

# MITSUBISHI CONNECT

## Support 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 Assistance to be used in the event of an emergency or accident for requesting support to call ambulance or police. The other is the Call MITSUBISHI Assistance button to be used in the event of a breakdown.
- 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 you, including but not limited to routing and GPS services like our ability to determine your vehicle's precise location.

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

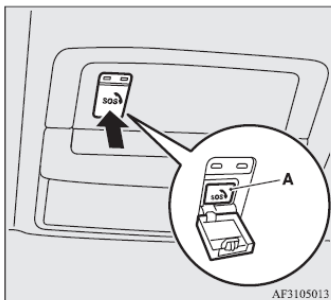
MITSUBISHI CONNECT Remote Services provide remote control services, such as Remote Climate Control, to vehicle owners via smartphones.



# MITSUBISHI CONNECT Emergency Support Services

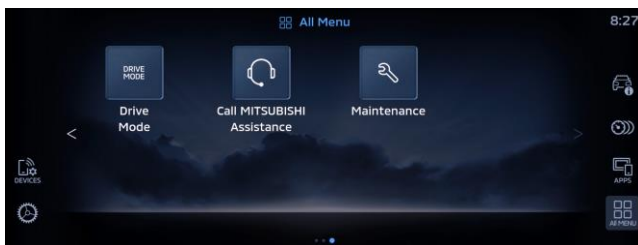
## SOS Emergency Assistance

In case of accident, pressing the SOS switch in the cabin activates a call to MITSUBISHI CONNECT 247 Emergency Support Call Center for emergency support, where an agent will assist in the dispatch of emergency services to your vehicle's location based on your requests.



## 247 Roadside Assistance

In case of vehicle failures during use, you can press the Call MITSUBISHI Assistance on the infotainment, you do not need to describe the vehicle's location to MITSUBISHI CONNECT 247 Emergency Support Call Center as call center agent can locate the vehicle in real-time and connect you and your vehicle's location to the Mitsubishi Motors Vietnam Roadside Assistance provider for assist.



## Automatic Collision Notification

When a severe vehicle collision is detected (airbag deploys), the system automatically activates an emergency call to MITSUBISHI CONNECT 247 Emergency Support Call Center. Once connected, information about your vehicle, its location, and its condition are provided where an agent will work with the appropriate Public Safety Answering Point for an emergency response.

## Information Assistance

When owner has request of account information management service, owner can call directly to MITSUBISHI CONNECT Customer Care Call Center (1800-1514) for assistance.

## Alarm Notification

Alarm Notification will notify you if your Mitsubishi Motors 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 methods, email or push.

### **Stolen Vehicle Assistance**

If an owner's vehicle is stolen and owner's vehicle activates Stolen Vehicle Assistance function, the vehicle location is transmitted to MITSUBISHI CONNECT Customer Care Call Center. MITSUBISHI CONNECT Customer Care Call Center provides vehicle location information only to owner's vehicle based on verified stolen vehicle cases to comply with safety and privacy policy.

### **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**

Remotely starts or stops engine and sets climate control automatically to bring the interior cabin to a pre-set temperature or the previous temperature. The door of the car is not unlocked in this operation.

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

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

### **Car Finder**

Locates the vehicles based on GPS data according to the location of vehicle when engine last turn off.

### **Remote Lights**

Turns on the vehicle headlights from the smartphone application for 30 seconds.

### **Remote Horn**

Sounds your vehicle's horn remotely from the smartphone application. This feature can be useful in helping you to locate your vehicle.

### **Vehicle Status**

A remote operation that can retrieve status information from your vehicle.

### **Curfew Alerts**

Provides 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 application. If the vehicle ignition is turned on during a restricted day and time, a message is sent based on your notification preferences.

### **Geofence Alerts**

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

### **Speed Alerts**

Provides notifications when your vehicle exceeds a speed limit that you specify. You can create speed alerts by using the My MITSUBISHI CONNECT application. 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 to download and install or by scanning QR code below.



1. Open the app and select ‘ASEAN’ region, select Vietnam 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 pairing with your vehicle, you must have your Remote Keyless Entry Fob (smart key) 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”.



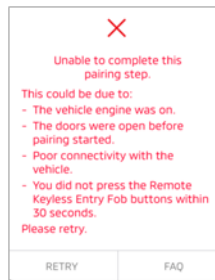
11. Within 30 seconds, press the Door UNLOCK button first, then press the Door LOCK button on the Remote Keyless Entry Fob and wait for a confirmation message.



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 application 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 SERVICES



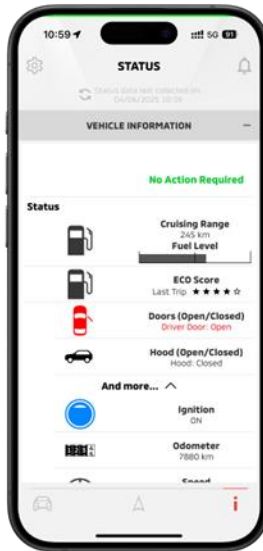
1. **Account Setting**: Displays a list of items which allows the user to make settings such as registration information, vehicle settings, notifications settings, assist functions, and function restrictions.
2. **Notifications**: Displays a list of push notifications received.
3. **Remote Lights**: Remotely turns on the vehicle's headlights for 30 seconds.
4. **Remote Door Lock/Unlock**: Remotely locks and unlocks the vehicle's doors.
5. **Remote Climate Control**: Remotely starts or stops engine and sets climate control automatically to bring the interior cabin to a comfortable temperature.
6. **Remote Services**: Access remote operations such as lock/unlock the door, turn on the vehicle's headlights, remote start/stop engine and climate control. (see Remote Services above)
7. **Car Finder**: Enables the vehicle location search function. (see Car Finder)
8. **Status**: Enables the user to retrieve status information from the vehicle. (see Vehicle Status)

## CAR FINDER



1. **Vehicle Icon:** A vehicle marker indicates the current location of your vehicle.
2. **Owner location:** An owner's location marker indicates your current smartphone location.
3. **Remote Horn:** Remotely sounds the vehicle's horn. This feature can be useful in helping you to locate your vehicle in a crowded parking lot.
4. **Approximate Position:** Displays information regarding the approximate address location of your vehicle.
5. **Centering Function:** Select to center your location with the vehicle's current location on map.
6. **Walking Directions:** Tap on the location description, then select the appropriate "Maps" app if you have more than one map app installed. The map app will automatically open and guide you to the car's location quickly and conveniently.

## VEHICLE STATUS



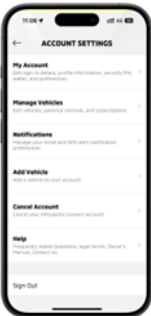
1. **Mileage Tracker:** Shows the distance travelled for each number of days or months the vehicle was driven.
2. **Vehicle Information:** Enables the user to retrieve status information from the vehicle.

# Help

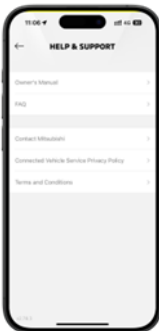
View Frequently Asked Questions (FAQ) after you SIGN-IN to the app.



1. Select [  ] from the REMOTE SERVICES 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 contact below hotlines.

Please identify the specific issue so that call center agent can relay the issue to applicable personnel so that a solution to your issue can be found.

Services are available for vehicles which are in Vietnam and subject to cellular network coverage availability of vehicles. Cross-border call center support, emergency services and other features are not available when traveling outside the vehicle original registered country of origin (Vietnam).

The MITSUBISHI CONNECT Support Care Center is available for:

- Call Center for SOS Emergency Assistance and 247 Roadside Assistance support:
  - Working time: 24 hours a day, 7 days a week.
  - Initiation: Owner can make calls from 2 buttons in the vehicle.
- Call Center for Customer Care:
  - Working time: 8:00 – 17:00, Monday – Friday.
  - Initiation: Direct call to 1800-1514



**MITSUBISHI  
MOTORS**

Drive your Ambition