

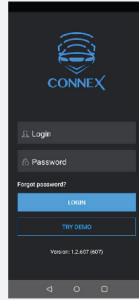
Your new Hyundai is now equipped with **HYUNDAI TELEMATICS**, an advanced telematics solution that provides **24Hrs Protection** with **Safety & Security + Connectivity** features. Your package includes 1 year service from the date of your first service activation.

To begin your journey, just follow these **2 simple steps...**





1 Pre Register & Demonstration

- Your dealer will pre-register and complete the online registration form for you.
- During the handover, your Sales Consultant will perform a demonstration on the system.
- To request for an emergency call, **touch the SOS panel and hold for 3 seconds followed by a beep** to initiate a call to **24Hrs Secure Operations Centre (SOC)**.



2 Download My Connex mobile app

- Upon registration by your dealer, you will receive an SMS with your username and password.
- Download **My Connex** mobile app from App Store or Google Play Store.  
- Login to **My Connex** mobile app using the username and password sent to you via SMS.

ALL SET. YOU ARE READY!

How It Works

1 eCall - Automatic accident detection



In an event of an accident and speed > 50km/hr

- Car automatically calls and sends MSD* to SOC. Our operator will talk to you and will request for emergency services accordingly.
- If no response, operator will check the system. If the vehicle is stationary after the accident, operator will call **MERS 999** to send emergency services as fast as possible.

* MSD (Minimum set of data) - Calling Line Identification (CLI) number, Location, direction, time & speed.

2 Manual eCall - Emergency and breakdown assistance



- Touch and hold the SOS panel for 3 seconds followed by a beep to make a call to SOC.
- Operator answers call and will contact **MERS 999** or roadside assist provider to provide necessary services.

Emergency response services:

- Ambulance
- Police
- Fire Brigade

IMPORTANT NOTES:

- Device must have access to GSM network.
- By touching and holding the SOS panel, **HYUNDAI TELEMATICS** will automatically connect to the SOC. This action will simultaneously send **location** information to our SOC to request for emergency or breakdown services.
- If no connection can be made to the SOC, please use your mobile phone to call **+603 5888 0001** to request for emergency services.

Breakdown services:

- **Repair on the spot services:** Battery jump start/replacement, Tyre replacement, Fuel delivery.
- **Unlimited towing to preferred Hyundai workshop.**

3 Service Assist

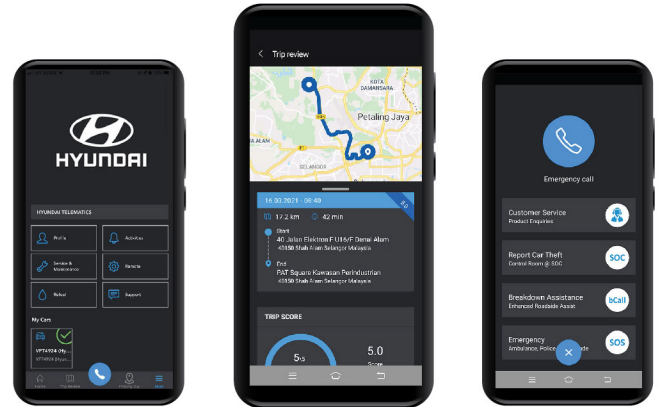
SOC will provide concierge service to make **scheduled service & maintenance appointment** for the customer.



- i) Customer's car service is due (based on GPS mileage or time).
- ii) Alert sent to SOC. Push notification & email to customer.
- iii) SOC will call customer to make appointment with the service centre of customer's choice.
- iv) SOC will call to advise customer once the service appointment is completed.

4 Mobile App - Connected security app

- Tracking - find my car
- Trip review
- Statistics
- Driving style
- Service & Maintenance
- Alerts - Smart alarm, Speed
- Notification - Automatic eCall, Start & end trip, Service Assist, Car battery sabotage, Car battery low, Health check
- Remote command - Engine block, Door lock, Car finder
- Silence mode
- Call button



5 Stolen Vehicle Tracking service

In the unfortunate event that your vehicle is stolen, you may call our SOC via the mobile app **'Call button'** to report theft and initiate Stolen Vehicle Tracking service.

- Upon verification, SOC activates the recovery procedure.
- SOC shares the vehicle location with the Police.
- Recovery of the vehicle by the Police.

Alternatively, you may use your mobile phone to call **+603 5888 0001 (SOC)**.



6 VIP Assist

- Unlimited towing in case of flood, breakdown or accident to customer's preferred authorised Hyundai workshop
- Repair on the spot service up to **RM 300***
- Transport reimbursement in case of accident repair up to **RM 2,000***

**Terms & Conditions Apply (refer to user manual)*

Contact Info

SOS/Emergency Call/Stolen Vehicle Tracking: **+603 5888 0001** | Customer Service: **+603 5888 0000**

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