

MITSUBISHI CONNECT



Quick Start: Eclipse Cross

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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.
- Two in-vehicle buttons that connect to a call center. One is the SOS Emergency Assistance 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.
- Mitsubishi Motors 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.

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 Climate, to vehicle owners via smartphones and smart speakers.

SOS Emergency Assistance

Pressing the SOS switch in the cabin activates a call to Mitsubishi Connect Emergency Response center, where an agent will assist in the dispatch of emergency services to your vehicle's location.

Roadside Assistance

Vehicle owners do not need to describe the vehicle's location to Mitsubishi Connect 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 warranty Roadside Assistance provider for assist.

Automatic Collision Notification

When a severe vehicle collision is detected, the system automatically activates an emergency call to Mitsubishi Connect Emergency Response center. Once connected, information about your vehicle, its location, and its condition is 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 CONNECT Assist on the infotainment enables the vehicle owner to access the non-emergency roadside assistance or account management services.

Alarm Notification

Alarm 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 Connect care center. For your protection and privacy, Mitsubishi Connect provides vehicle location information only to law enforcement authorities based on verified stolen vehicle cases.

Vehicle Status

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

Dealer Services Scheduler

Schedule, edit or cancel service appointments with your favorite dealership service center in minutes. The nearest Mitsubishi Dealerships to your vehicle's location will automatically appear.

Remote Engine Start/Stop

Allows you to remotely start or stop engine and sets climate to the last known temperature.

Remote Climate Adjust

Allows you to adjust climate control temperature between 62-88 degrees Fahrenheit to bring the interior cabin to your desired temperature.

Remote Door Lock / Unlock

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

Car Finder

Locates the vehicle within 100 miles radius of the owner's smartphone location.

Remote Lights

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

Remote Horn

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

Curfew Alerts

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 Mitsubishi Motors App. If the vehicle's ignition or power 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 leaves a circular geographical area that you define. You can create geofences by using the Mitsubishi Motors App. If your vehicle enters or leaves the geofence area, a message is sent based on your notification preferences.

Speed Alerts

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

How to install the Mitsubishi Motors app

1 Preparations

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

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

2 Install the app



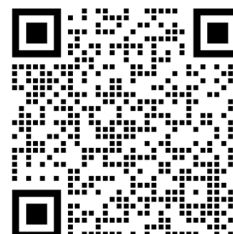
iPhone:

Install from App Store

Android:

Install from Google Play

[Download Here]



https://www.mitsubishi-motors.com/en/products/connect/app/index_na.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](#)

How to Log In

7

For new users

1

MITSUBISHI MOTORS
Drive your Ambition

SELECT COUNTRY & LANGUAGE

REGION*
North America

COUNTRY*
United States

LANGUAGE
English

CONFIRM

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

2

Demo Mode > English >

MITSUBISHI MOTORS
Drive your Ambition

EMAIL

PASSWORD

☐ Keep me logged in [Forgot Password?](#)

LOG IN

Don't have an account? [Register](#)

Tap [Register].

3

< LEGAL

Please read and agree to the following terms.

MITSUBISHI MOTOR APP Terms & Conditions
Creating a Mitsubishi Motors Account ID is required to use this app. Tap to review, then scroll to bottom to accept.

☒ I agree with the Terms & Conditions

MITSUBISHI MOTORS APP Privacy Policy
The app's privacy statement is outlined here. Tap to review, then scroll to the bottom to accept.

☒ I agree with the Privacy Policy

CONTINUE

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

4

< REGISTRATION

Let's Get Started

Please enter your email address first in order to create a Mitsubishi Motors account.

EMAIL

NEXT

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

How to Log In

8

For new users

5

< REGISTRATION

Verify Account Email

Please enter the validation code that was sent to
John.smith@gmail.com

Code expires in 9:59

1 3 5 7 9 0

Didn't get it? [Resend](#)

1 2 3
4 5 6
7 8 9
CLEAR 0

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

6

< REGISTRATION

Create a New Profile

Please submit your personal information and account details in order to finish registering your Mitsubishi Motors account.

*Required

PERSONAL INFORMATION

FIRST NAME*

LAST NAME*

ADDRESS

STREET ADDRESS*

NEXT

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

7

< REGISTRATION

Create a Password

Please submit your personal information and account details in order to finish registering your Mitsubishi Motors account.

PASSWORD

CONFIRM PASSWORD

CREATE

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 usable symbol

8

Registration Successful

Welcome to Mitsubishi Motors!
Please add your vehicle to discover our latest connected services features

Remote functionality is only available when you add a vehicle.

ADD VEHICLE

DO IT LATER

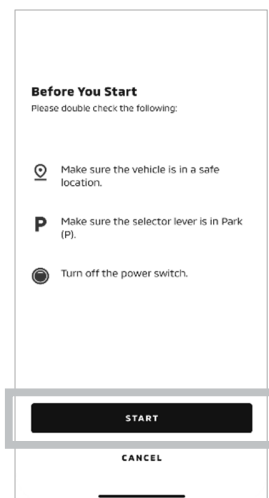
User registration is complete. Tap [ADD VEHICLE] to proceed to register your vehicle.

How to Log In

9

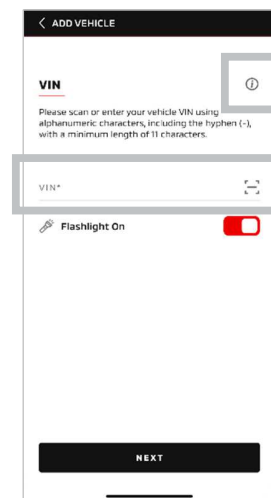
For new users

9



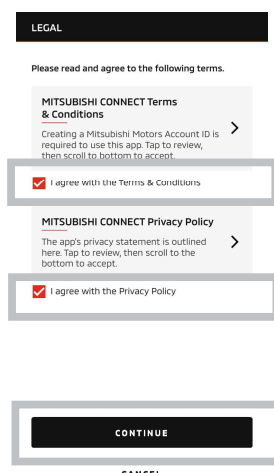
Check your surroundings are safe, and then tap [START].

10



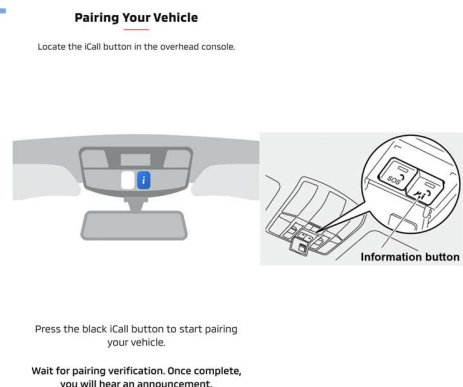
Scan or enter the Vehicle Identification Number (VIN). Click on the i icon to see where the VIN is listed.

11



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

12



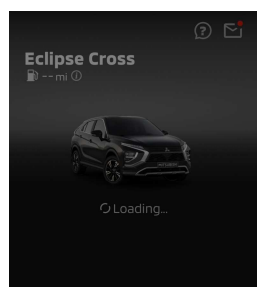
Before starting the pairing process, ensure that the vehicle is in the P (Park) position and that the power is on. To pair your vehicle, press the iCall button located in the overhead console. Wait for the pairing verification to complete. Once the process is successful, an audible announcement will be played, and a confirmation message will appear.

How to Log In

10

For new users

13



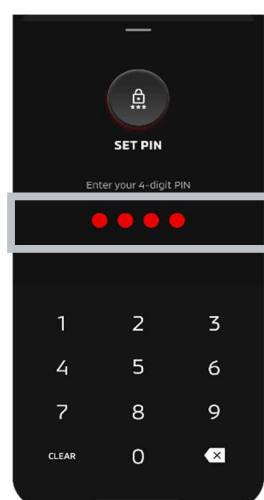
Vehicle Paired Successfully

Your vehicle has been successfully paired.
Please set your PIN to use remote features.

SET PIN

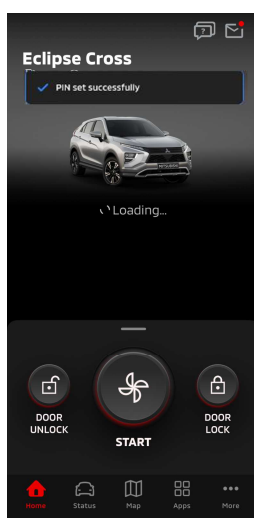
Your vehicle has now been added.
Tap [SET PIN] to proceed to setting up a PIN.

14



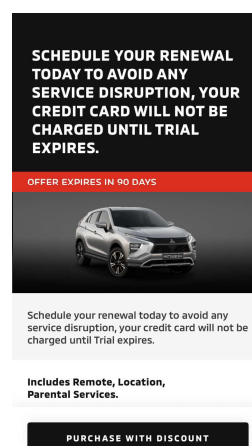
Your vehicle has now been added.
Tap [SET PIN] to proceed to setting up a PIN.

15



The registration process is now complete.

16



Enter or skip credit card entry. By providing a valid credit card during enrollment, you will receive a 30% savings on renewal of the subscription services bundle. Important: Your credit card will not be charged until the expiration of the trial period.

How to Log In

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For users with a MITSUBISHI CONNECT account

1

MITSUBISHI MOTORS
Drive your Ambition

SELECT COUNTRY & LANGUAGE

Country*
North America

Country*
United States

Language*
English

CONFIRM

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

2

MITSUBISHI MOTORS
Drive your Ambition

ENG

USERNAME

PASSWORD

Keep me logged in

Forgot Password?

SIGN IN

Don't have an account? Register

Enter your MITSUBISHI CONNECT account ID (email address) and password, and then tap [SIGN IN].

3

TM

Taro Mitsubishi
Account holder since 2016

Welcome to Mitsubishi Motors, Taro!

It looks like you have an existing Mitsubishi Motors account.

For your convenience, we have migrated your existing profile information. Please review the following information and update your account details as needed.

NEXT

You have successfully logged in. Tap [NEXT].

4

Update Profile

Please update your personal information in order to finish migrating your Mitsubishi Motors account.

*Required

PERSONAL INFORMATION

FIRST NAME*

LAST NAME*

ADDRESS

STREET ADDRESS*

CITY*

UPDATE

Enter any additional information necessary to register as a user, and then tap [UPDATE].^{*3}

***3: Enter the following:**

- Your last name
- Your first name
- Your address
- Your telephone number

How to Log In

12

For users with a MITSUBISHI CONNECT account

5

LEGAL

Please read and agree to the following terms.

Mitsubishi Motors ID T&Cs
Creating a Mitsubishi Motors ID is required to use this app. To review the ID terms and conditions, please tap here.

☒ I agree with the Terms & Conditions

Mitsubishi Motors App T&Cs
The terms and conditions for using this app are outlined here. To review them,

☒ I agree with the Terms & Conditions

MITSUBISHI CONNECT Terms & Conditions
Creating a Mitsubishi Motors ID is required to use this app. To review the ID terms and conditions, please tap here.

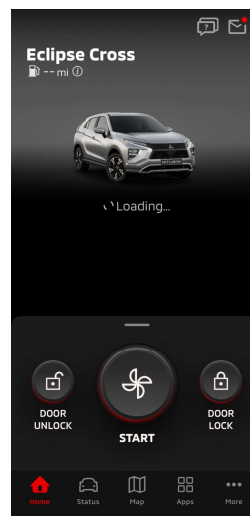
☒ I agree with the Terms & Conditions

MITSUBISHI CONNECT Privacy Policy

CONTINUE

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

6



Your account has been transferred.*⁴
You can now start using the app.

***4: Once you log in to the Mitsubishi Motors app, you will no longer be able to use the My MITSUBISHI CONNECT app.**

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 call MITSUBISHI CONNECT Assist or contact the authorized dealer 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 call MITSUBISHI CONNECT Assist or contact the authorized dealer in your country.

Secondary user registration

Secondary user registration is when the user who owns the vehicle (hereinafter "**primary user**") gives access rights to the app of one's vehicle to another Mitsubishi Motors app user (hereinafter "**secondary user**").^{*1}

The **primary user** can control the following with regard to **secondary users**:

- Which vehicle to grant access privileges to (in the case of multiple vehicles)
- (When there are multiple **secondary user** candidates^{*2})
Which **secondary user** to grant access to
- Which operations to allow the **secondary user** to access

***1: For example, you can grant access privileges to family members if multiple members of your family use the vehicle.**

E.g. Primary user: You

Secondary users: Your partner, your family members

***2: You can register up to three **secondary users**.**

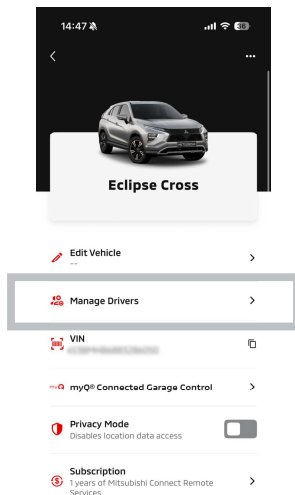
Secondary user registration

15

How to add secondary users

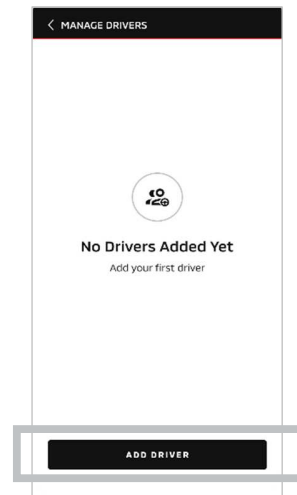
Perform steps 1 to 4 on the **primary user** app.

1



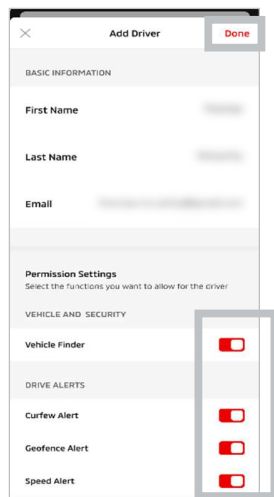
Tap [Manage Vehicle] on My Page, and then tap [Manage Drivers].

2



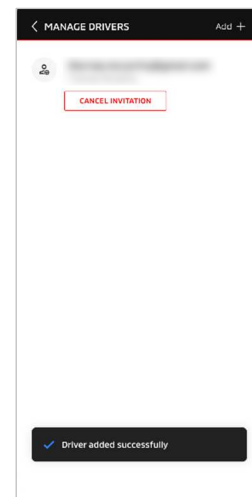
Tap [ADD DRIVER].

3



Select the functions you want to grant the additional **secondary user**, and then tap [Done].

4



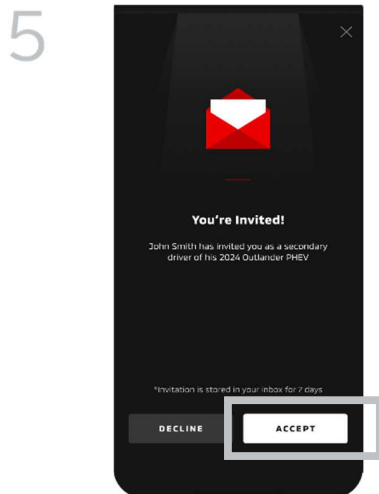
Enter the email address of the **secondary user**. An invitation will be sent to the **secondary user**.

Secondary user registration

16

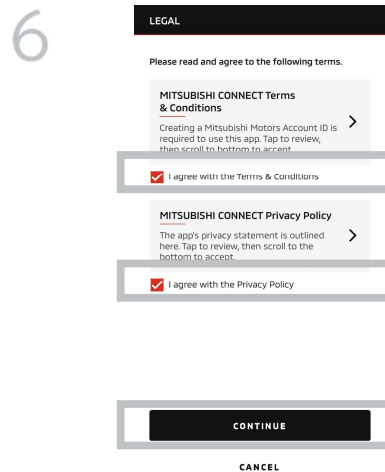
How to add secondary users

Perform steps 5 to 8 on the **secondary user** app.

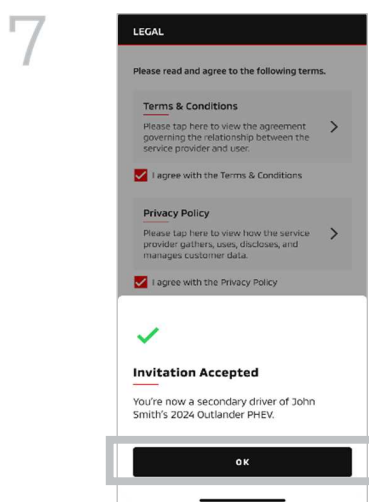


A vehicle invitation from the **primary user** will be delivered.*³
Tap [Accept].*⁴

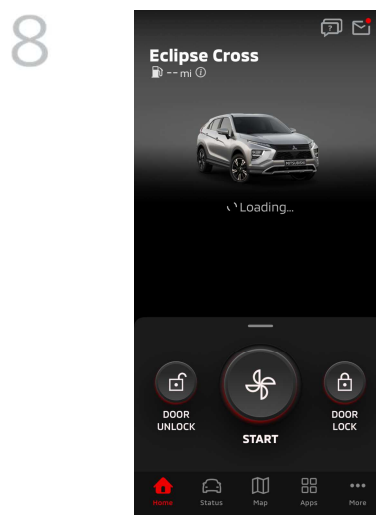
***3: The secondary user will need to register as a user of the Mitsubishi Motors app.**
***4: If you tap [DECLINE] or do not tap [ACCEPT] within seven days of receiving the invitation, the invitation will be invalid.**



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



Tap [OK].



Functions granted permission by the **primary user** can also be used by **secondary users**.*⁵

***5: If you need to enter a PIN, enter the PIN set by the primary user.**

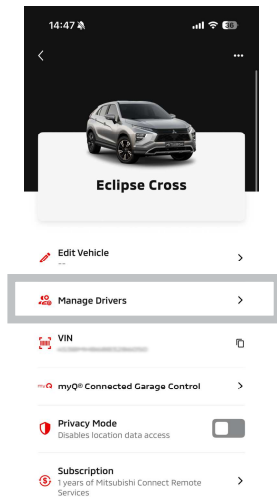
Secondary user registration

17

How to delete secondary users

Perform the following steps on the **primary user** app.

1



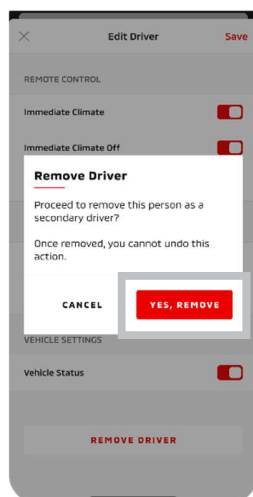
Tap [Manage Vehicle] on My Page, and then tap [Manage Drivers].

2



Select the **secondary user** you want to delete.

3

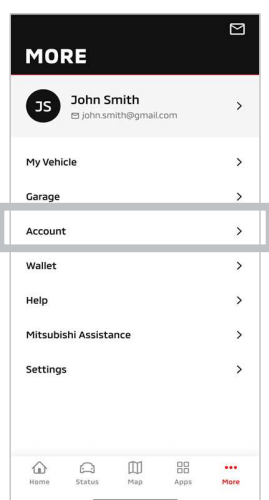


Tap [YES, REMOVE] to delete the selected **secondary user**.

Account deletion

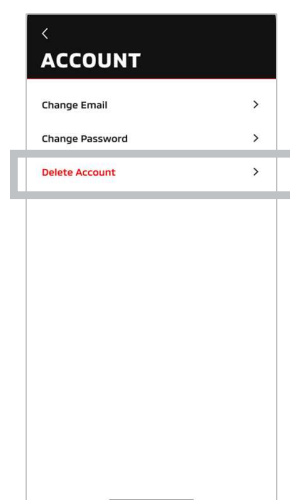
- **Make sure to delete your account when giving up or handing over ownership of the vehicle.**
- You can no longer use MITSUBISHI CONNECT after deleting your account.
- Be aware that if you delete your account as part of a paid package purchase, your paid package will also be disabled.

1



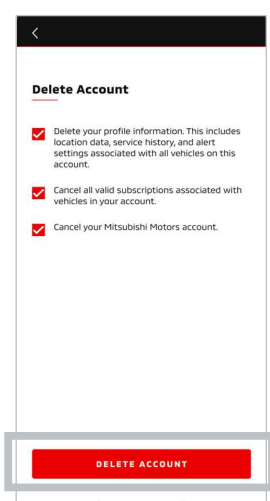
Tap [Account] on My Page.

2



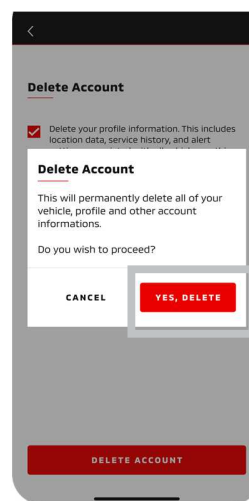
Tap [Delete Account].

3



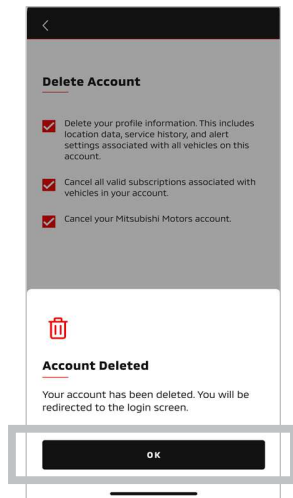
Confirm all the check items, and then tap [DELETE ACCOUNT].

4



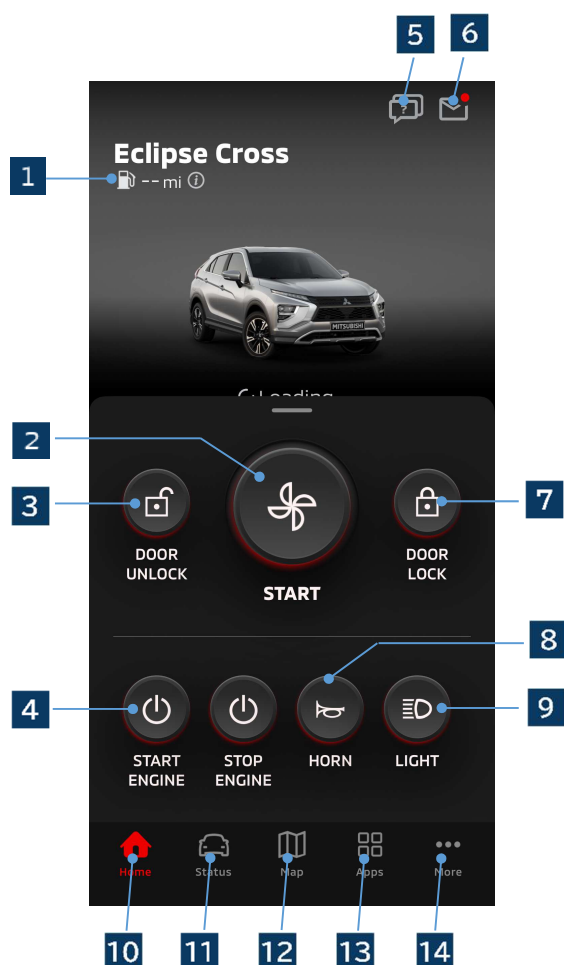
Tap [YES, DELETE] to delete all data.

5



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

Home Screen



1 Fuel Display

Displays possible cruising range.

2 REMOTE CLIMATE ADJUST

Lets you adjust climate control temperature to bring the interior cabin to your desired temperature.

3 Door Unlock

Lets you unlock the doors remotely.

4 REMOTE ENGINE START/STOP

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

5 FAQ

Moves to the FAQ page.

6 Mail Box

You can check messages from MITSUBISHI CONNECT.

7 Door Lock

Lets you lock the doors remotely.

8 Remote Horn

Lets you operate the horn remotely.

9 Remote Light

Lets you operate the lights remotely.

10 Home Screen

Displays the home screen.

11 Status Screen

You can check information like the Status (Vehicle Status Report)

12 Map Screen

You can use functions such as Car Finder.

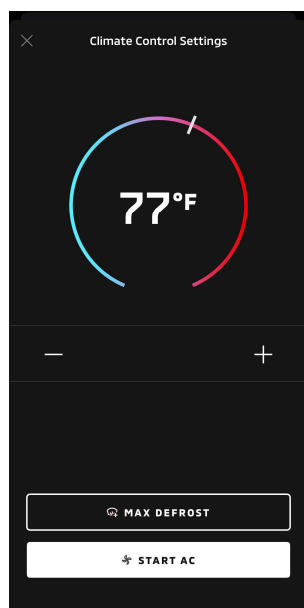
13 Content Screen

You can use other mini apps from Mitsubishi Motors.

14 See More Screen

You can check or edit your profile or account information.

Remote Climate Control



Climate Adjust

Climate Control Settings

Allows you to adjust climate control temperature between 62-88 degrees Fahrenheit to bring the interior cabin to your desired temperature.

Operation conditions

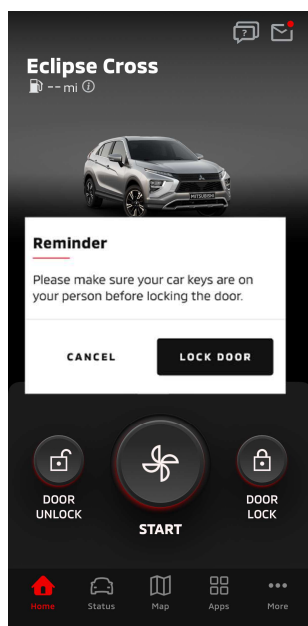
Check that the following conditions are met before performing a Remote Climate Control operation:

- Both your vehicle and your smartphone have a good mobile network connection.
- The gear stick is in the parking (P) position with the engine button turned off.
- All the doors of the vehicle are closed and locked.
- The hood and trunk are closed.

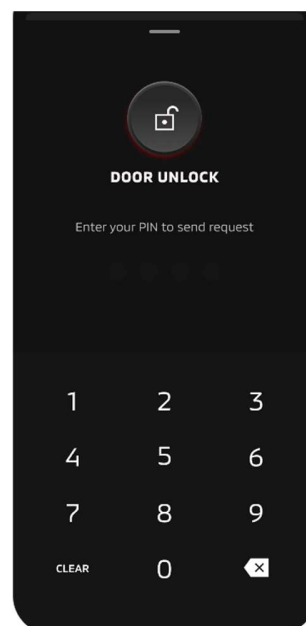
CAUTION

- If the remote operation is successful, the engine remains on for approximately 10 minutes. After 10 minutes, the engine turns off automatically.
- After sending two consecutive Remote START commands from the app or if you have not started your vehicle's engine in the last 5 days, you will need to start your engine manually with the key before sending additional Remote START commands.
- 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.

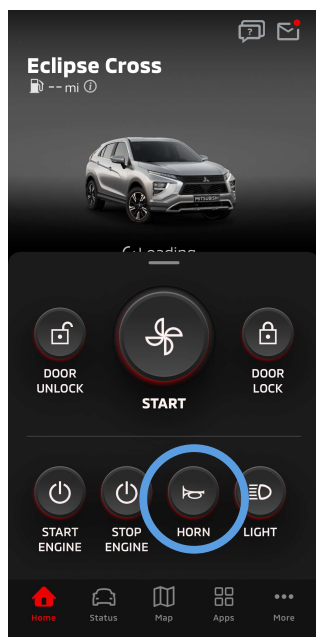
Operation conditions

- 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.

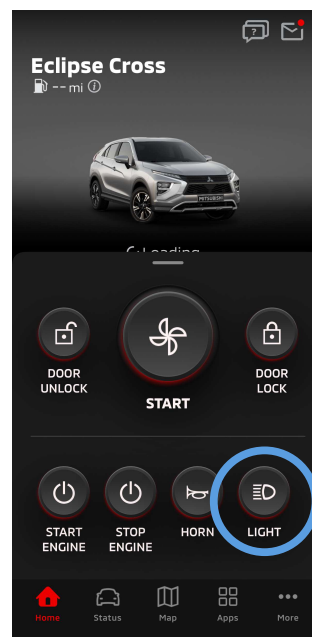
CAUTION

- 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.

Remote Horn/Remote Light



Remote Horn



Remote Light

Remote Horn

You can honk the horn from the mobile app.

Operation conditions

When the engine starts up, the horn does not sound.

Remote Light

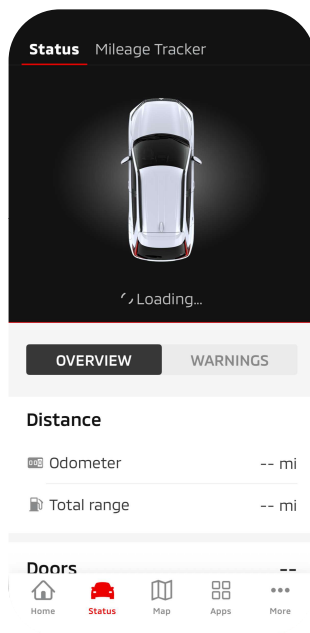
The light can be turned on from the mobile app.

- The head lights turns on.
- The lights will remain on for 30 seconds.

Operation conditions

When the engine starts up, the light does not turn on.

Status (Vehicle Status Report)



Status (Vehicle Status Report)

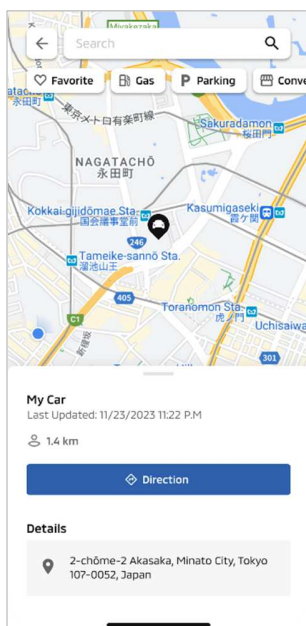
Status (Vehicle Status Report)

You can check the status information of the vehicle.

CAUTION

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

Car Finder



Car Finder

Car Finder (parking location check)

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

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 to 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.



iOS



Android

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 Engine Start/Stop
- Remote Door Lock
- Remote Door Unlock
- Car Finder
- Status (Vehicle Status Report)

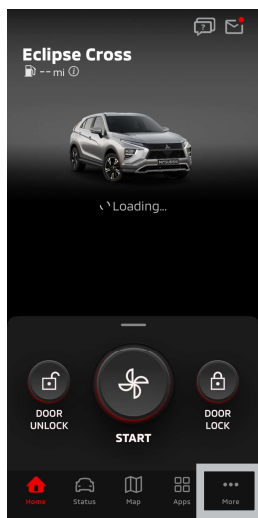
*The functions are the same on Android devices and iOS devices.

How to Use the App

27

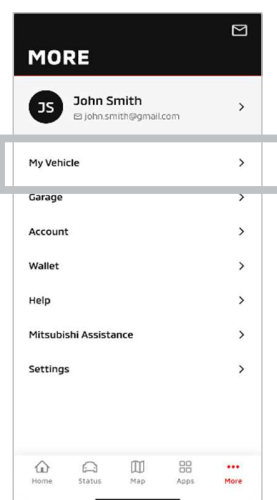
How to purchase a subscription

1



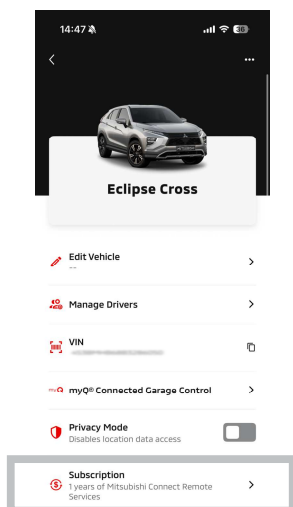
Tap [More] to go to My Page.

2



Tap [My Vehicle] on My Page.

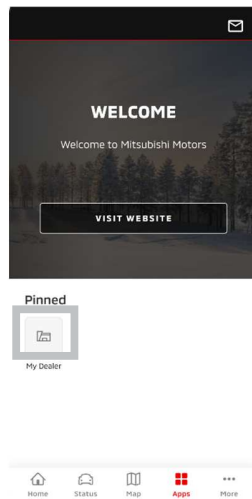
3



Tap [Subscription] to display the paid services that available to purchase. Select your desired package, and then purchase it.

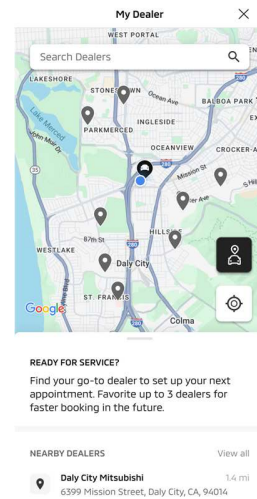
How to use Dealer Services Scheduler

1



Tap [My Dealer].

2



Schedule, edit or cancel service appointment with your favorite dealership service center in minutes. The nearest Mitsubishi Dealerships to your vehicle's location will automatically appear.

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

Services are available in the fifty United States of America for U.S, 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 for the U.S. All services are not available in Mexico and Puerto Rico.

The Mitsubishi Connect Customer Care Center is available 24 hours a day, 7 days a week
For support in United States: 1-888-564-1411



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