



HYUNDAI

HYUNDAI TELEMATICS

User Manual

HYUNDAI TELEMATICS

Congratulations!

Your new **Hyundai** is now equipped with **HYUNDAI TELEMATICS**, an advanced telematics solution that provides **24Hrs Protection with Safety & Security + Connectivity** features to keep you, your love ones and your vehicle safe and secure at all times. You can't put a price on peace of mind.

3 ways to make Emergency Call to 24Hrs Secure Operations Centre (SOC)



Touch and hold the SOS panel for 3 seconds followed by a beep



Press SOS button on your mobile app



Call +603 5888 0001

Car Accidents: Common Causes & Prevention Tips

Here are some examples of common causes of car accidents:

- Distracted driving
- Speeding
- Driving under the influence of alcohol/drugs
- Fatigue
- Reckless driving

Preventing An Accident

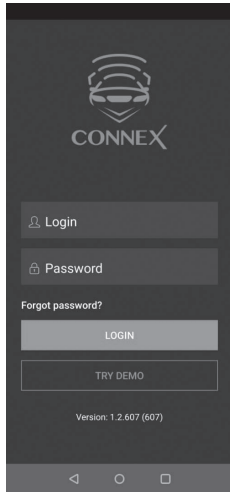
- **Stay alert and awake** - Safety should always be your number one priority so whenever you are feeling too tired to drive, it's best to take a rest before you start your journey.
- **Be conscious of blind spots** - The best way to avoid other cars getting lost in your blind spots is to adjust your rear view and side mirrors.
- **Give yourself extra time** - It's never a good idea to be in a rush while driving. Not only could you get a speeding ticket, but the faster you drive, the less time you will have to stop to avoid a crash.
- **Put your phone away** - Distracted driving is the number one cause of accidents.
- **Stay alert** - Be aware of other cars while driving at all times.
- **Get off the road** - If your vehicle encounters some issues, please park at the road shoulder or as far out of traffic as possible before coming out to check.

CAUTION

For your safety, always wear your seatbelt.

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• Connex Mobile App



- 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.

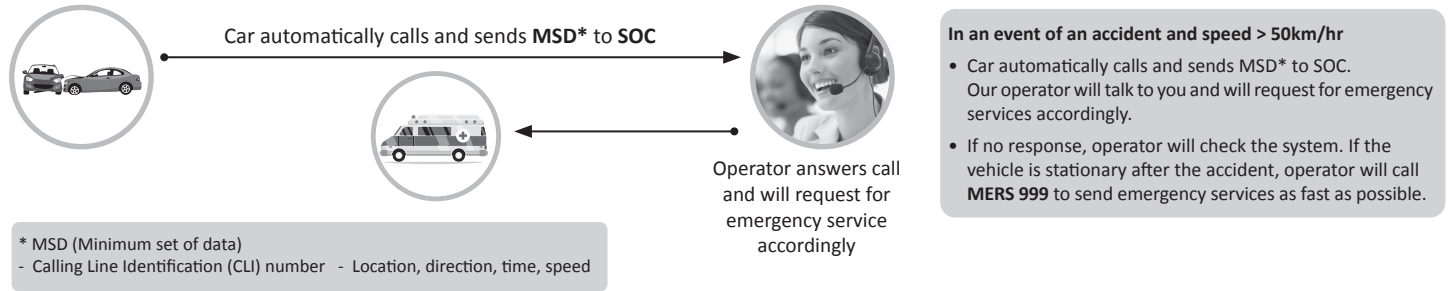
Services

- **Connectivity** - GSM Voice & Data.
- **Auto eCall** - Device automatically calls SOC in the event of an accident.
- **Manual eCall** - Touch and hold the SOS panel to call for FAST emergency assistance.
- **bCall** - Touch and hold the SOS panel to call for breakdown assistance.
- **Stolen Vehicle Tracking** - Call SOC via the mobile app to report vehicle theft and initiate the stolen vehicle tracking service.
- **VIP Assist**
 - Unlimited towing in case of flood, breakdown or accident to customer's preferred authorised workshop.
 - Repair on the spot service up to **RM 300**.
 - Transport reimbursement in case of accident repair up to **RM 2,000**.
- **Service Assist** - Concierge service via SOC to make scheduled service & maintenance appointment.
- **Mobile App** - My Connex.
- **UBI** - Ready for Usage based insurance - Pay as you drive.
- **Fleet management** - Ready for fleet management service.

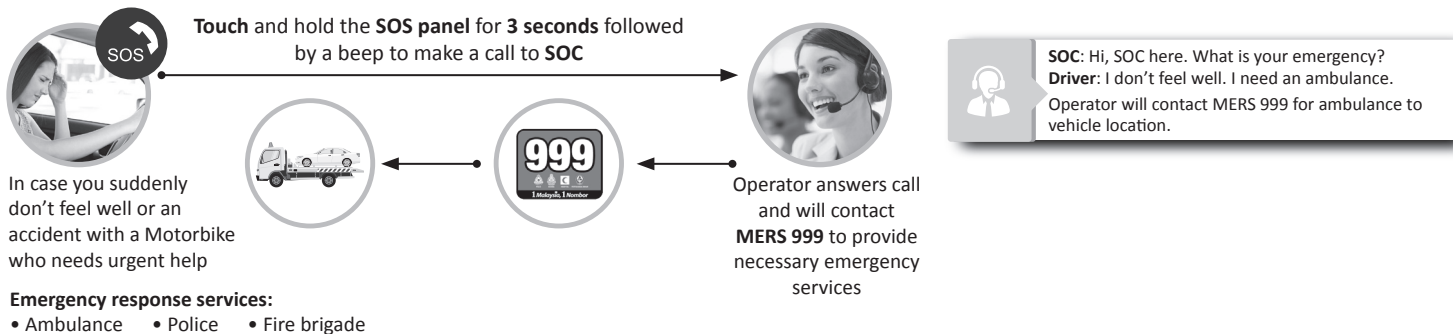
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How It Works

1. eCall - Automatic accident detection

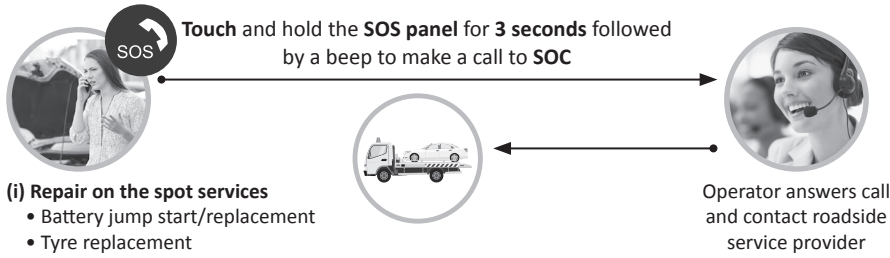


2. Manual eCall - Emergency assistance



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3. bCall - Breakdown assistance



(i) Repair on the spot services

- Battery jump start/replacement
- Tyre replacement
- Fuel delivery

(ii) Unlimited towing to preferred Hyundai workshop

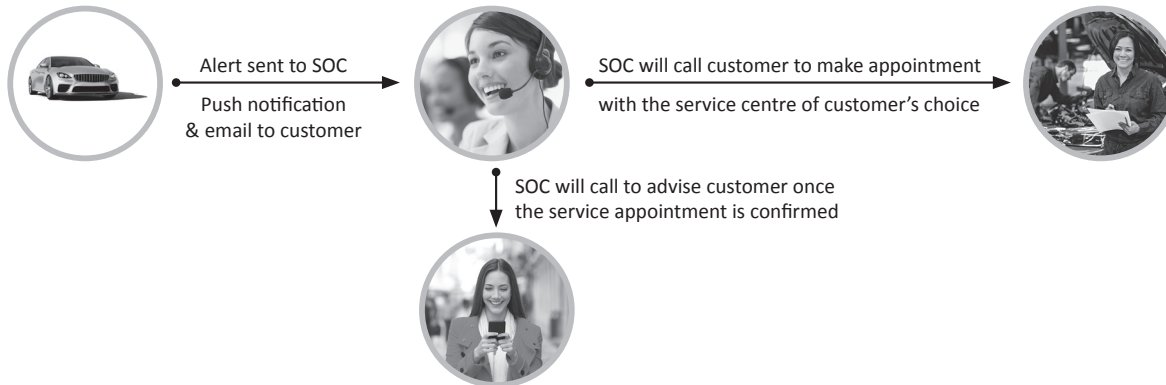


IMPORTANT NOTES:

- Device must have access to the 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 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.

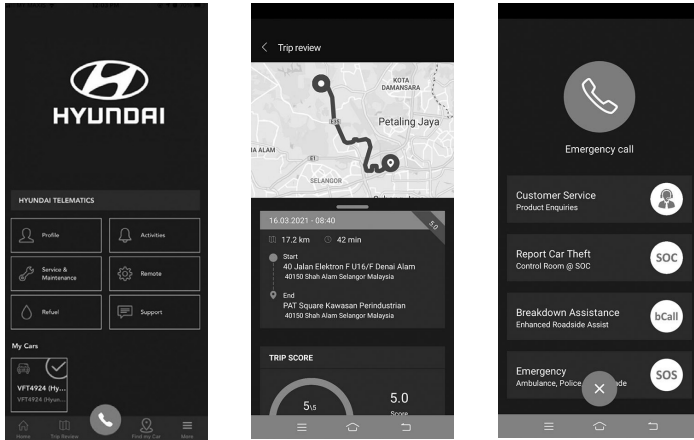
4. Service Assist

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



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5. Mobile App - Connected car features



- **Tracking - find my car** - Locate vehicle on Google Maps (satellite & street view).
- **Trip review** - Check your previous trips and your drive rating for the current month. Unwanted trips can be deleted.
- **Statistics** - Check total number of trips, distance and maximum speed for the current month
- **Driving style** - Check your driving style based on speeding, acceleration, braking & cornering.
- **Service & Maintenance** - Set odometer and date via mobile app. You will be reminded to service your vehicle on time.
- **Alerts** - Smart alarm, Speed.

- **Notification** - Automatic eCall, Start & end trip, Service Assist, Car battery sabotage, Car battery low, Health check.
- **Smart alarm** - Set your Smart alarm with your mobile app. If your vehicle is started with Smart alarm activated, you will receive a theft alert notification (push/email). Declare a theft from the “Call” button on your mobile app for our SOC to liaise with the Police for vehicle theft recovery.
- **Speed alert** - You can set speed limit to receive alerts when your vehicle’s speed is exceeded.
- **Remote command** (enable/disable)
 - Engine block - Set this function to immobilise your vehicle (cannot be started).
 - Door lock - You can use your mobile app to lock/unlock your vehicle (exclude arm/disarm of your alarm system).
 - Car finder - To activate dissuasion in order for you to locate your vehicle.
- **Silence mode** - Disable all alerts and notifications for 24 hours if vehicle is sent or service and your vehicle battery is expected to disconnect to avoid any false alert. You can also call our SOC to set the required time.
- **Call button** - Customer service, Report car theft, Breakdown assistance and Emergency.

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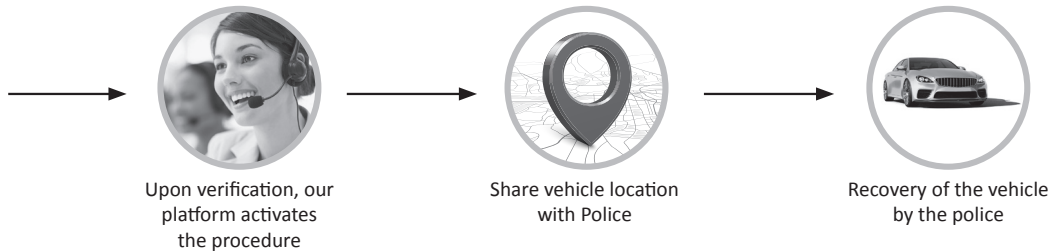
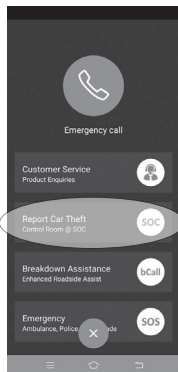
Stolen Vehicle Tracking service

Your peace of mind with our stolen vehicle recovery experience over 20 years



- 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.

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



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Terms & Conditions

i. Emergency Services via Auto eCall or Manual eCall (eCall)

- **eCall** services (other than vehicle breakdown) are provided by SOC via **MERS 999** and all the necessary information are shared with **MERS 999** to dispatch the appropriate assistance. The service level is dependent on **MERS 999**'s services and you may obtain more information from their website at <http://www.999.gov.my/>

ii. Breakdown Services (bCall)

- **bCall** services refer to vehicle related incidences and are provided via our VIP Assist Program as follows:-

Unlimited Towing	In the event that your vehicle is stranded due to flood, breakdown or accident, we will arrange for towing services to subscriber's preferred authorised HYUNDAI service centre (within Peninsular Malaysia, Sabah & Sarawak respectively).	Unlimited Mileage
On-Site Repairs	Battery jump start/replacement, tyre replacement, fuel delivery, towing to preferred authorised HYUNDAI service centre. (Fee is only for labour. Parts including fuel if required will be borne by subscriber).	Up to RM 300 per incident
Transport Reimbursement	In the event of accident repairs at authorised HYUNDAI service centre / Body & Paint workshops, we will bear the cost of alternative transport during the period when the vehicle is under repair. A daily sub-limit of RM200 and RM1,000 per event applies. 1.To initiate claims, please call our SOC at 03-5888 0000 for assistance and guidance. 2.Claims must be made within 2 months from the incident date. Alternative transport includes e-hailing, car-sharing, car rental or taxi.	Up to RM 2,000 per subscription year

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Vehicle Theft

1. SOC provides assistance by coordinating with **Polis Diraja Malaysia (PDRM)** to track and recover stolen vehicles.
2. The success of the recovery is most effective when the subscriber informs SOC as soon as possible and provide a copy of the police report.
3. Recovery is done on a best-efforts basis as it is largely dependent on **PDRM** and many other factors.

General Terms relating to all Services.

1. The system is designed to perform periodic automatic health checks. In case of a health check “failure” alert, you will receive a push/email notification. Upon receiving the push/email notification, you are required to call our SOC at **+603 5888 0000** soonest possible to make arrangements for trouble shooting. Any delays to troubleshoot the unit may affect the provision of the above services.
2. Auto eCall and Manual eCall (eCall) are highly dependent on the availability of GSM network.
3. All features and specifications are subject to change without prior notice.

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Service Renewal

Your package includes 1 year service from the date of your first service activation. A reminder will be sent to you 1 month before the end of your subscription.

Please call our SOC customer service at **+603 5888 0000** to renew your subscription.

Change of Details

Should you have personal details change, call our SOC customer service at **+603 5888 0000**.

Ownership transfer - you would like to transfer ownership of the vehicle with the system to a new owner.

Update account info - You can edit your contact number and email address via mobile app.

Service termination - You would like to terminate the service.

Warranty

5 years from the date of first service activation or 300,000km whichever comes first. The warranty is only valid for faults to parts due to manufacturing defects.

User Privacy

Access to the car information can only be carried out through the smartphone application with owner's unique login identification and personalised password. User privacy is assured.

Upon the Owner/Subscriber's consent, **Hyundai-Sime Darby Motors/ CSE Telematics** will process his/her personal data in a manner and for the purposes stipulated in **Hyundai-Sime Darby Motors' Privacy Policy** of which is available at <https://www.hyundai.com.my/footer/privacy-policy-and-terms-of-use.aspx> for the purpose of providing eCall, bCall, Service & Maintenance Reminder and any other location-based services that may be introduced from time to time.

Contact Info

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

Hyundai-Sime Darby Motors Sdn Bhd

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