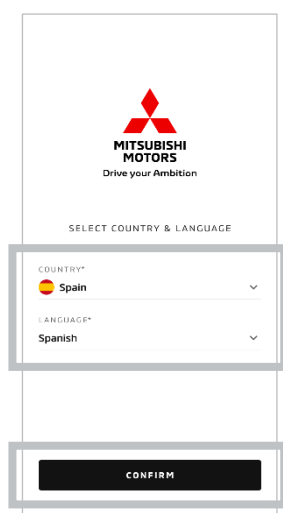
[How to Log In >>](#)

For users with a MITSUBISHI  
CONNECT account

[Tap here if you have forgotten your MITSUBISHI CONNECT account ID  
\(email address\) and/or password](#)

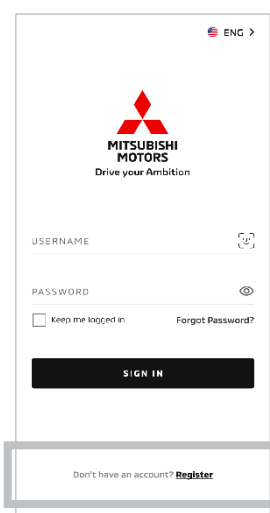
For new users

1



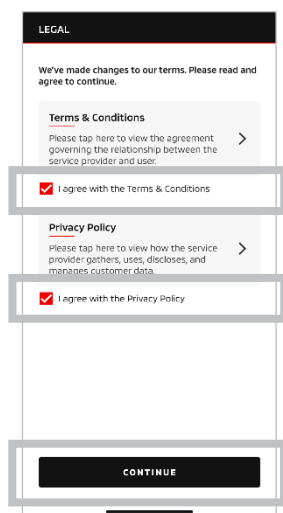
Select your country and language, and then tap [CONFIRM].

2



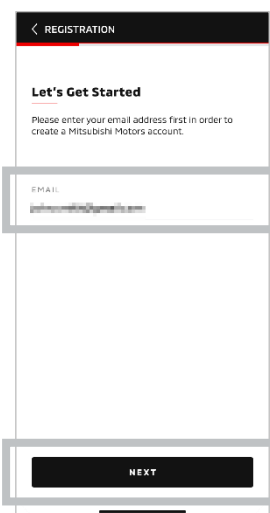
Tap [Register].

3



Agree to the app's Terms & Conditions and Privacy Policy, and then tap [CONTINUE].

4



Enter the email address you wish to use to register to the app, and then tap [NEXT].



For new users

5

Enter the six-digit validation code sent to the email address you registered.

6

Enter your user information, and then tap [NEXT].

7

Enter\*2 a password, and then tap [CREATE].

\*2: Your password must contain the following:

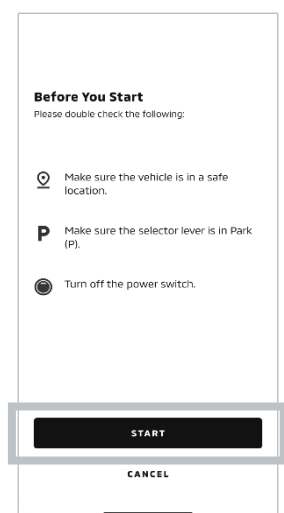
- 8 to 15 letters, numbers, and symbols
- At least one uppercase letter, lowercase letter, and number
- At least one useable symbol

8

User registration is complete. Tap [ADD VEHICLE] to proceed to register your vehicle.

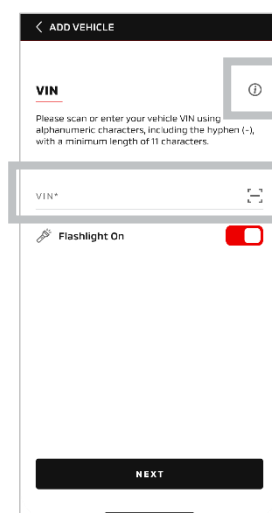
For new users

9



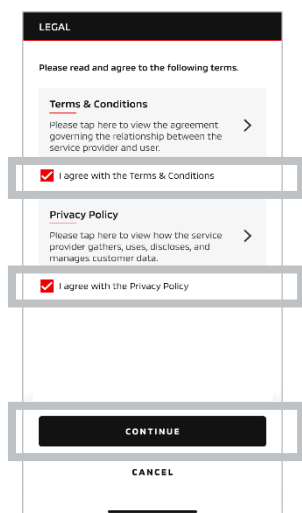
Check your surroundings are safe, and then tap [START]. Also make sure that your vehicle is locked with your key fob.

10



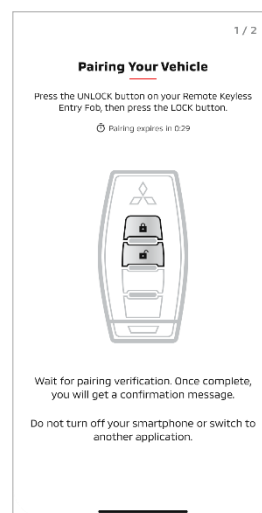
Enter the Vehicle Identification Number (VIN). Click on the i icon to see where the VIN is listed.

11



Agree to the MITSUBISHI CONNECT Terms & Conditions and Privacy Policy, and tap [CONTINUE].

12



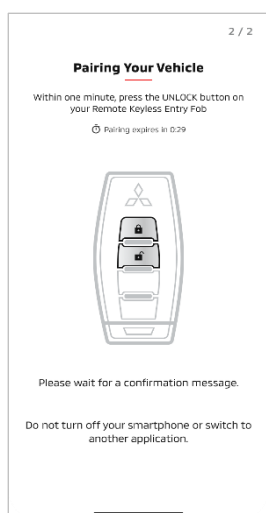
Have the key of your vehicle ready and pair your vehicle by following the instructions displayed on the app. After the screen transitions to the pairing step 1/2 screen, perform the following operations within 30 seconds:

- (1) Press the “Unlock” doors button
- (2) Press the “Lock” doors button

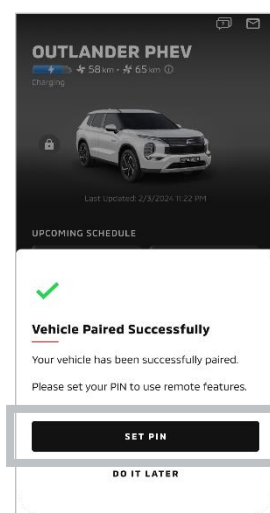
Wait for the confirmation message to appear.

For new users

13



14



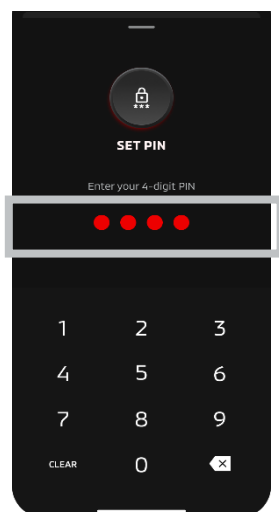
After the screen transitions to the pairing step 2/2 screen, perform the following operations within 60 seconds:

- (1) Press the “Unlock” doors button

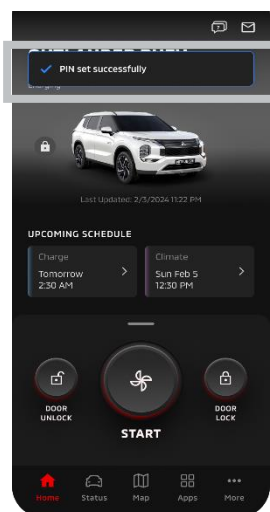
Wait for the confirmation message to appear.

Your vehicle has now been added. Tap [SET PIN] to proceed to setting a PIN.

15



16



Set a PIN by entering a four-digit number.

The registration process is now complete.

# How to Log In

12

If you have forgotten your MITSUBISHI CONNECT account ID (email address) and/or password

**Q.** I have forgotten my MITSUBISHI CONNECT account ID (email address). What should I do?

**A.** Your MITSUBISHI CONNECT account ID (email address) is the email address on the login screen or on the my account page of the settings screen. Please check the MITSUBISHI MOTORS app. For any further assistance, please contact the authorised dealer and/or distributor in your country.

**Q.** I have forgotten the password to my MITSUBISHI CONNECT account. What should I do?

**A.** The password to your MITSUBISHI CONNECT account can be reset from the login screen. Please check the MITSUBISHI MOTORS app.

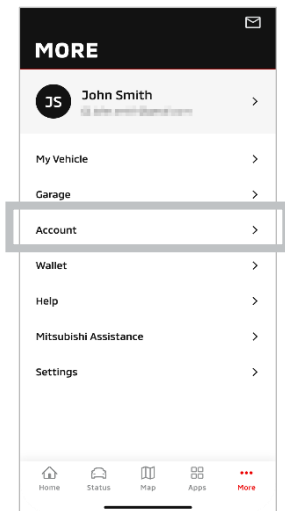
**Q.** An error appears when I enter my vehicle identification number or perform pairing. What should I do?

**A.** A MITSUBISHI CONNECT account may already be linked to the vehicle. Log in with the existing account. If you want to use a new account, please contact the authorised dealer and/or distributor in your country.

## Account deletion

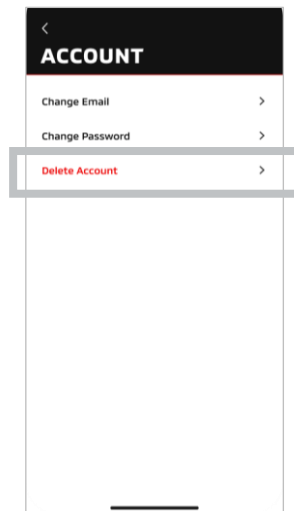
- **Make sure to delete your account when giving up or handing over ownership of the vehicle.**
- You can no longer use MITSUBISHI CONNECT after deleting your account.
- Be aware that if you delete your account as part of a paid package purchase, your paid package will also be disabled.

1



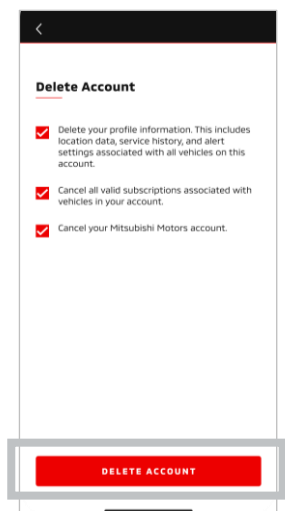
Tap [Account] on My Page.

2



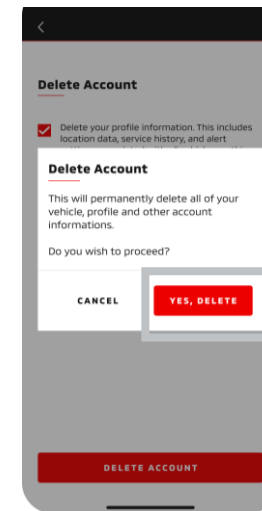
Tap [Delete Account].

3



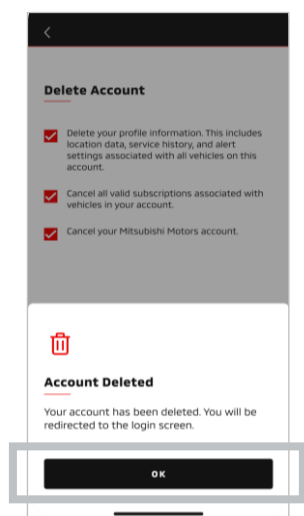
Confirm all the check items, and then tap [DELETE ACCOUNT].

4



Tap [YES, DELETE] to delete all data.

5



Your account has now been deleted.  
Tap [OK].

## Home Screen



The displayed content and available services differ depending on your vehicle model.

### 1 Battery/Fuel Display

Displays the battery charge status, remaining battery, and possible cruising range.

### 2 Door Lock/Unlock Display

You can check whether the doors are locked/unlocked.

### 3 Charging Schedule

You can check and set a schedule for the Charging Schedule.

### 4 Climate Control Settings

Lets you perform AC operations immediately. On petrol cars, the AC starts up together with the engine.

### 5 Door Unlock

Lets you unlock the doors remotely.

### 6 Charge

Lets you charge the vehicle immediately.

### 7 FAQ

Moves to the FAQ page.

### 8 Mail Box

You can check messages from MITSUBISHI CONNECT.

### 9 Warning Light Display

Lights up when there is a problem with the warning light.

### 10 Date & Time of Latest Update

Displays the state of the vehicle at the displayed date and time.

### 11 Climate Schedule

You can check and set an AC schedule. When the AC is operated, it starts up together with the engine on petrol cars.

### 12 Door Lock

Lets you lock the doors remotely.

### 13 Remote Horn

Lets you operate the horn remotely.

### 14 Remote Light

Lets you operate the lights remotely.

### 15 Home Screen

Displays the home screen.

### 16 Status Screen

You can check information like the Status (Vehicle Status Report), Mileage Tracker (Driving History), and Charging History.

### 17 Map Screen

You can use functions such as Car Finder, Destination Send-to-Car, and Navigation to final destination.

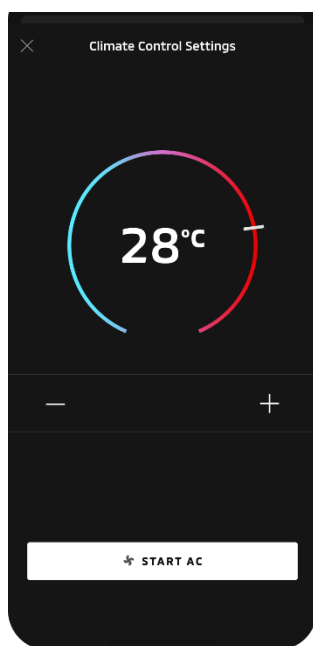
### 18 Content Screen

You can use other mini apps from Mitsubishi Motors.

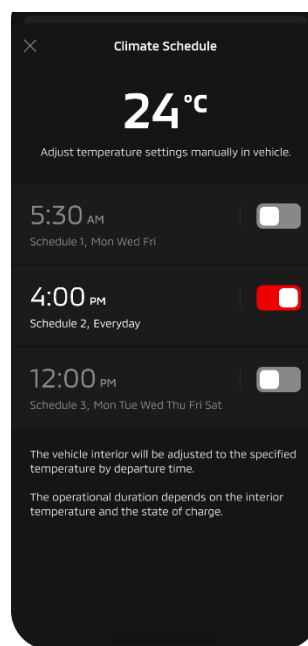
### 19 See More Screen

You can check or edit your profile or account information.

## Remote Climate Control



Climate Control Settings



Climate Schedule

### Climate Control Settings

You can immediately perform a Remote Climate Control operation. On petrol cars, the AC starts up together with the engine.

### Climate Schedule

You can check and set the AC schedule.

- When the AC is operated, it starts up together with the engine on petrol cars.
- In the case of Outlander models, the Climate Schedule settings of the infotainment system are linked with the mobile app.



## Remote Climate Control

### Operation conditions

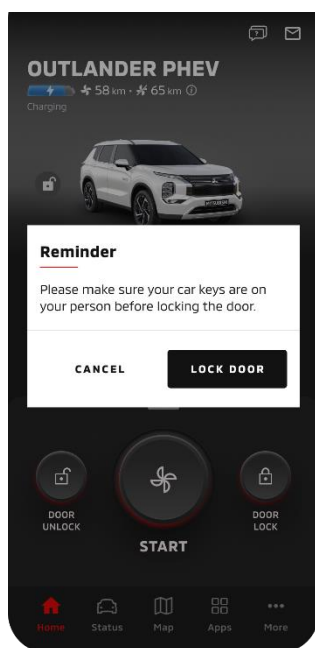
Check that the following conditions are met before performing a Remote Climate Control operation:

- Both your vehicle and your smartphone have a good mobile network connection.
- The gear stick is in the parking (P) position with the power button or engine button turned off.
- All the doors of the vehicle are closed and locked.
- The bonnet and trunk are closed.
- If the charge plug is not connected to the vehicle, there is enough battery remaining to be able to use the AC (in the case of PHEV or EV models).
- The temperature is -10°C or above (in the case of PHEV or EV models).

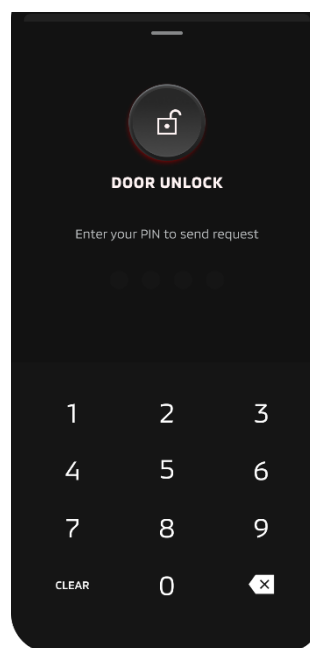
### CAUTION

- Twice is the maximum number of times a Remote Climate Control can be used consecutively (in the case of petrol cars). To reset, you must start up the engine manually and drive the vehicle at at least 5 mph.
- Be aware that in some regions, you may violate regulations and face penalties if you run the engine without good reason while the vehicle is stationary.
- Do not use the app on a public road as doing so could violate road traffic laws.

## Remote Door Lock/Unlock



Door Lock



Door Unlock

## Remote Door Lock/Unlock

You can lock/unlock the doors from the mobile app.

- If you enter the PIN incorrectly three times, the app automatically goes to the app login screen.
- If you perform a Remote Door Lock/Unlock operation, all the doors will be locked/unlocked.
- If you do not open a door even after 30 seconds have passed since performing the Remote Door Unlock operation, the doors will lock automatically.

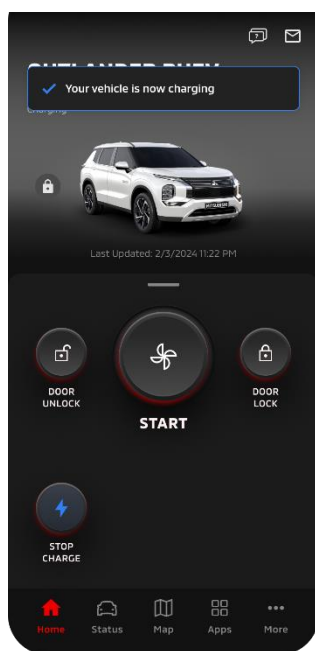
## Operation conditions

- You cannot perform a Remote Door Lock/Unlock operation with the power button or engine button turned on.
- You cannot perform a Remote Door Lock operation with the doors/trunk open.

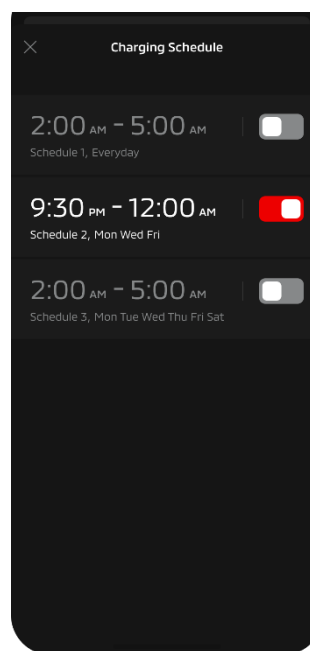
## CAUTION

- You can perform a Remote Door Lock/Unlock operation even with the key inside the vehicle. Keep the key with you at all times.
- The security alarm is set to on when performing Remote Door Lock, and off when performing Remote Door Unlock.

## Charge / Charging Schedule



Charge



Charging Schedule

### Charge

You can start charging the battery immediately.

- You cannot stop charging from the mobile app.

### Operation conditions

To perform "Charge", you must satisfy all of the following conditions:

- Both your vehicle and your smartphone have a good mobile network connection.
- The gear stick is in the parking (P) position with the power button turned off.
- All the doors of the vehicle are closed and locked.
- The bonnet and trunk are closed.
- The charger plug is connected and the charging schedule is set.

### Charging Schedule

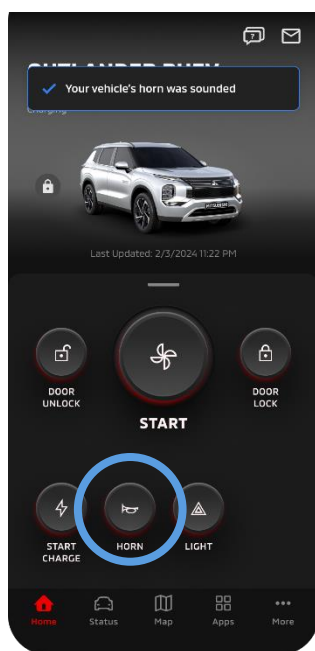
You can set a schedule for charging.

- You cannot stop charging from the mobile app.
- In Outlander models, if you set the Charging Schedule on the mobile app or infotainment system, the timer settings will be synchronised on both.

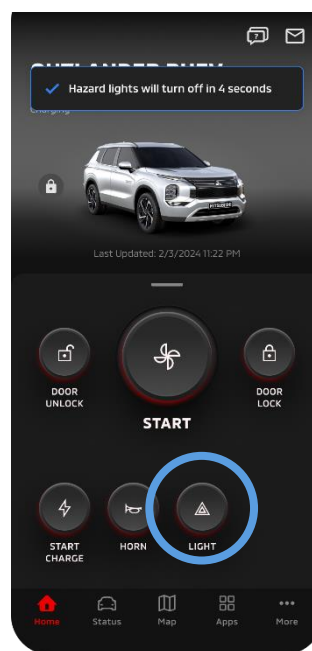
### Operation conditions

The Charging Schedule cannot be used unless the charger plug is connected.

## Remote Horn/Remote Light



Remote Horn



Remote Light

### Remote Horn

You can honk the horn from the mobile app.

- The horn sounds once.
- The honking sound lasts for 0.6 seconds.

### Operation conditions

When the engine is starting up, the horn does not sound.

### Remote Light

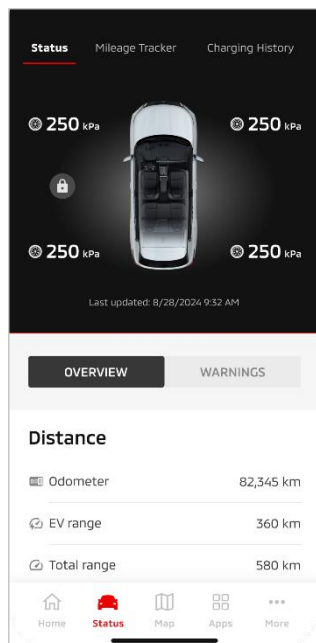
The light can be turned on from the mobile app.

- The head light/position light turns on.
- The light turns off automatically, after flashing five times.

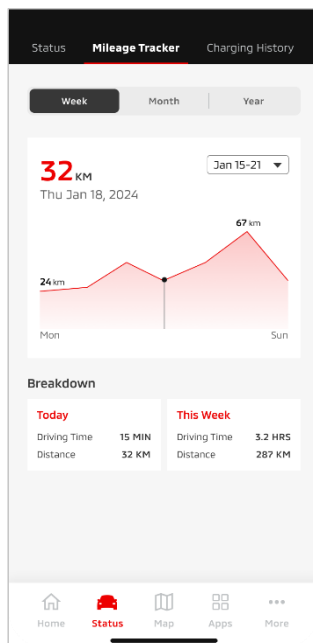
### Operation conditions

When the engine is starting up, the light does not turn on.

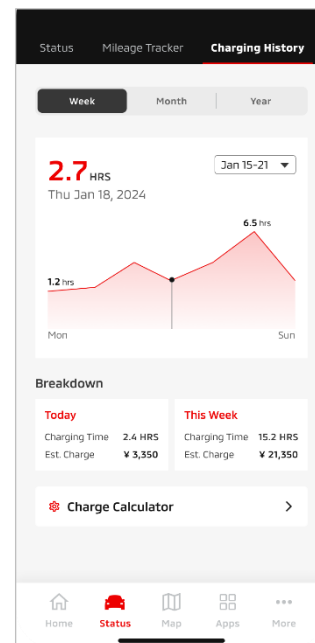
## Status (Vehicle Status Report), Mileage Tracker (Driving History), Charging History



**Status**  
(Vehicle Status Report)



**Mileage Tracker**  
(Driving History)



**Charging History**

### Status (Vehicle Status Report)

You can check the status information of the vehicle and the warning lamp status.

### Mileage Tracker (Driving History)

You can check the vehicle's driving duration and mileage for each day, month, or year.

### CAUTION

- Depending on the network environment while driving, discrepancies may arise with the actual driving data, due to inability obtaining real-time driving data.

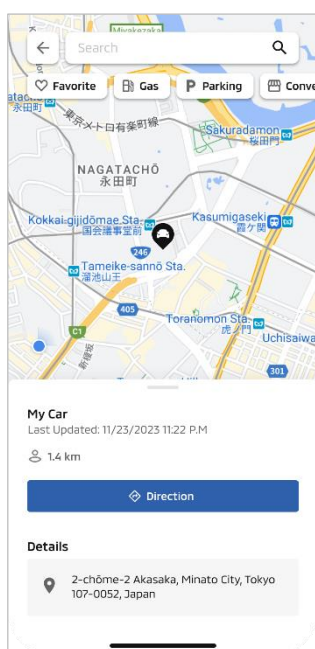
### Charging History

You can check the vehicle's charge time and charge cost for each day, month, or year.

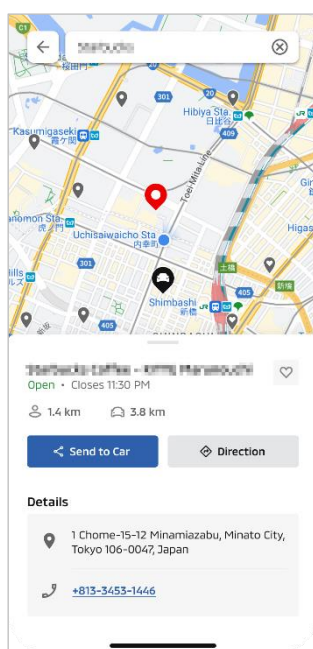
# How to Use the App

22

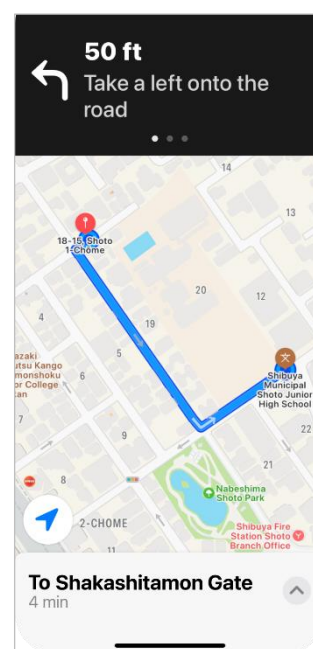
## Car Finder, Destination Send-to-Car, Navigation to final destination



Car Finder



Destination Send-to-Car



Navigation to final destination

### Car Finder (parking location check)

This function lets you check the current location of your vehicle on the mobile app.

### Destination Send-to-Car

This function lets you send the destination set on the smartphone app to the satnav before getting in your car.

### Navigation to final destination

This function lets you check the route up to your final destination on the smart phone app even after you get out of your vehicle.

- A notification will appear on the app when the vehicle is located within 2 kilometers of the final destination in a straight line. A notification will not appear on the app if you reach your final destination and the route guidance is completed on the satnav.

### Operation conditions

To receive navigation notifications after you exit the vehicle, you must turn on the linkage with the navigation and the post-exit navigation on the infotainment system.

### CAUTION

- Depending on the network environment of the location where the vehicle is parked, discrepancies may arise with the actual positional information, due to inability obtaining the correct positional information.

## Smartwatch connection

### Smartwatch

Some remote operations of the Mitsubishi Motors app can also be done using a smartwatch. To use remote operations on your smartwatch, you must log in to the Mitsubishi Motors app on a compatible smartphone.



#### 1 Date & Time of Latest Update

Displays the state of the vehicle at the displayed date and time.

#### 2 Vehicle

Displays an image of your car model.

The following remote functions can be used on a smartwatch.

- Remote Climate Control
- Start "Charge"
- Car Finder
- Status (Vehicle Status Report)

\*The functions are the same on Android devices and iOS devices.



## User Support

If you have any questions about the MITSUBISHI CONNECT service, please contact the MITSUBISHI CONNECT User Support.

Our MITSUBISHI CONNECT User Support operators will help resolve your problem. Please explain the issue in hand in as much detail as possible.

For any further inquiries, please contact the authorised dealer and/or distributor in your country.



