

MITSUBISHI CONNECT



Quick Start: Outlander

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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.

(Late availability) From Model Year 2025 Outlander, Stolen Vehicle Assistance with Blockage is equipped with ignition blocking technology to stop the engine from starting once it has been turned off.

Tow Alerts

From Model Year 2025 Outlander, Tow Alerts provide notifications when your vehicle is being towed.

Vehicle Status

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

Vehicle Health Report

From Model Year 2025 Outlander, the Vehicle Health Report provides you with any recent malfunction alerts triggered by your vehicle.

Mileage Tracker

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

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.

Destination Send-to-Car

From Model Year 2025 Outlander, Destination send-to-car allows you to search and transfer the destination information from your smartphone app to Smartphone-link Display Audio. Seamlessly setting the destination outside of the car is enhancing user's convenience.

Navigation to Final Destination

From Model Year 2025 Outlander, Navigation to Final destination allows you to transfer destination information from Smartphone-link Display Audio to your smartphone app. You can get to the final destination seamlessly and conveniently through automatic linkage between Smartphone-link Display Audio and App even after parking.

Connected Search (Smartphone-Link Display Audio feature)

From Model Year 2025 Outlander, Connected Search allows you to search for nearby places and find Points of Interest based on your search and location.

Google Maps Platform (Smartphone-Link Display Audio feature)

From Model Year 2025 Outlander, Google Maps Platform allows you to access the most recently updated information as follows.

- Places API

You can enter texts on navigation Smartphone-link Display Audio for local search around the driving area, it will connect to Google server and display the result on the map. Destination information is always updated, and you can refer to the related google keywords and reviews.

- Street View

Street View allows you to see the real street view of the destination on location search screen. Users can find out the destination easily and reduce the risk of getting lost by previewing real street through a map.

- Satellite View

Satellite View allows you to see the satellite view of the destination on location search screen. You can preview the remote and inaccessible regions, getting provided a comprehensive view of the Earth's surface.

Live Traffic (Smartphone-Link Display Audio feature)

From Model Year 2025 Outlander, Live traffic allows navigation to get updated with the better forecasted route based on the live traffic information. Updating the latest efficient route based on the live traffic information helps you avoid traffic congestion.

Smart Remote Smart

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

From Model Year 2025 Outlander, you can adjust the set temperature and turn on the defroster (front/rear) remotely.

- Smart Remote Start Scheduler

From Model Year 2025 Outlander, when you set your departure time in the Mitsubishi Motors app, 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 (refer to the infotainment system owner's manual for more information). Up to 3 departure schedules can be set in the Mitsubishi Motors app. Allows you to remotely start or stop engine and sets climate control automatically to bring the interior cabin to a comfortable temperature.

- Remote Steering Wheel Heater (if so equipped)

From Model Year 2025 Outlander, with Smart Remote Start, the steering wheel can be heated remotely.

- Remote Seat Heater (if so equipped)

From Model Year 2025 Outlander, with Smart Remote Start, you can select and turn on the individual seat heaters remotely.

Remote Door Lock / Unlock

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

Remote Door Lock / Window Reminder Alerts

From Model Year 2025 Outlander, Remote Door Lock Reminder Alerts provide notification if you leave your doors unlocked or the windows open.

Smart Route Planner

From Model Year 2025 Outlander, Smart Route Planner allows for a maximum of 10 reservations to be scheduled from destinations or calendar events with Remote Climate Control Start.

Car Finder

Locates the vehicle within a one-mile radius of the owner's smartphone location.

Remote Lights

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

Remote Horn

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



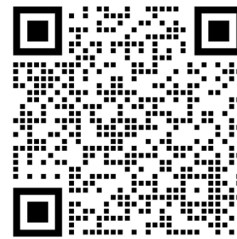
iPhone:

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

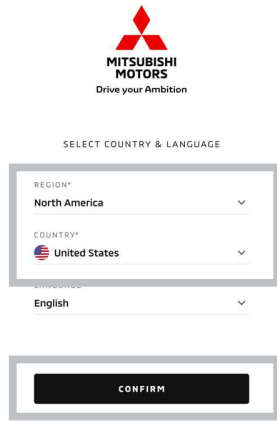
[How to Log In >>](#)

For users with a MITSUBISHI CONNECT account

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

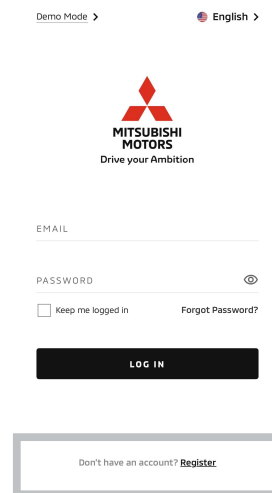
For new users

1



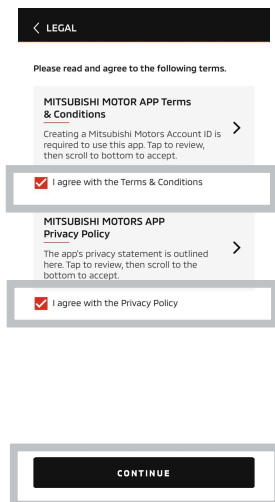
Select your country and language, and then tap [CONFIRM].

2



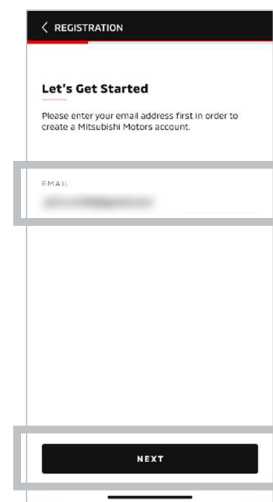
Tap [Register].

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

< REGISTRATION

Verify Account Email

Please enter the validation code that was sent to

Code expires in 5:59

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.

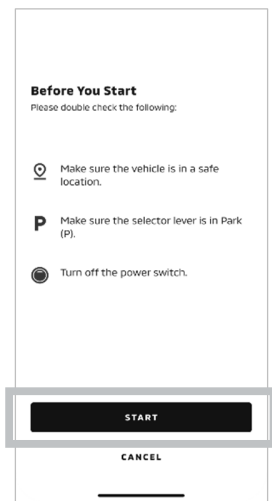
ADD VEHICLE

DO IT LATER

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

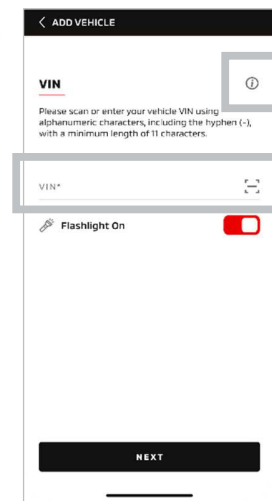
For new users

9



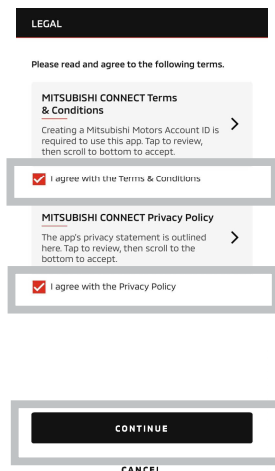
Check your surroundings are safe, and then tap [START].

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



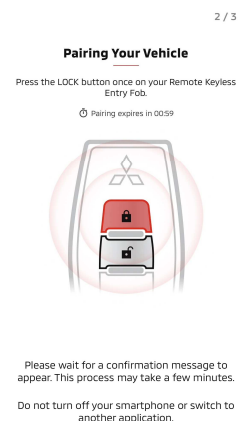
Have the key to your vehicle ready and pair your vehicle by following the instructions displayed on the app. After the screen transitions to the pairing step 1/3 screen, perform the following operations within 90 seconds:

(1) Press the "Unlock" doors button

Wait for the confirmation message to appear.

For new users

13

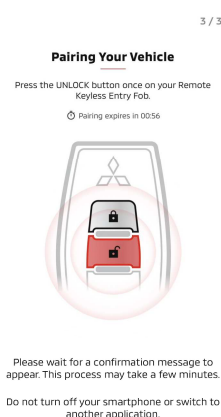


After the screen transitions to the pairing step 2/3 screen, perform the following operations within 90 seconds:

(1) Press the "Lock" doors button

Wait for the confirmation message to appear.

14

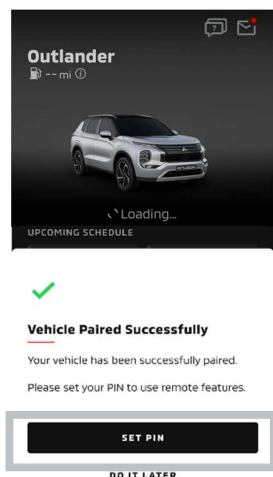


After the screen transitions to the pairing step 3/3 screen, perform the following operations within 90 seconds:

(1) Press the "Unlock" doors button

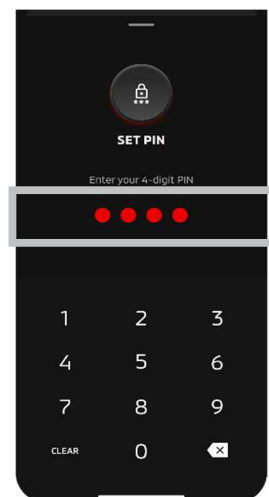
Wait for the confirmation message to appear.

15



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

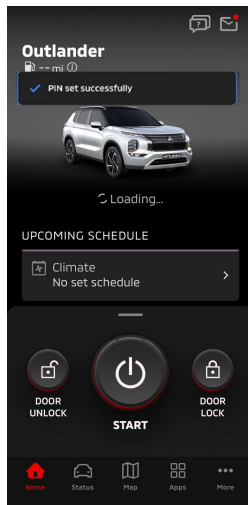
16



Set a PIN by entering a four-digit number.

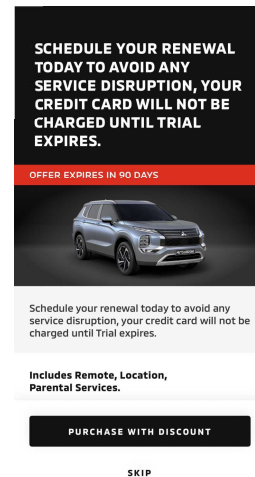
For new users

17



The registration process is now complete.

18



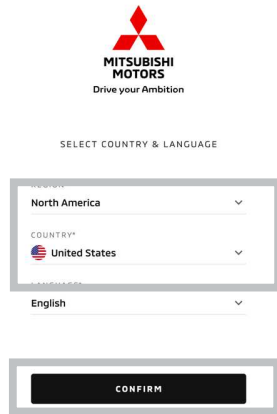
Enter or skip credit card entry. By providing a valid credit card during enrollment, you will receive a 30% savings on renewal of the subscription services bundle. Important: Your credit card will not be charged until the expiration of the trial period.

How to Log In

15

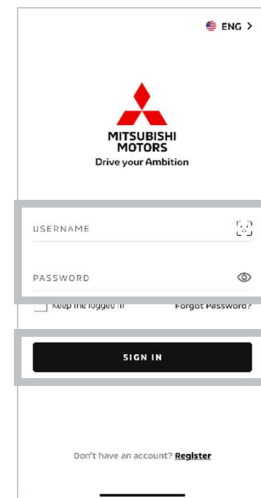
For users with a MITSUBISHI CONNECT account

1



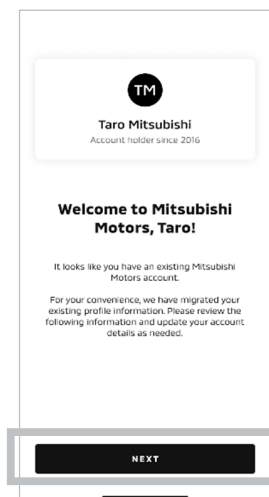
Select your country and language, and then tap [CONFIRM].

2



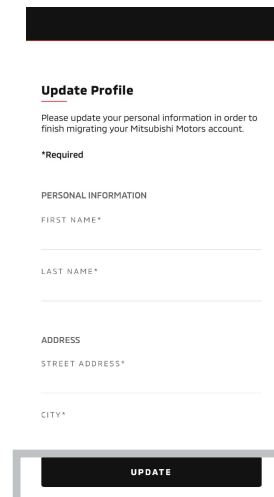
Enter your MITSUBISHI CONNECT account ID (email address) and password, and then tap [SIGN IN].

3



You have successfully logged in. Tap [NEXT].

4



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

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, please tap here.

☒ 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.

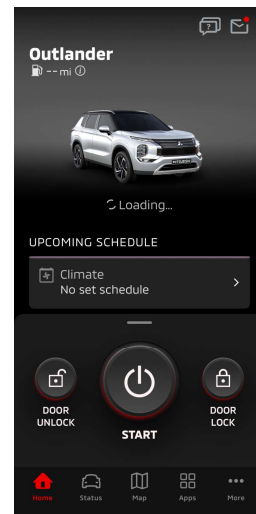
☒ I agree with the Terms & Conditions

[MITSUBISHI CONNECT Privacy Policy](#)

CONTINUE



6



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

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

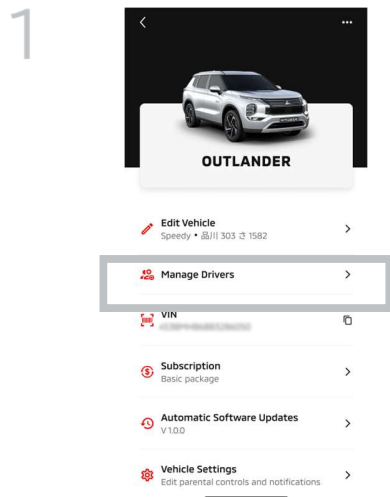
***2: You can register up to three secondary users.**

Secondary user registration

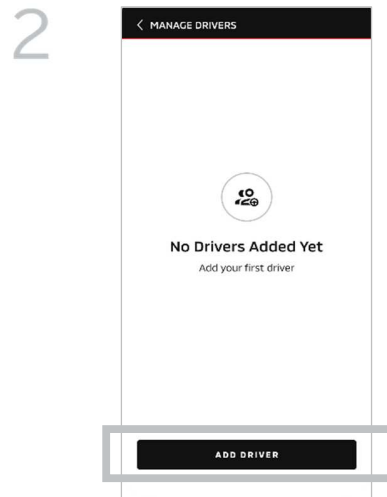
19

How to add secondary users

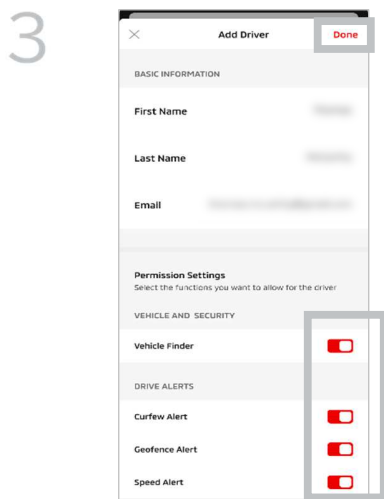
Perform steps 1 to 4 on the **primary user** app.



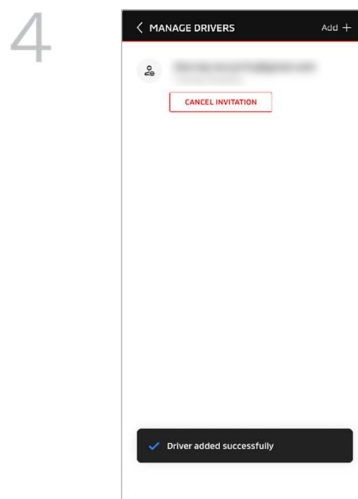
Tap [Manage Vehicle] on My Page, and then tap [Manage Drivers].



Tap [ADD DRIVER].



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



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

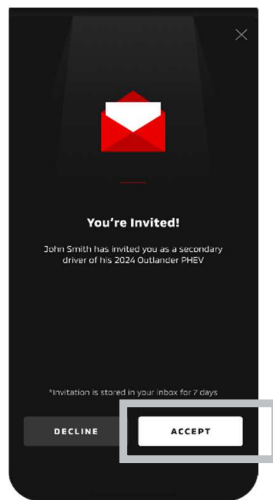
Secondary user registration

20

How to add secondary users

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

5

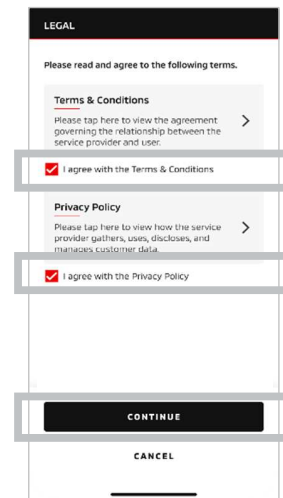


A vehicle invitation from the **primary user** will be delivered.*³
Tap [Accept].*⁴

***3: The secondary user will need to register as a user of the Mitsubishi Motors app.**

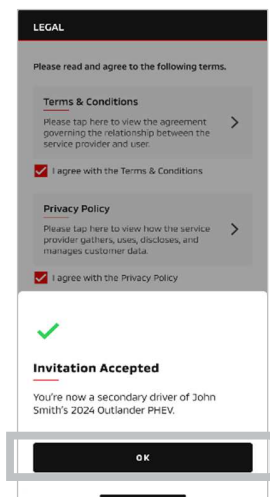
***4: If you tap [DECLINE] or do not tap [ACCEPT] within seven days of receiving the invitation, the invitation will be invalid.**

6



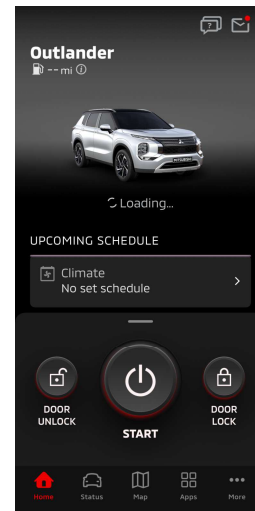
Agree to the MITSUBISHI CONNECT Terms & Conditions and Privacy Policy, and tap [CONTINUE].

7



Tap [OK].

8



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.**

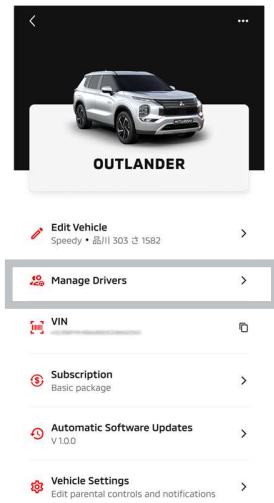
Secondary user registration

21

How to delete secondary users

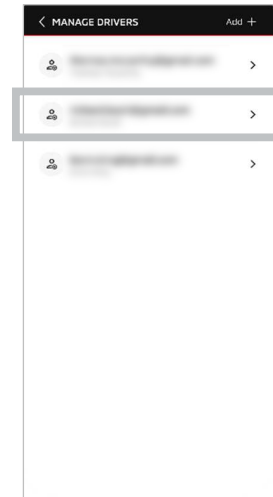
Perform the following steps on the **primary user** app.

1



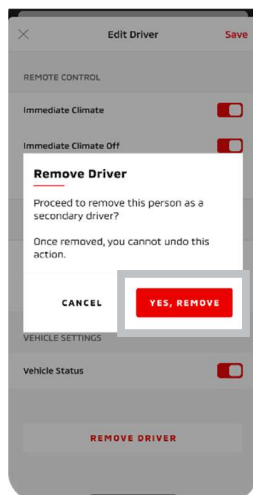
Tap [Manage Vehicle] on My Page, and then tap [Manage Drivers].

2



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

3

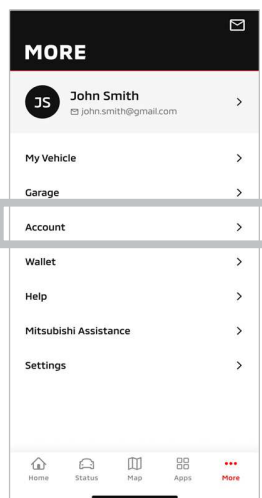


Tap [YES, REMOVE] to delete the selected **secondary user**.

Account deletion

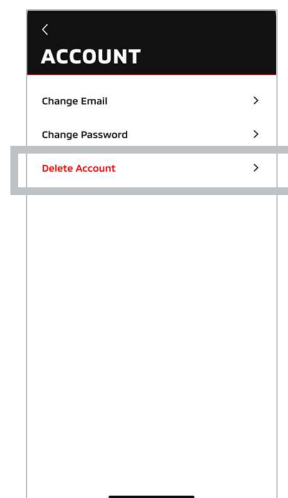
- **Make sure to delete your account when giving up or handing over ownership of the vehicle.**
- You can no longer use MITSUBISHI CONNECT after deleting your account.
- Be aware that if you delete your account as part of a paid package purchase, your paid package will also be disabled.

1



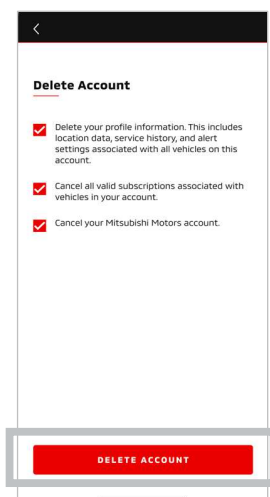
Tap [Account] on My Page.

2



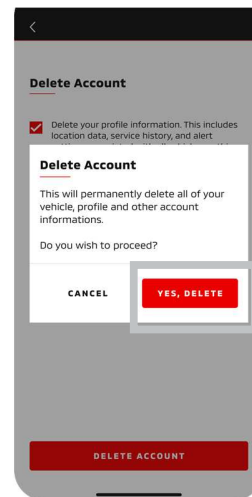
Tap [Delete Account].

3



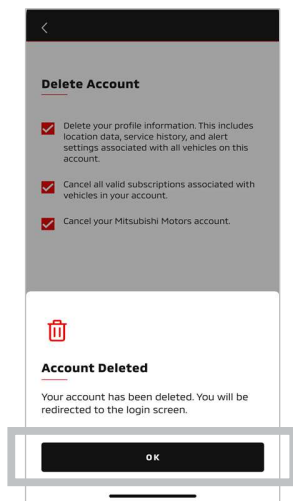
Confirm all the check items, and then tap [DELETE ACCOUNT].

4



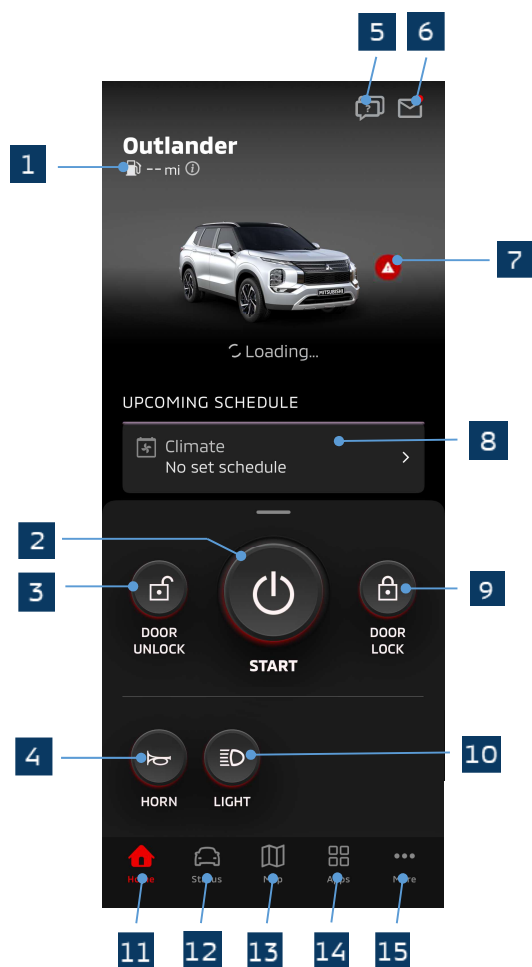
Tap [YES, DELETE] to delete all data.

5



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

Home Screen



1 Fuel Display

Displays possible cruising range.

2 Climate Control Settings

Lets you perform AC operations immediately.

3 Door Unlock

Lets you unlock the doors remotely.

4 Remote Horn

Lets you operate the horn remotely.

5 FAQ

Moves to the FAQ page.

6 Mailbox

You can check messages from MITSUBISHI CONNECT.

7 Warning Light Display

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

8 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.

9 Door Lock

Lets you lock the doors remotely.

10 Remote Light

Lets you operate the lights remotely.

11 Home Screen

Displays the home screen.

12 Status Screen

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

13 Map Screen

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

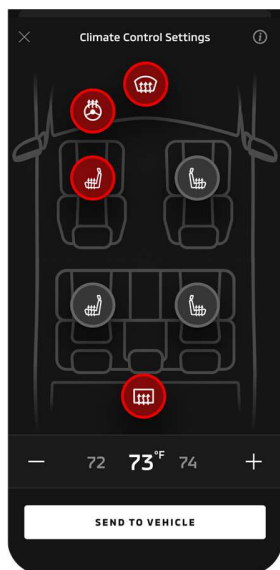
14 Content Screen

You can use other mini apps from Mitsubishi Motors.

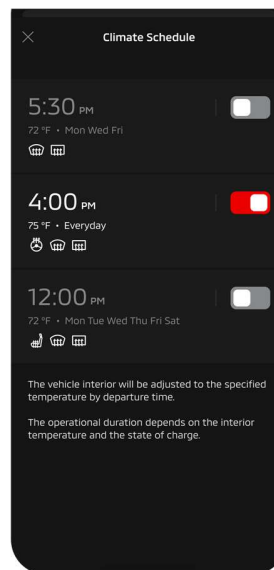
15 See More Screen

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.

Operation conditions

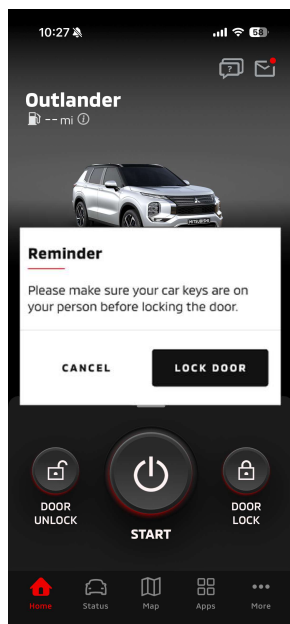
Check that the following conditions are met before performing a Remote Climate Control operation:

- 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.

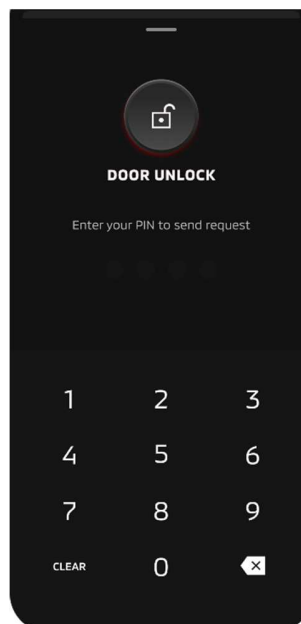
CAUTION

- 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 least 5 mph/8 kmh.
- 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.

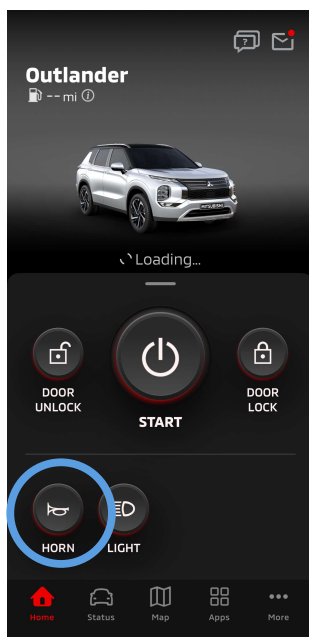
Operation conditions

- 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.

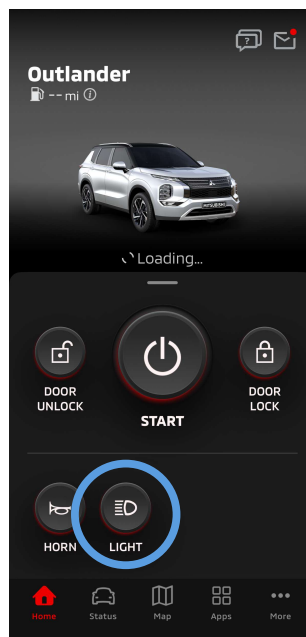
CAUTION

- 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.

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

Operation conditions

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

Remote Light

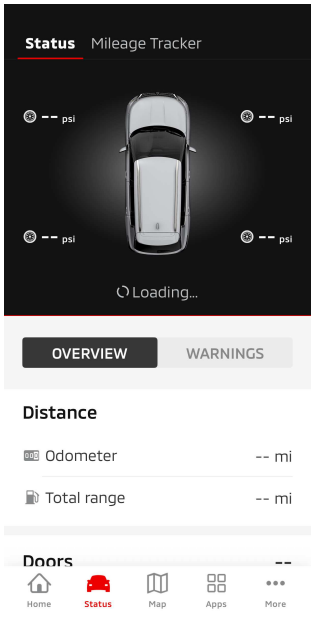
The light can be turned on from the mobile app.

- The head lights turn on.
- The lights will flash on and off for 15 seconds or 15 repetitions.

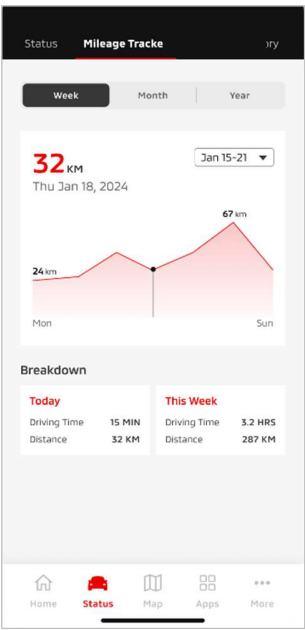
Operation conditions

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

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



Status
(Vehicle Status Report)



Mileage Tracker
(Driving History)

Status (Vehicle Status Report)

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

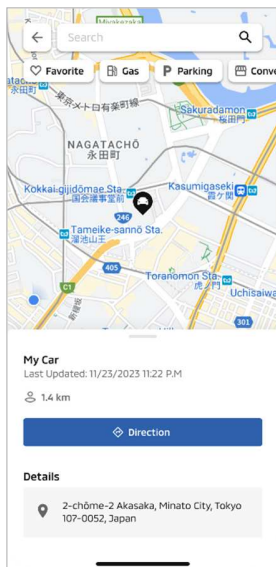
Mileage Tracker (Driving History)

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

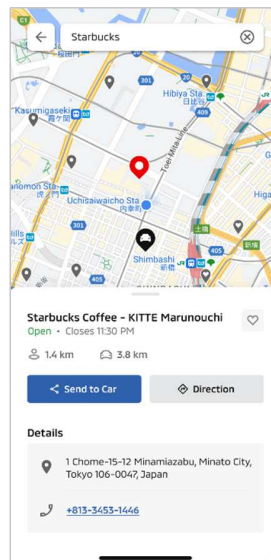
CAUTION

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

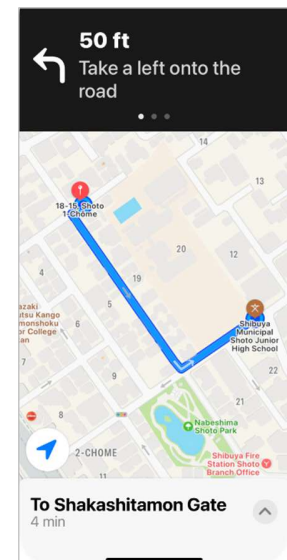
Car Finder, Destination Send-to-Car, Navigation to final destination



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 100 mile 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 navigation.

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 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.

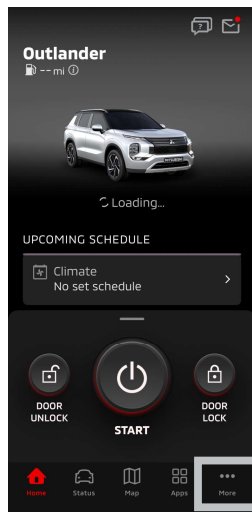
The following remote functions can be used on a smartwatch.

- Remote Climate Control
- Remote Door Lock
- Remote Door Unlock
- Car Finder
- Status (Vehicle Status Report)

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

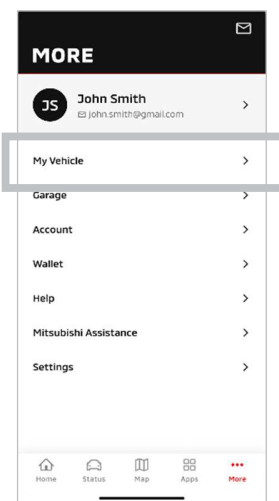
How to purchase a subscription

1



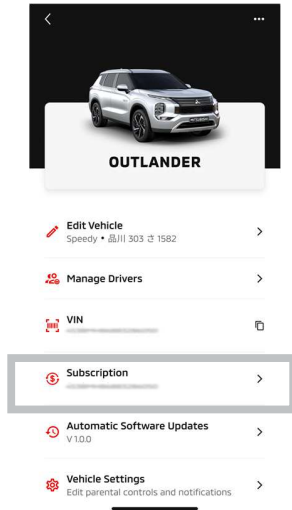
Tap [More] to go to My Page.

2



Tap [My Vehicle] on My Page.

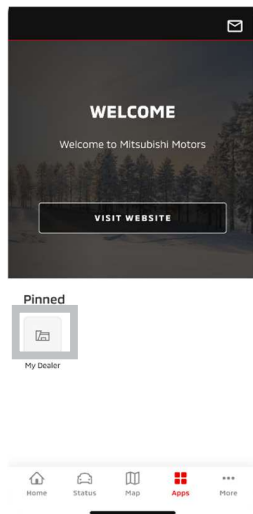
3



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

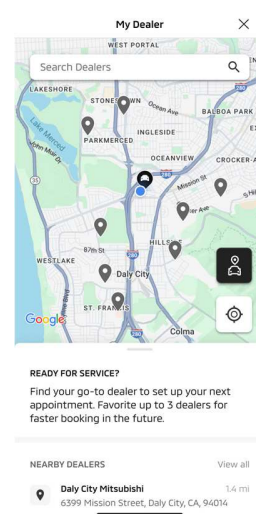
How to use Dealer Services Scheduler

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 subscribers and in Canada for Canadian 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 for the U.S. or Canada. 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
For support in Canada: 1-888-576-4878



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