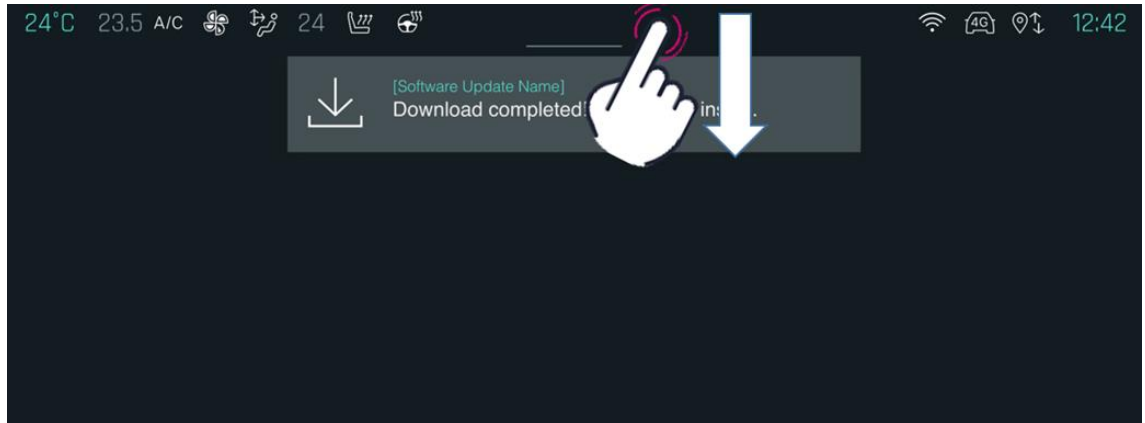


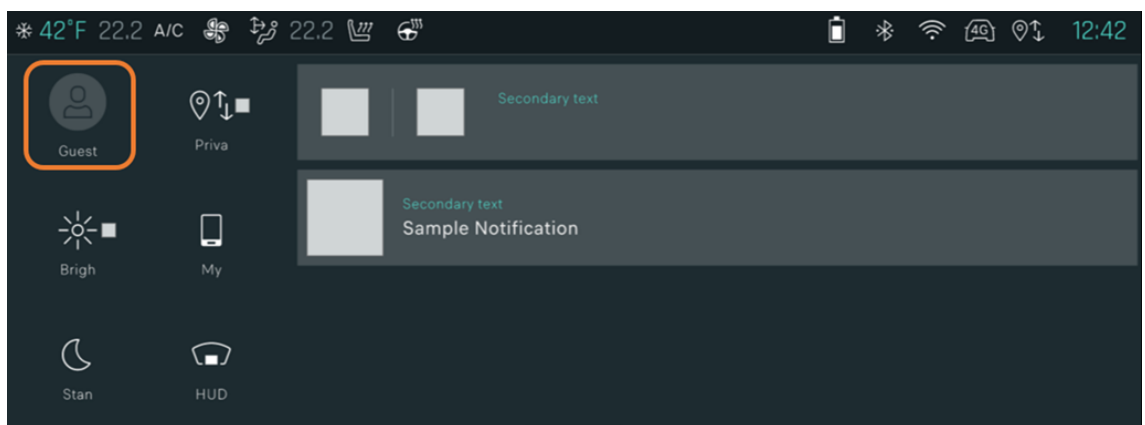
1. Connectivity

1.1 How to associate a phone with my profile?

To access your profile, swipe the screen up and down (like on a smartphone)



Click on your profile



Then go to Associate device

Select the device (if necessary scroll the menu from right to left) and click on next



You will then have to give your GDPR consent on data sharing.

If the agreement is refused, your profile will go into private mode and connected services will not be available (only certain items, radio, lighting, etc.)

A message will be displayed indicating that the phone is correctly which you will have to confirm with OK.

You will be redirected to the home page where you will be prompted to view a video tutorial.

You can view it or ignore it (the message will appear again, unless it ticks "Don't ask again").

1.2 What is Peugeot Connect SOS & Assistance equipment?

Peugeot Connect SOS & Assistance equipment is a telematics box mounted in your vehicle. This equipment sends information from your vehicle to the manufacturer as part of the service "Peugeot" Connect SOS & Assistance * and different connected services subject to subscription.

* The SOS & Assistance Service is issued for 10 (ten) years from the first registration of the Vehicle. Beyond this period, the service is deactivated without the possibility of retaining it. This may result in an orange flashing of the SOS LED of the ceiling light for 3 minutes after starting the vehicle.

1.3 How to enable and disable data sharing and vehicle position?

ny connected vehicle is equipped with a privacy protection mechanism.

- Private mode activated: data sharing and vehicle position cannot be done.

- Intermediate private mode: data sharing only (except vehicle position) can be done.
- Private mode disabled: data sharing and vehicle position can be done

Connected services (Telemaintenance, reporting vehicle information in the MyPeugeot application, connected navigation services, Mirror Screen functions (CarPlay / Android Auto), SOS and Assistance services, remote e-commands, etc.) are only returned when the private mode is deactivated.

So if you have these services (subject to availability and / or subscription in your country), you can check, and if necessary change the private mode of your vehicle by following the procedure (which you can also download if you click on the attached file at the end of this article) .

A - Action on the SOS and ASSISTANCE buttons

(Your vehicle does not have these buttons, go to [Action B](#))

Step 1 :

Start the vehicle and let the engine run

2nd step :

Press the SOS and ASSISTANCE buttons simultaneously and release immediately



At the end of the double-push, a voice message invites you to go to the next step: "To confirm switching to geolocated mode, please press the ASSISTANCE button"

In case there is no voice message: Go to [step 4](#)

Step 3:

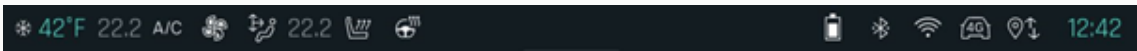
Press the ASSISTANCE button to confirm the change to geolocated mode.



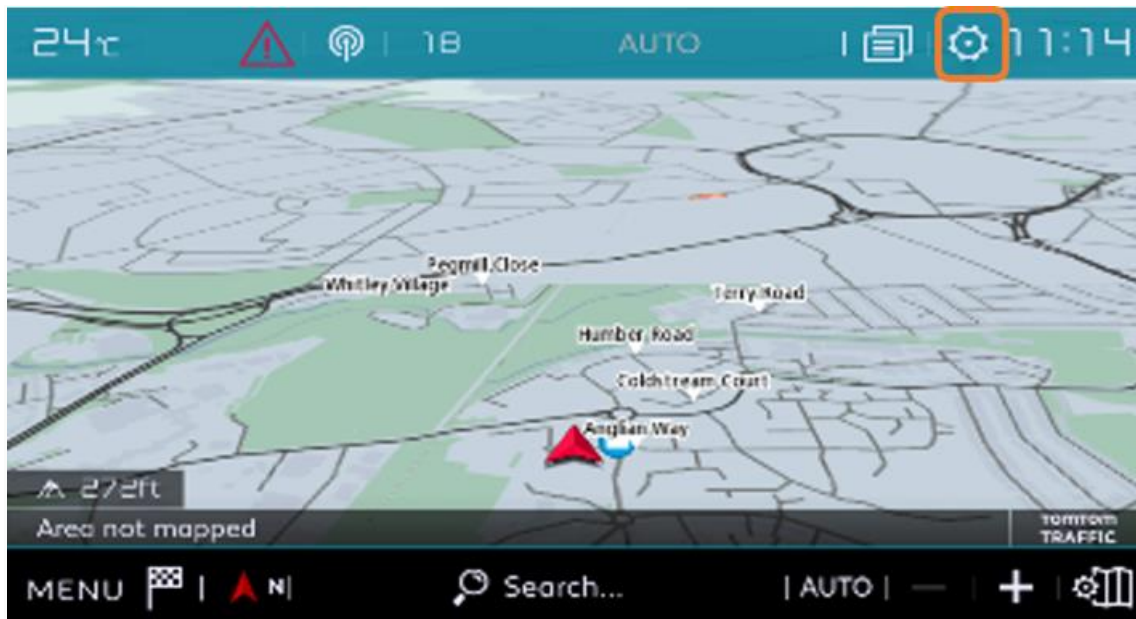
*Pay no attention to the blinking of the SOS button
A voice message confirms that you have switched to geolocated mode:
"You are now in geolocated mode"*

B - Action on the touch screen

If the banner on the top of your screen looks like below, go to [Step 10](#).



Step 4 : Click on the "menu" icon (to the left of the gears)



Step 5:

Select "Private mode".

In case there is no Private mode menu, go to Step 7.

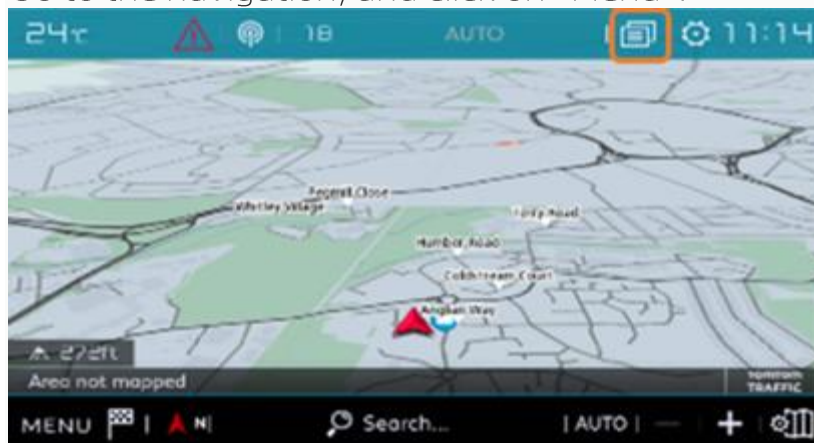


Step 6:

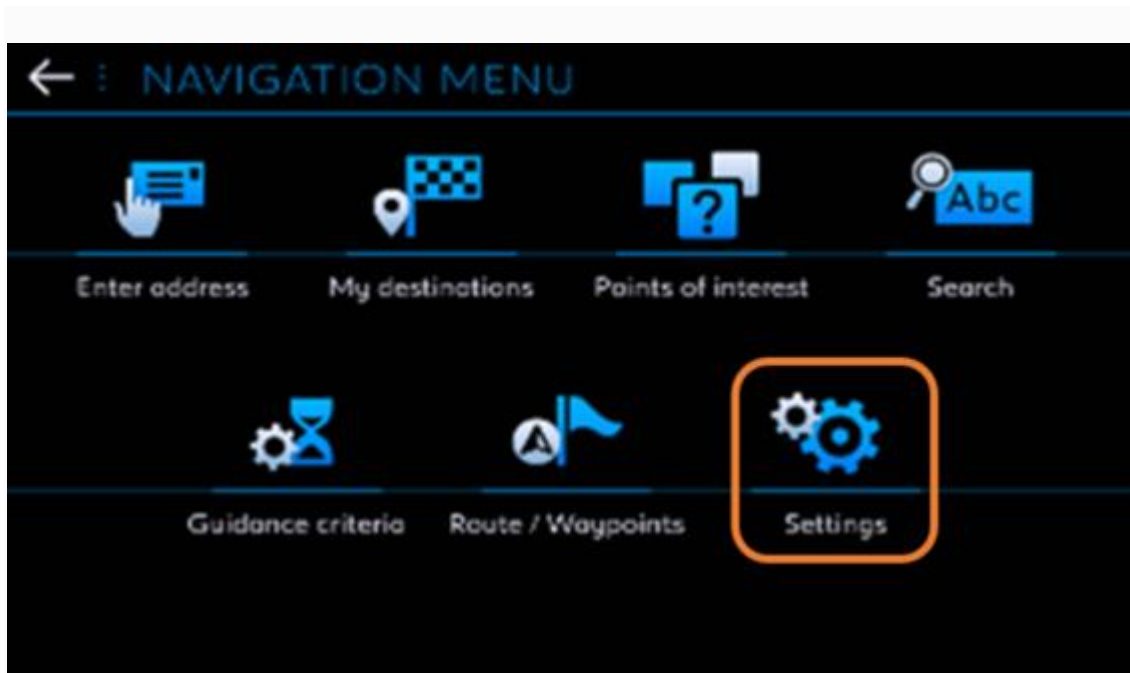
Select "Sharing of data and vehicle position" and click on "OK".



Step 7:
Go to the navigation, and click on "Menu".



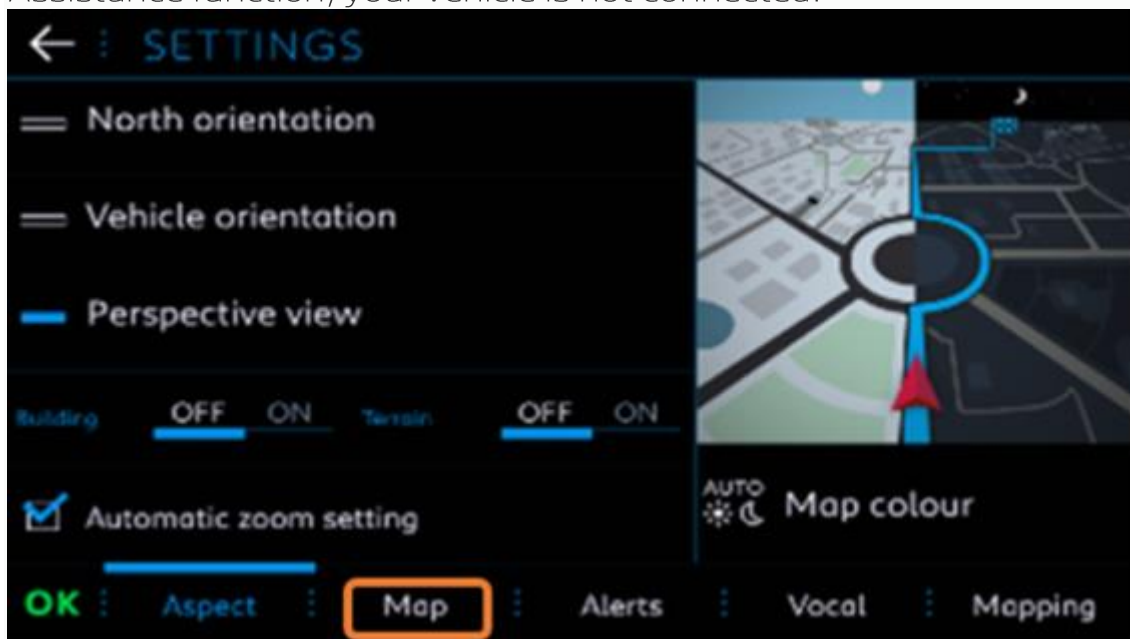
Step 8:
Click on "Settings".

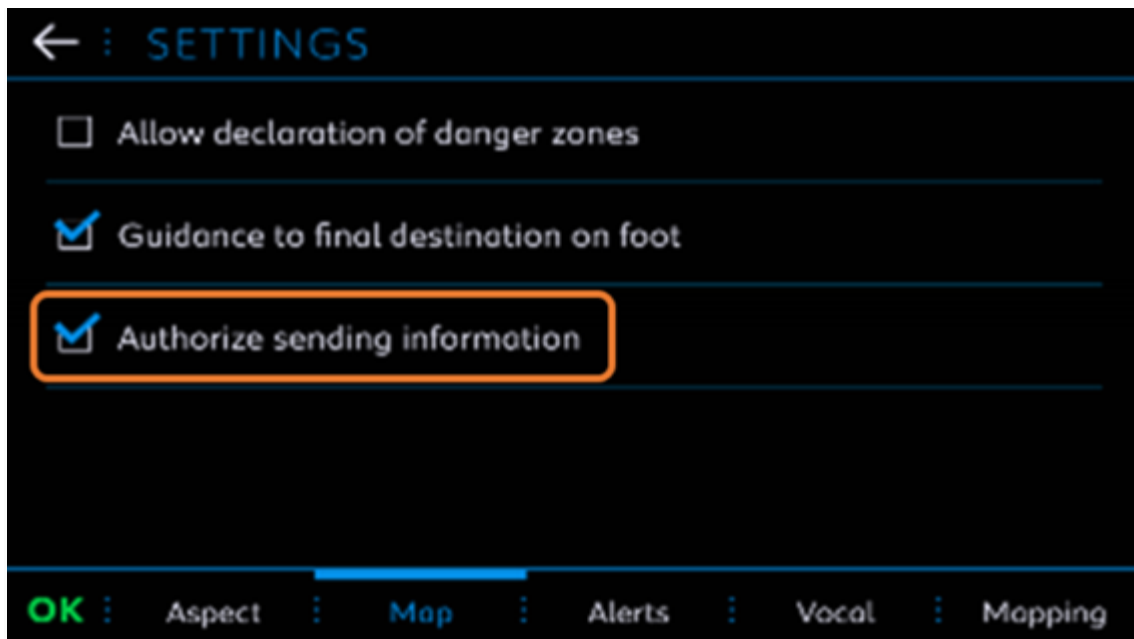


Step 9:

Select the "Card" tab then check "Authorize sending information" and click on "OK". The setting is complete.

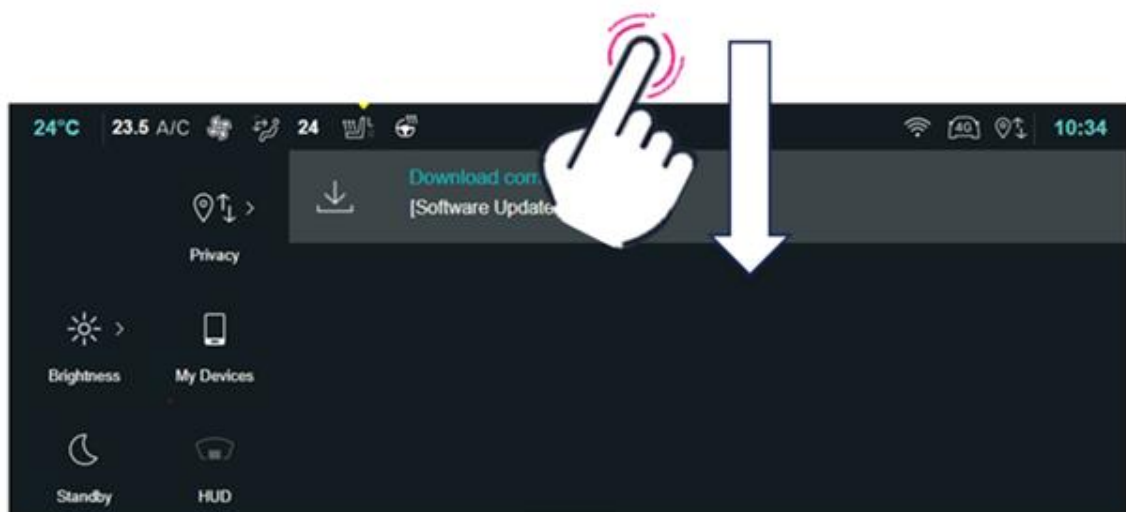
If you do not have this menu and you do not have an SOS and Assistance function, your vehicle is not connected.





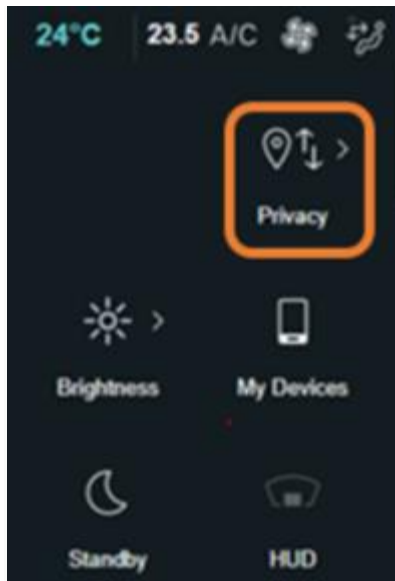
Step 10:

To access "Private Mode" menu, click on the banner or drag it from the top to bottom



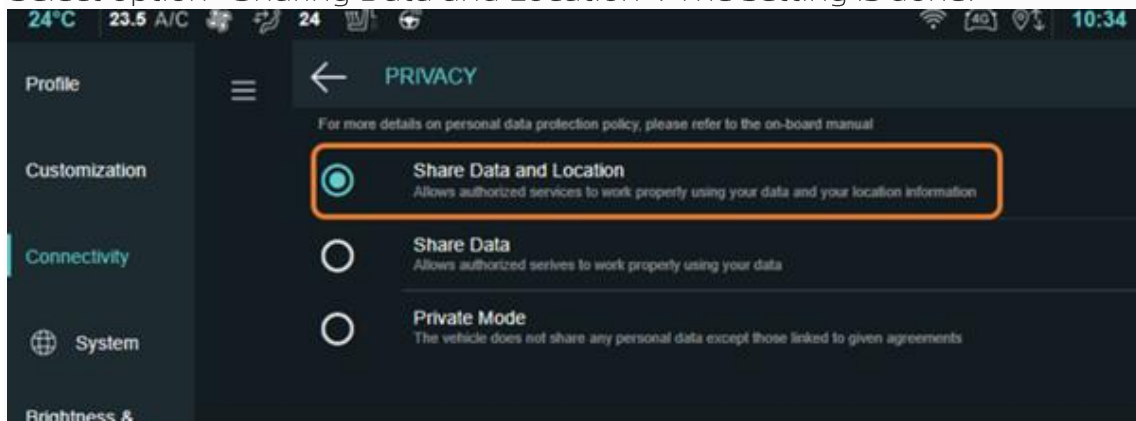
Step 11:

Select on the left side of your screen "Private mode"



Step 12:

Select option "Sharing Data and Location". The setting is done.



1.4 How to pair my phone to my vehicle using Bluetooth?

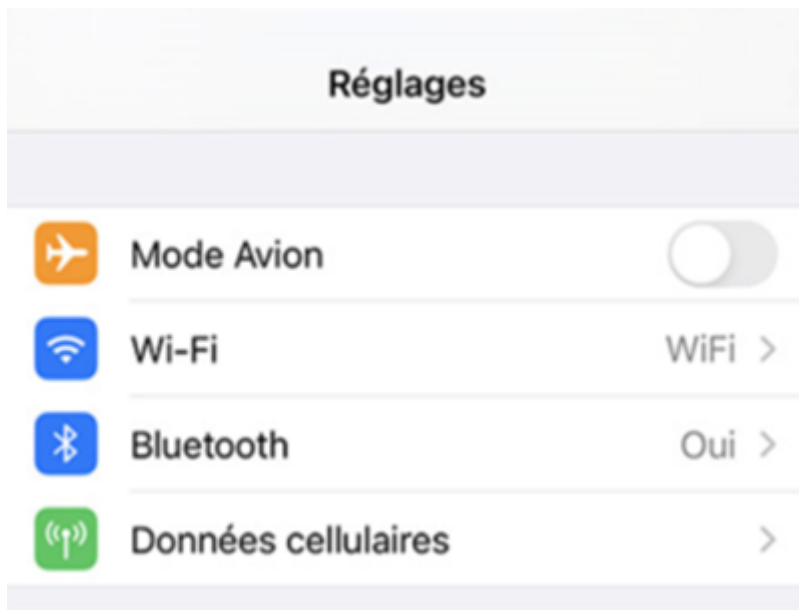
Go to the configuration menu of your smartphone:

iOS (Apple):

From the main page click on the "Settings" icon



Then click on "Bluetooth"



Activate the button (it should turn green)



Then choose the name corresponding to your vehicle (in this case BT_DS) under the "Connect to my devices" list.



ANDROID:

Swipe up and down the screen or access via the Settings menu



Press Bluetooth



In the list of devices, select the device corresponding to your vehicle starting with BT_

I lost the Bluetooth connection between my smartphone and my vehicle

If you have lost your Bluetooth connection, turn it off and repeat the procedure above.

1.5 Peugeot Connect SOS and Assistance services: Ending on 31st December 2023 for vehicles with radio navigation systems using a personal SIM card.

Certain vehicles produced before 2016 with radionavigation systems using a personal SIM card: Peugeot Connect SOS and Assistance services: ending on 31st of December 2023.

Why is the service ending?

The rapid development of the connectivity systems has made the technology used on vehicles equipped with the above mentioned navigations obsolete and incompatible with current telecommunications and connectivity standards.

From a technical point of view, it is impossible to make an upgrade of the radio navigation because bugs, security data breach and security flaws cannot be avoided or corrected.

In addition, these unforeseeable events make the performance of the Connect SOS and Assistance services physically, legally and commercially impossible to fulfil and they have occurred after the sale of the concerned vehicles. Due to these events, Connect SOS and Assistance services will cease to be available for the above mentioned vehicles and will come to an end on 31st December, 2023.

Is my vehicle impacted by this closure?

Only some vehicles produced before 2016 are impacted. You can easily identify if your vehicle is concerned by checking if it has a slot to insert a SIM card that you need to buy yourself, it is subject to this restriction. The slot can be commonly found on the radio or in the glovebox. You could benefit from the Connect SOS and Assistance services on the condition to have inserted an active SIM card.

All the other vehicles with newer equipment are not impacted by this closure.

What happens when the end of the service takes effect?

Connect SOS and Assistance calls will no longer work. The radio and navigation systems will not be impacted.

Will there be a replacement/alternative for the service for my current vehicle?

No. Newer vehicles have a similar service built on a different platform.

These services are not compatible with vehicles using an active personal SIM card.

What happens if I am involved in an accident after the services are no longer available?

The SOS and emergency call services will not be available. For emergency services, please dial 112 using your personal mobile phone. Please pay attention that some countries need an active SIM card to dial 112. You can contact Peugeot Roadside Assistance by calling 0800 197 2045

What happens if I push the SOS and Assistance call buttons after the end date?

No phone connection is established.

How does the non-availability of the service affect the European eCall regulation?

Is it mandatory to have an eCall function? Hide eCall is mandatory for all new types of vehicles approved for manufacture after 31st March, 2018. All our vehicles are compliant with the European eCall regulation.

Will the service be available until the end date?

Yes. Peugeot remains focused on delivering the same level of service through 31st December 2023, within the technical limitations.

1.6 [Learn more about the PIN/SAFETY code](#)

- General

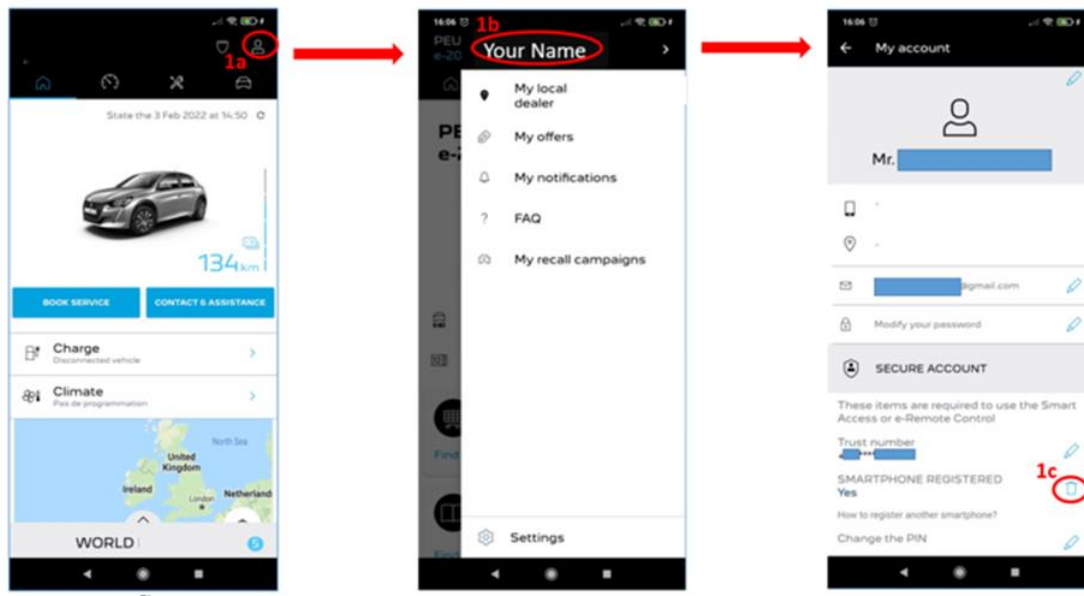
The Pin/Safety code is used to secure the pairing and use of remote controls between your smartphone and your vehicle.

As a security measure, this is systematically requested every 7 days.

- What to do if the The Pin/Safety code is not accepted:

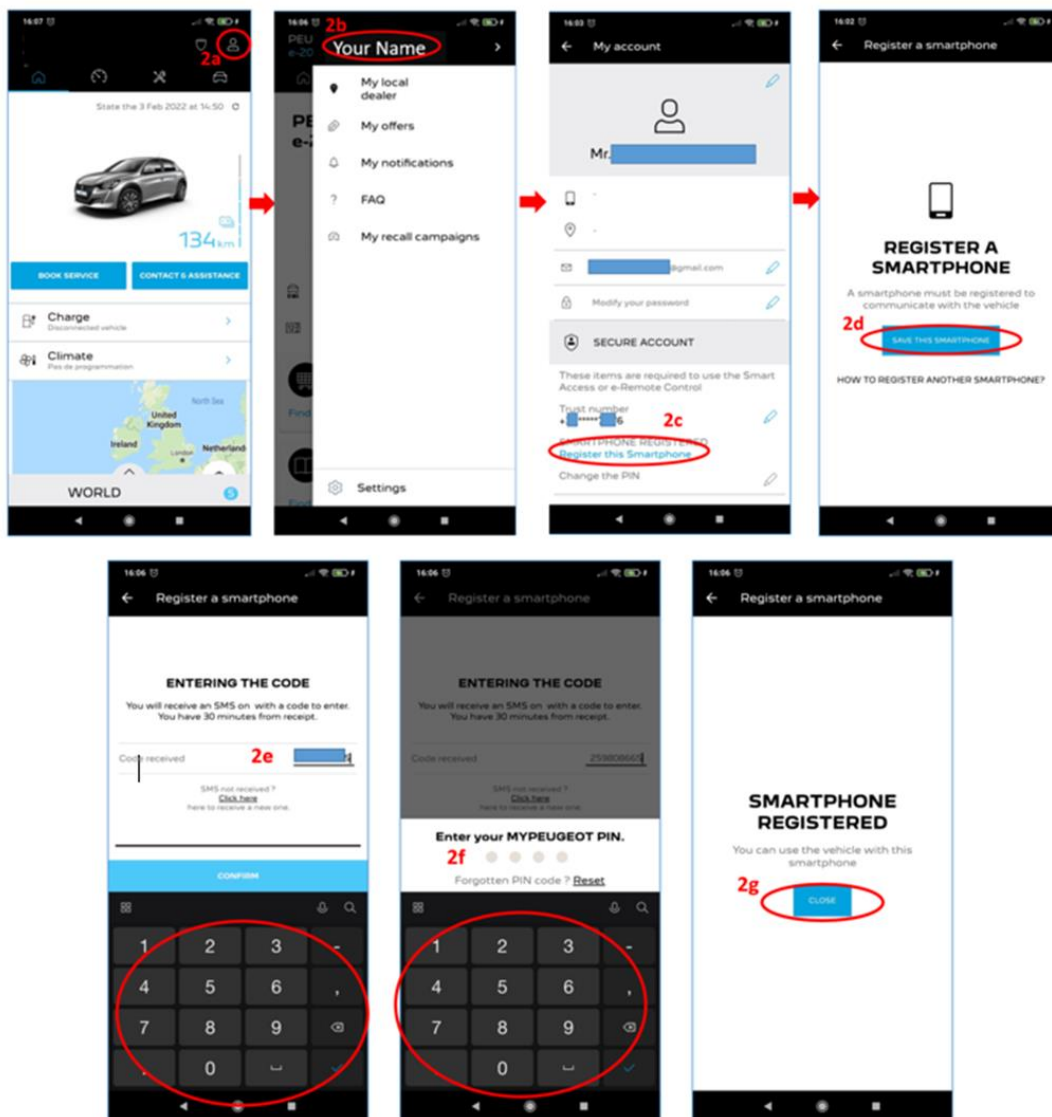
1) Delete the registration of your smartphone(s) by following these steps:

- a. Tap on the user icon
- b. Tap on your name
- c. Tap on the bin icon in the SMARTPHONE REGISTERED section



2) Now you have to do the registration(s) again:

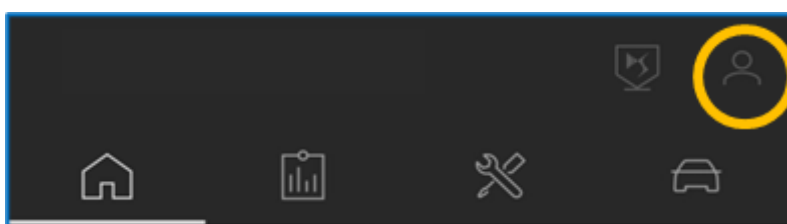
- a. Tap on the user icon
- b. Tap on your name
- c. Tap on "Register this Smartphone"
- d. Tap on "SAVE THIS SMARTPHONE" à You will receive a code by SMS
- e. Enter the code received
- f. Choose your new PIN code
- g. The smartphone is now registered



If the problem persists after following these indications, you can access the Contact and Assistance service by filling in the form available in the application.

1.7 Changing your trusted number

In order to change your trust number, please go to the "secure account" section by clicking on the profile at the top right of the screen. Then click on name/first name

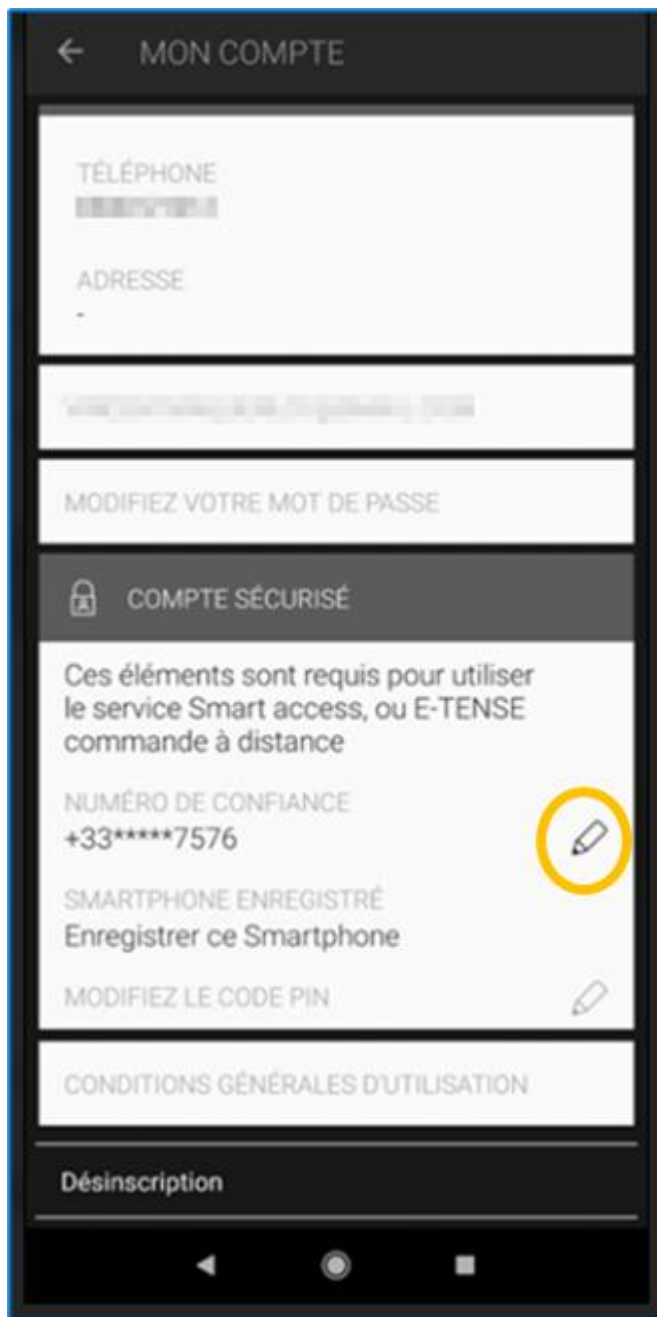


- If your smartphone is already registered, the change of trust number will be done automatically, even in WiFi if you have no phone network.

* Multiple smartphones can be registered to the same account

* A successful pairing is mandatory for remote control, change of trust number and [Safety Code](#).

- If your smartphone is not registered, you will receive an SMS code on your old trusted number



* Please note that changing the number in the contact section will have no effect

1.8 Why will 2G and 3G networks stop? What could be the impact on my connected vehicle?

Telecommunication operators are transforming their networks. This transformation involves reusing the frequencies used by 2G and 3G networks (900, 1800 and 2100 MHz) to power 4G and 5G networks. Consequently, the operators are going to shut down the 2G and 3G networks over time, a decision which is beyond our control.

Please take this into account if you are planning to buy a connected vehicle.

This shutdown will have an impact on all the connected services (Peugeot Connect SOS and Assistance call, Connected Navigation, Remote Control...) of vehicles equipped with a 2G/3G telematics box. The quality of the network might also be affected. The driving itself will not be impacted.

In Switzerland, the shutdown of the 2G network happened at the end of 2022. Consequently, if you travel through Switzerland with a vehicle equipped with a 2G telematics box, you will not have an active connection (none of your connected services will be usable); this includes Peugeot Connect SOS and Assistance call, so, if you need assistance, please use your personal mobile phone. In case of emergency, dial 112 or 999 .

You can contact Peugeot Roadside Assistance by calling 0800 197 2045

In the coming years, mainly around 2026, the discontinuation of 2G and 3G will be more intensive. Please be aware that dates depend strictly on Telecommunication operators in the countries.

We are currently assessing the actual impacts. Nevertheless, vehicles will still function for driving.

To know if your vehicle could be impacted by the 2G/3G shutdown, please contact Customer Care. You will need to provide your vehicle's VIN, a 17-character number located on your vehicle's registration card.

1.9 I can't find the phone screen when I'm on a call and the system switches to another page (e.g Navigation)

To find the phone page/screen, slide your finger up and down on the screen to make a shortcut to the current call page appear in the upper part. Click on the shortcut.

1.10 What are "Games" ?

"Games" are a series of free games available in your vehicle's multimedia system : Tic-Tac-Toe, Hangman and 2048.

Not all vehicles are compatible with "Games".

If your vehicle is compatible, you will find these games in the **Applications** section of your multimedia system. This section is represented by the following symbol:



You can access "Games" when you are not driving. For example while waiting to pick somebody up or while charging your car. You can play alone or with other passengers. If you are in an area with no network, you can still play offline.



1.11 Can I retrofit a navigation system in my vehicle?

If your vehicle did not have this option from the factory then it is not possible to retrofit this.

1.12 What is Mirror Screen?

The Mirror Screen function allows you to find the compatible features and applications of your smartphone on your vehicle's touch screen, while listening to the radio (or any other media source). The advantage of this function is that it controls the compatible applications of your smartphone via the vehicle's touch screen, without direct manipulation.

Mirror Screen is based on 3 connection technologies:

- MirrorLink and AndroidAuto protocols for Android smartphones.
- The CarPlay protocol for Apple smartphones

To learn more about these protocols, the list of compatible applications (concerning navigation, music, calls, messaging or iCoyote...), compatible phones and country coverage :

- Apple CarPlay, [click here](#) .
- Android Auto, [click here](#) .
- MirrorLink, [click here](#) .

Samsung has decided to end support for MirrorLink starting June 1, 2020. It is no longer available to new users. Existing users are able to continue using it, however, if they factory reset their device, connect to a new vehicle, clear app data or even update the firmware on their device, they'll lose Mirrorlink.

Mirror Screen is a free service, without additional subscription fees, as long as your vehicle is equipped with a touch screen with this function (optional or standard depending on the version).

Clarification on any additional costs: it uses the data subscription of your smartphone. We therefore invite you to check the characteristics of your subscription (data envelope in particular), as well as the pricing conditions abroad (roaming charges may apply).

Clarification on the availability of the Mirror Screen function in the vehicle: It is confirmed by the presence of a specific page presenting all the compatible Mirror Screen solutions (in the form of touch buttons).

Depending on the version or vehicle equipment, this page can be accessed either via the general menu on your touch screen or via the "Phone" or "Applications" command on your dashboard. It is not possible to equip your vehicle with this function after the vehicle has been manufactured.

Note: When used via Mirror Screen, the smartphone is not directly accessible by it. You will need to disconnect your smartphone from the vehicle in order to complete the Mirror Screen connection to access all menus and applications on your smartphone.

1.13 CARPLAY : How is Siri Voice Assistant Control integrated?

Provided it is activated on your iPhone, the Siri Voice Assistant can be used by connecting your iPhone either via Bluetooth or MirrorScreen with Apple CarPlay. Depending on the version or vehicle equipment, it is sufficient to use the voice recognition control button (short or hold down) to use Siri.

To learn more about Apple CarPlay, [click here](#).

1.14 What is the Peugeot Connect SOS & Assistance ?



It is a package of services:

- **Localized Assistance Call:** Peugeot Connect Assistance allows you to be connected to the Peugeot assistance platform 24 hours a day, 7 days a week, wherever you are in Europe and in your language.
- **Localized Emergency Call:** in the event of an accident, feeling unwell, assault or any other situation requiring urgent intervention, the SOS Pack triggers the dispatch of the most appropriate assistance as quickly as possible.

This service package is available free of charge as soon as your vehicle has Peugeot SOS & Assistance equipment (standard or optional)*. However, it cannot be mounted in "post equipment".

*The service is issued for 10 (ten) years from the first registration of the vehicle. Beyond this period, the service is disabled. To find out more about deactivating the service, click [here](#) .

To find out more about Peugeot SOS & Assistance, please click [here](#) .

2. E-Remote Control

2.1 Some recommendations for using the e-remote control service?

Below are the best practices in order to make the best use of your e-remote control service:

- **General**
 - Make sure you are in an area with good network coverage,
 - Take a trip at least 15 minutes every 7 days,
 - Check that the private mode of your vehicle is indeed deactivated [here](#).
 - You want to use several smartphones: Log in with the same account on the MyPeugeot application. The application will offer you to register your smartphone with validation steps to allow you to use these functions.
- **Information on the Charge:**
 - In order to obtain this information, you can refresh the application on the charge detail page (click on the circular arrow at the top right of the load page), it will appear within a minute .
 - During the information charging time, the internet connection must be stable. It must not switch from WIFI to 4G (or vice versa) otherwise communication will be interrupted.
- **Remote charge in programmed mode**
 - Charging starts at the chosen time before plugging in the vehicle.
- **Remote heating and air conditioning**
 - The first launch of a thermal preconditioning schedule will take place only if there are 45 minutes between the time you set this schedule and the chosen time.
 - Once you have programmed thermal preconditioning, it is stored in the vehicle and will apply even if it is outside the coverage area.
 - This function is not available / active if:
 - The doors and / or the boot are unlocked. If you unlock the vehicle during preconditioning, it will stop after 1 minute.
 - Several programmed preconditioning are carried out without using the vehicle.
- **Remote heating and air conditioning - Special conditions for Hybrid vehicles**

- Initiating a thermal preconditioning program will interrupt charging your vehicle if it is in progress. It will resume at the end of this programming.
 - If the battery is less than 20% and the vehicle is not charging, the preconditioning function is not available / active.
 - The charge commands requested during a preconditioning will be taken into account by the vehicle and will be launched when the preconditioning is stopped. Warning: an information message may appear on the application.
- Remote heating and air conditioning - Special conditions for electric vehicles
 - If the battery is less than 50%, the preconditioning function is not available / active.
 - In fast charging, there is no limitation in the simultaneous operation of preconditioning and vehicle charging. However, in slow charging, the outside temperature is a condition:
 - Between 5 and 35 °, the preconditioning and the load can work at the same time,
 - Outside this range:
 - Launching a thermal preconditioning program will interrupt charging your vehicle if it is in progress. It will resume at the end of this programming.
 - The load commands requested during a preconditioning will be taken into account by the vehicle and will be launched when the preconditioning is stopped. Warning: an information message may appear on the application.

Despite these recommendations, you encounter difficulties, contact the Customer Relations department using the form available on the MyPeugeot application. The application will invite you to send important information by checkboxes for the analysis of your case.

2.2 How do I use the deferred charge for my electric/hybrid vehicle?

Peugeot electric / hybrid vehicles can delay charging in order to benefit from off-peak rates. The deferred charge is accessible via the e-Remote Control service [here](#) available in MyPeugeot.

if your vehicle is equipped with a 10-inch screen, you can choose the charging start time in the Charge Menu. When you plug your vehicle in, you need to confirm your choice via the button near the plug.

2.3 What is e-Remote Control and its functions?

The e-Remote Control is a free service available for new electrical and new plug-in hybrid vehicles through the MyPeugeot application.

The e-Remote Control functions are:

- **Charging status information:** keeps you informed on request by refreshing the charging detail page (click on the circular arrow at the top right of the charging page) with key battery function indicators including charge state, charging status, charge rate and estimated range
- **Remote Charging Control:** you can use your smartphone to remotely start and program your charge in order to benefit from the best charging tariffs
 - When you plug in your car, the charge starts immediately. You can then switch to the postponed charge by pushing the dedicated button in the charge hatch or directly within MyPeugeot by using the e-Remote Control.
 - You can also choose to switch back to immediate charging from the application.
 - You can change the programming time at any time.
- **Remote heating and air conditioning:** prepares your vehicle in advance by pre-heating or pre-cooling the cabin.
 - Heating and cooling the cabin consumes a lot of energy. If you use the function while the vehicle is charging, its range will not be impacted and it will be ready for use at a comfort temperature.
 - You do not have to set a temperature value yourself as the e-Remote Control will always target a comfort temperature (21°C) - heating when it is cold outside and using air-conditioning when it is hot outside. When you program pre-heating or pre-cooling the system will start between 30 min and 45 min before the time you have set in order to make sure your vehicle will have reached a comfortable temperature. It will then remain active for 10 min after that time. It is therefore the time at which you will use your vehicle that must be scheduled.
 - Depending on your vehicle equipment, you can also schedule in your vehicle the loading time by the "Charge" page of the "ELECTRIC" menu and schedule the pre-conditioning times in the "OPTIONS" menu of the AIR CONDITIONING page.

Please note that recommendations for use are presented [here](#) .

3. Remote Control

3.1 What is Remote Control / e-Remote Control?

These two services, Remote Control and e-Remote Control, offer you functionalities that are both different and efficient to ensure a unique experience of comfort, even beyond driving.

- **FUNCTIONS OF E-REMOTE CONTROL:**

E-Remote Control is a free service available for new electric and plug-in hybrid vehicles

Status Information

This page shows, upon request, key battery information including charge status and level, as well as estimated range.

In order to obtain this up-to-date information, you must refresh the home page by tapping:

- on the page and dragging it from top to bottom,
- or on the circular arrow at the top right of the page.

The page will be updated within a minute. While the data is being downloaded, the internet connection must be stable and must not switch from WIFI to mobile data type 3G/4G/5G (or vice versa), otherwise the communication will be interrupted.

Remote charging

The service allows you to remotely start or program charging when your vehicle is plugged-in. It allows you to switch from immediate charge mode to delayed charge (and vice versa). You can also switch to deferred charging mode by pressing the dedicated button in the charging hatch.

Remote heating and cooling

This function allows you to warm or cool the vehicle to an optimal temperature before starting your journey. You don't have to set a temperature yourself, as e-Remote Control will always aim for a comfortable temperature of 21°C.

General conditions of use

If you use this function while charging, the vehicle will be ready for use at a comfortable temperature and with full range.

When you program the pre-conditioning, the system starts between 30 and 45 minutes before the chosen time in order to be certain that your vehicle reaches a comfortable temperature, and remains active until 10 minutes later. It is therefore the time at which you will use your vehicle that must be programmed.

Depending on your vehicle's equipment, you can also, from the touch screen of your connected navigation system, program the charging time via the "Charge" page of the "ELECTRICAL" menu and program the pre-conditioning times in the "OPTIONS" on the "AIR CONDITIONING" page.

The first activation of the remote pre-conditioning feature will only take place if there are at least 45 minutes between the time you define this programming and the time chosen to start.

Once you have programmed a remote pre-conditioning, the instructions are stored in the vehicle and will apply even if the vehicle is outside the coverage area.

The doors and trunk must be locked. If you unlock the vehicle during pre-conditioning, it will stop after 1 minute.

The charge orders requested while pre-conditioning is active will be taken into account by the vehicle and will be launched when the pre-conditioning is stopped. Warning: an information message may be displayed on the application.

Special conditions for plug-in hybrid vehicles

Initiating remote pre-conditioning will interrupt the charging of your vehicle if it is in progress. Charging will resume at the end of this programming if the terminal does not prohibit it. If the battery level is below 20% and the vehicle is not charging, the pre-conditioning function is not available/active.

Special conditions for electric vehicles

While fast charging, there is no limitation on the simultaneous operation of pre-conditioning and vehicle charging. However, while trickle charging, the outside temperature is a condition:

- Between 5 and 35°, pre-conditioning and charging can work at the same time
- The launch of a remote pre-conditioning program will interrupt the charging of your vehicle if it is in progress. It will resume at the end of this programming.

If the battery level is below 50%, the pre-conditioning function is not

available/active.

• FUNCTIONS OF REMOTE CONTROL:

Remote Control is a paid service available for new internal combustion engine, electric and plug-in hybrid vehicles, allowing interaction between your smartphone and your vehicle remotely. This service can be used from the MyPeugeot application.

For all Remote Control functions, when you send a command, you can check that it has been sent, no later than 20 seconds later, by 2 means:

- by a banner (if MyPeugeot is open on the homepage)
- by notification (if MyPeugeot is open on another page, in the background or on a locked smartphone)

Lock status

This feature allows you to monitor the lock status of your car. In order to update this information, you must refresh the home page by:

- tapping on the page and dragging it from top to bottom,
- or tapping on the circular arrow in the top right corner of the page.

Note: As soon as at least one door is unlocked, the status displayed on MyPeugeot is unlocked.

Remote opening / closing

This feature allows you to lock/unlock your vehicle's doors remotely using dedicated buttons in the app.

After sending a command, an animation confirms that the order is in progress and the vehicle is locked, or unlocked, within 8 seconds or less.

All buttons will always be visible, regardless of the vehicle lock status. For example, the "lock" button will be available even if the vehicle is locked.

Switching lights on remotely

This feature allows you to switch on, depending on your vehicle, the emergency lights or sidelights remotely using the dedicated button in the application.

After pressing the button, two animations will appear:

- initially to confirm that the order is in progress
- then for 10 seconds while the lights are on.

The vehicle's lights are switched on no later than 8 seconds after your request.

Remote horn

This feature allows you to activate your vehicle's horn remotely using the dedicated button in the app.

After pressing the button two animations will appear:

- initially to confirm that the order is in progress and a notification advises you to ensure compliance with local regulations on the use of horns.
- then for 10 seconds while the horn is active

The vehicle's horn is activated no later than 8 seconds after the request.

When a second horn command is taken into account by the vehicle before the end of the execution of the previous command, the horn is activated a second time with a limited sound level.

NOTE: Remote Control will be launched in the following months. Please visit your BRAND Services Store [[link to BRAND Services Store](#)] regularly to check if the service is already available in your country and if your vehicle is eligible.

4. Telemaintenance

4.1 What is the Telemaintenance offer ?

It is a service for customers who want to benefit from personalized monitoring of their vehicle Peugeot Connect SOS & Assistance to Peugeot.

If an intervention is necessary, the Peugeot customer service will then contact you by phone to offer you an appointment at your favorite workshop.

This service is provided free of charge until the termination of the contract.

To benefit from this service, you must:

- have subscribed to a contract in the Peugeot Service Store by accepting the terms of use -general conditions.
- use your vehicle for private use
- have a vehicle equipped with Peugeot Connect SOS & Assistance (You can check the eligibility of your vehicle on [Peugeot Services Store](#))
- have provided a telephone number when subscribing to the service which you can check and / or modify. Go [here](#). Take the

opportunity to update your profile and specify your preferred workshop.

- Be located in the country of subscription covered by the service. If you are not located in your country of subscription, you will be well contacted to notify you of the alert, but booking an appointment outside the country of subscription will not be possible.

The general conditions of use are available on the [Peugeot Services Store](#) if you have subscribed to the online service.

[List of vehicles alerts.](#)

5. Subscriptions

5.1 How to unsubscribe from MyPeugeot?

It is possible to unsubscribe from MyPeugeot:

- From [Peugeot Service Store](#) (Compatible with all browsers except Internet Explorer) , go to "MY ACCOUNT", "MY PERSONAL INFORMATION", at the bottom of the page click on "UNSUBSCRIBE".
- From the MyPeugeot application, via the "CHARACTER" icon then by clicking on "UNSUBSCRIBE ".

If you unsubscribe, you will no longer be able to receive information relating to the management of your contracts. However, this action will have no effect on your current contracts as well as on the potential costs associated with them.

If you wish to terminate your contracts, click [here](#) .

If you also want to uninstall the MyPeugeot application, you can do so directly from your smartphone. All data related to your vehicle (GPS positions, maintenance alerts, journeys made, etc.) will be permanently deleted.

5.2 What is Peugeot Services Store?

[Peugeot Services Store](#) is the dedicated platform for all Peugeot connected services. With Peugeot Services Store, you will discover all Peugeot Connect Services and will have the possibility of viewing / managing your connected services of your vehicle in total autonomy.

Visit [Peugeot Services Store](#) (compatible with all browsers except Internet Explorer) to discover the world of our connected services.

6. My Peugeot

6.1 How do I know if a recall campaign is undergoing for my Peugeot vehicle?

It is possible to check whether a recall campaign is in progress for your vehicle via the MyPeugeot application.

- Click on the icon below which you will find at the top right



- Click on "My recall reminder "
- Click your vehicle and click on "Check"

The application will display the information and steps related to your vehicle.

6.2 How to unsubscribe from MyPeugeot?

It is possible to unsubscribe from MyPeugeot:

- From [Peugeot Service Store](#) (Compatible with all browsers except Internet Explorer) , go to "MY ACCOUNT", "MY PERSONAL INFORMATION", at the bottom of the page click on "UNSUBSCRIBE".
- From the MyPeugeot application, via the "CHARACTER" icon then by clicking on "UNSUBSCRIBE ".

If you unsubscribe, you will no longer be able to receive information relating to the management of your contracts. However, this action will have no effect on your current contracts as well as on the potential costs associated with them.

If you wish to terminate your contracts, click [here](#) .

If you also want to uninstall the MyPeugeot application, you can do

so directly from your smartphone. All data related to your vehicle (GPS positions, maintenance alerts, journeys made, etc.) will be permanently deleted.

6.3 How can I track my maintenance in MyPeugeot ?

MyPeugeot offers a virtual maintenance booklet which helps you to follow the recommended maintenance report for your vehicle thanks to the information which you note as :

- - the current mileage,
 - the average annual mileage and type of personal or professional use.

You must update your mileage yourself (unless your vehicle is connected via Bluetooth in which case the mileage update is automatic) and note the maintenance carried out so that the maintenance book is up to date.

To find out how to obtain this service, please click [here](#) .

6.4 What is MyPeugeot application?

With this free app (compatible with all Peugeot vehicle models), you are connected to your vehicle (subject to eligibility), always informed and always accompanied.

A simple registration is enough to have your own personal space. You will be asked to enter your vehicle so that the application offers you suitable services.

MyPeugeot application is only compatible with iOS smartphones (version 12 and above) and with Android smartphones (version 7 and above). It will require a minimum data plan of 500 MB in order to use all the features. Depending on the type of your vehicle (thermal, electric, hybrid) and its eligibility for the service, the application allows you access to different functions such as monitoring your driving and consumption level, planning and making an appointment for your maintenance, access the user manual, program the charge and thermal comfort of your vehicle remotely, etc.

- Find all the information about the application and how to download it [here](#) .

6.5 What is the Electrical Vehicle Trip Planner and how can I use it?

The Electric Vehicle Trip Planner is a new Peugeot app feature available for Electric Vehicle customers with an active Connected

Navigation contract. To subscribe to Connected Navigation, check the following [link](#)

Plan your journey without worrying about your battery level. The Electric Vehicle Trip Planner will calculate where to stop for achieving the most time-efficient journey, all while giving you an estimation of your charging and travelling times.

General requirements for Connected Services:

- Make sure your vehicle is in an area with good network coverage
- Be sure to use your vehicle for at least one journey of more than 15 minutes every 7 days.
- Check that your vehicle's private mode is [deactivated](#) _
- Make sure your MyPeugeot app version is up to date

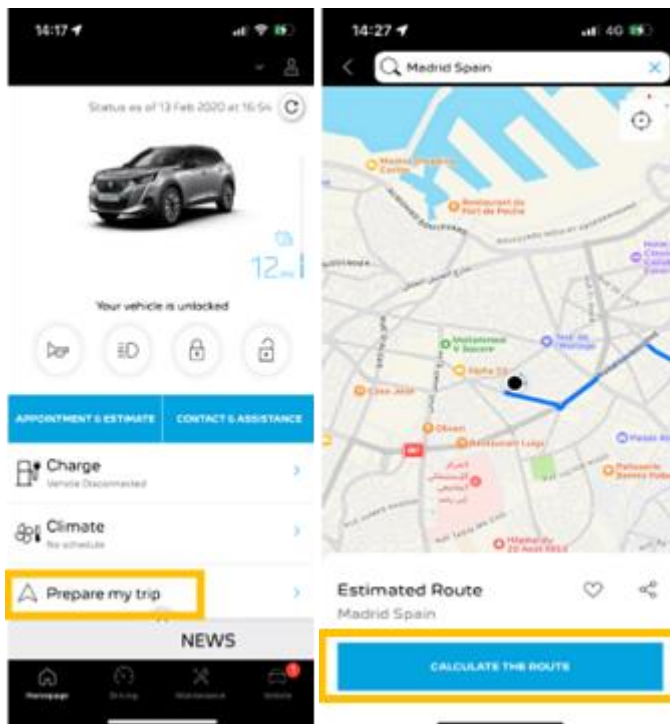
For better accuracy and a better electric vehicle routing experience, we recommend that you subscribe to and activate e-Remote control services. Click [here](#) to learn more about e-Remote control. If you are already familiar with the service and want to subscribe, visit [this FAQ](#)

How to use the Electric Vehicle Trip Planner

To use the Electric Vehicle Trip Planner, follow these steps in your MyPeugeot app:

1. Prepare my trip

In the MyPeugeot app, select "Prepare my trip", choose your desired destination and tap on "Calculate the route".



2. Set up route and battery preferences

You will now be able to set up route preferences (such as “Take into account current traffic” and “Avoid tolls”) and battery preferences (such as “Battery level at departure”, “Battery level at arrival” and type of plug). If you have an active e-Remote Control contract, the battery levels will be calculated automatically. If you do not have an active e-Remote control contract, default settings will be displayed.

In either case, you can manually modify the battery levels and the type of plug. When you are done, tap on “Calculate the route”.

NOTE: To ensure that you will have enough battery to reach your destination, the minimum “Battery on arrival” percentage permitted is 20%.

124 avenue de la République Français X

Turin, Italie X

900 mi

Starting battery level **61%**

Battery on arrival **20%**

Take into account current traffic ☒

Avoid tolls ☐

Select your plugs ⓘ

Type 2 Combo CCS

CALCULATE THE ROUTE

3. See the estimated route and send it to your vehicle

Once you have set up your preferences, the estimated route will be displayed. You will see:

- Estimated route map: itinerary from your current location to your destination, linking all the charging stations you should stop by.
- Estimated route overview: charging and driving time, starting and arrival times, distance, battery level at departure and arrival, etc.

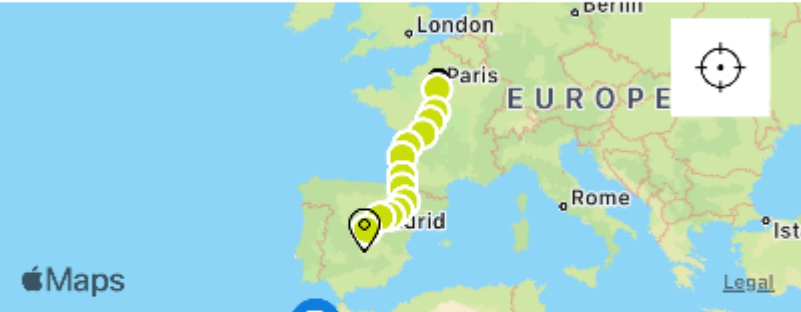
You can modify your preferences in "Set up preferences". If you agree on the estimated route, tap on "Send destination to my vehicle". Your journey will be sent by Bluetooth to the Navigation System. If you need information on how to pair your phone to your vehicle using

Bluetooth, check this [FAQ](#)

14:36

4G

Madrid Spain



Estimated Route

♥️

🔗

To Madrid Spain

Charge: **9:06hours**


14 Steps

DRIVING: 25:20hours

855.4mi

Start: Today at 15:36


Arrival: Tomorrow at 16:57



Battery level: **40%**

Paris France


- DRIVING 21.3mi -




Battery level on arrival: **26%**

Charge: **0:44**

[Check details](#)



Set up preferences



Send the destination to my vehicle

Your journey will be automatically added to your vehicle's NAV

Note: The Electric Vehicle Trip Planner is limited to one customer account per vehicle. You can use this feature on different smartphones using your MyPeugeot account.

Note on the screenshots: Due to evolutions in the app, these images might not totally match what you see in your phone.

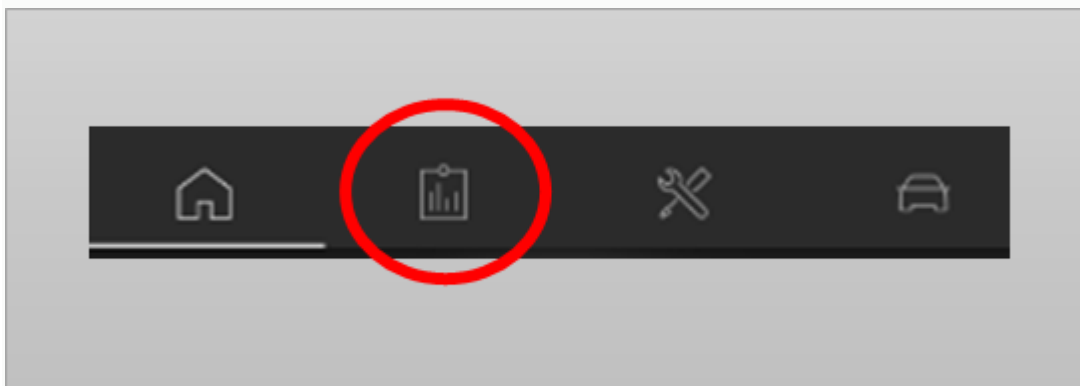
6.6 You cannot find your maintenance intervention in MyPeugeot?

- Check that the intervention took place after the activation date of your contract because, the intervention before the activation date will not be available. (except in the case of resale of a vehicle that already has this type of service)
- Also check in MyPeugeot that you have an activated Maintenance E-book contract. If this is not the case, check that you are connected into your MyPeugeot account with the email you have provided to the dealership, and also that you have completed your subscription.
- If your contract is active, make sure with your dealership that he has updated your maintenance booklet
- If despite all these performed conditions, you do not see your intervention, please contact our customer service.

6.7 How can I retrieve my driving data and my vehicle information in the MyPeugeot application?

All information is provided through the link between the vehicle and the application via the Bluetooth Service. To do this, you have to:

- 1) Launch the phone's Bluetooth.
- 2) Launch the MyPeugeot application.
- 3) Fill in the VIN or Select the correct vehicle in the MyPeugeot application. It will display the following icon in the application banner



If this is not the case, the vehicle does not have this characteristic.

Connect your smartphone from the vehicle's touch screen (By checking only Phone and Broadcast on the touch screen), a "Connected to Vehicle" banner will appear in the application. The route and information will be fed back into the application when the vehicle's ignition is switched off.

Particularity of the journey and vehicle information :

- The minimum distance of a route to be displayed in the application is 300 meters.
 - The average consumption of a trip will only be displayed for trips longer than 2 km.
-

If you are having connection problems, please follow these recommendations:

A. From the smartphone

1. Make sure you have only one MyPeugeot application running on the smartphone.
2. Make sure that you do not use other Bluetooth enabled applications such as Spotify or Waze, you must force shutdown these applications and make sure that your MyPeugeot application is connected to the vehicle before launching the other applications. To verify this connection, you should view a connection banner from the application's home page, located above the image of your vehicle.
3. If you have multiple VINs associated with your account, please ensure that you have the correct VIN selected in your application before connecting your vehicle to the MyPeugeot application.
4. Do not connect your smartphone via WIFI (or for Iphone to a USB cable), in order to ensure that the flow of the journey can be tracked via Bluetooth.
5. Check that the MyPeugeot application is not in the list of applications in the smartphone battery optimization options menu.

B. From the vehicle

1. Check that the date (Day/Month/Year) and time in the vehicle, match the phone.
2. Please make sure that the privacy mode of your touch screen is turned off. If the private mode is enabled, your journeys will not be able to be retrieved in the application.

3. Please check that when pairing your smartphone to the vehicle, you do not tick the 3rd "Connection sharing" box on the touch screen. This connection sharing mode blocks the upward movement of journeys.

4. Please check that when pairing your smartphone to the vehicle, you first accept the pairing from the touch screen before validating it from the smartphone.

If the problem persists despite the respected recommendations, please get in touch with our Contact and Assistance service.

6.8 How to create and manage MyPeugeot account?

With your MyPeugeot account, you have easy access to:

- The [MyPeugeot application](#)
- The Peugeot Services Store connected (compatible with any browser except Internet Explorer)
- The Peugeot LifeStyle store

Creation and activation of an account

Let yourself be guided by the registration process to easily create a MyPeugeot account on the links above or on the MyPeugeot application.

You will be asked to define your login details by entering your email address and a password and entering some personal information.

Note: Your account will be active once you have validated the registration by the activation email.

You are having difficulties creating and activating your account:

- You have not received the activation email: Check that the email is not in your Junk Mail folder.

- The link in my activation email does not work, or did not receive it: send it back from the following [link](#)

- In the event of failure, contact the Customer Relations department using the following [form](#).

Account login

Use your username and password

If this connection to the account is made from a Web site, use any browser except Internet Explorer.

You are experiencing connection difficulties:

- Check the entry of your username and password.

- If you have lost or forgotten your password, reset it from the connection page with the "Forgotten password" function.
- If you use the MyPeugeot application,
 - * Update the application from the store. In order to improve the security of your personal data, major version 1.22 requires that you change your password immediately after downloading this version.
 - * If you still cannot identify yourself, we invite you to reinstall the MyPeugeot application.
 - * For iPhone owners: it may be necessary to change the country on the MyPeugeot application
 - Open the application, on the REGISTRATION / CONNECTION page, change the country by clicking on MODIFY,
 - A message tells you to close and relaunch the application,
 - Follow the instructions provided
 - Change the country again to return to your country of use
 - Relaunch a connection attempt

In the event of failure, contact the Customer Relations department using the form available [here](#) .

Account modification

From your MyPeugeot account in Peugeot Services Store or from the MyPeugeot application, you can :

- Add a vehicle with the VIN* or suppress an existing vehicle on your account. You can provide information about one or more vehicles. Each vehicle will have access to dedicated services.

Procedure for adding a vehicle:

- Go to the Peugeot Services Store, in "My vehicle", "Manage my vehicles", click on "Add a vehicle".
- From the MyPeugeot application,
 - You don't have any vehicle registered yet: click on "My vehicle" and "Add a vehicle".
 - You already have a vehicle registered: click on the vehicle at the top left, a drop-down list will appear with "Add a vehicle".

Procedure for deleting a vehicle:

- Go to the Peugeot Services Store, in "My vehicle", "Manage my vehicles", "Select your vehicle", click on "Delete this vehicle".
- From the MyPeugeot application, select the vehicle, click on the "My vehicle" and "Delete this vehicle" section.

If a vehicle is deleted, you will no longer be able to subscribe to connected services for this vehicle. You will no longer have access to the status of the services purchased on this vehicle. However, the deletion of a vehicle has no impact on the operation of your services or on current contracts.

- To modify your personal data :

Procedure for your mail address/ password/ phone number

- From the Peugeot Services Store in the "MY ACCOUNT" section then "MY PERSONAL INFORMATION"
- From MyPeugeot via the "CHARACTER" icon then by clicking on your account identifier

Note: The telephone is required for the restoration of the remote maintenance service

Procedure for your favourite point of sale

- On MyPeugeot Web, choose "My Workshop", Search for your favourite workshop using the interactive map, select by clicking on the marker and click on set as favourite workshop
- From MyPeugeot, in the section My account/ My point of sale, Search for your favourite workshop using the interactive map, select by clicking on the marker and click on set as favourite workshop.

* The chassis number (VIN) of your vehicle may be required to complete your profile. The VIN (Vehicle Identification Number) or chassis number is a set of 17 characters that uniquely identify your vehicle. You will find it on your registration certificate.

6.9 How to get the Peugeot digital maintenance booklet?

To obtain the virtual maintenance booklet (Maintenance e-book), you just need to go to your authorized dealership so that you can be validated as the owner of the vehicle.

In addition, this service can be offered to you when purchasing a vehicle or performing services.

Warning: To be registered, you must provide an email to the authorized repairer / dealership. If you have MyPeugeot account, remember to give the email associated with your account to be able to benefit from the service.

6.10 Time difference between the start and end times of the journey in the MyPeugeot application

You may experience time differences between the start and end times of your trips on your MyPeugeot application.

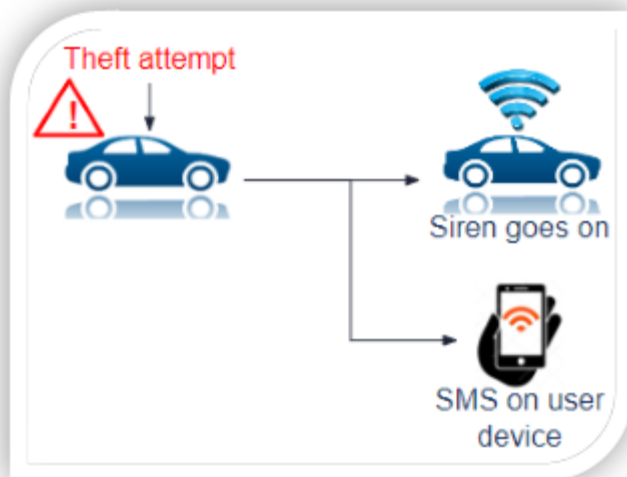
The issue has been identified, and corrected. We invite you to update your touch screen by clicking [here](#).

To know the detailed procedure for updating your touch screen, please refer to the following FAQ.

6.11 What is Connected Alarm

Connected Alarm is a Connected Service that alerts you via SMS* every time the physical alarm of your vehicle is triggered. This means that you will immediately be aware of any possible theft tentative, even if you are out of the alarm's audible range.

*This SMS will be replaced by a push notification in MyPeugeot in the second half of 2023.



The SMS/notification will contain your vehicle's details, date and time of the incident and the reason why the alarm was triggered.

How to subscribe and activate the service

To be able to subscribe to Connected Alarm, your vehicle must have a Peugeot physical alarm mounted at factory; this functionality cannot be retrofitted. You also need to have the MyPeugeot app. To check if the service is already available in your country and if your vehicle is

eligible, please regularly visit [PEUGEOT SERVICES STORE](#) by logging in with your MyPeugeot account. You will also find there all the conditions related to subscription

These are the steps to follow to subscribe and activate the service:

1. Subscription. In your MyPeugeot app, go to "Services" and tap on "Connect Alarm". You will be redirected to Peugeot Services Store, where you can purchase the service.
2. Association. You will need to associate your vehicle with your phone. You will get a pop-up indicating so right after subscribing. This association must be done in the first 6 days after purchasing the service, otherwise the contract will be automatically terminated. This is the procedure to follow:
 - In the pop-up, tap on "Continue".
 - Enter your trusted phone number
 - Link this service to your smartphone setting a safety code or a biometric identification
 - Pair your smartphone with your vehicle via Bluetooth.

Remember that, to enjoy Connected Services, [your vehicle's privacy mode must allow data sharing](#) .

The use of Connected Alarm is limited to one customer account per vehicle. You can add more devices to your MyPeugeot account on the app's home page.

When a new customer activates the service, previous customer's contract will be terminated (previous customer receives an e-mail and a SMS).

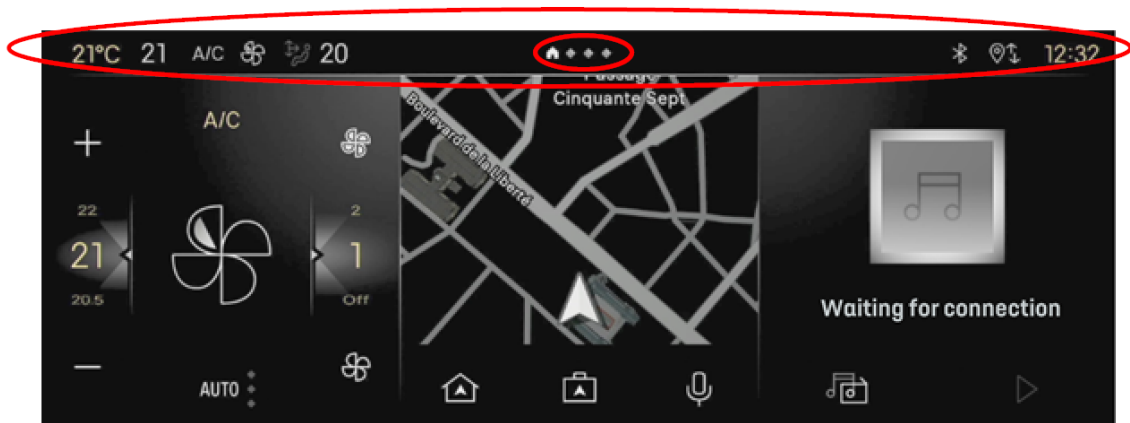
If you still have questions about Connected Alarm, please get in touch with us.

7. MAP UPDATES

7.1 How to update my multimedia system's mapping and/or software ?

Our vehicles regularly benefit from map and software updates which provide new functionalities and services and ensure their optimal functioning.

To understand how these updates work, please select your vehicle's multimedia system:



NEW CONNECTED NAVIGATION (Over the Air). If your touchscreen has a top bar like this one:

Map updates

If you have a valid Connected Navigation contract, you have access to map updates.

The mapping is divided by regions. Essential map updates (of the region you usually drive in) are performed automatically over the air. The updated map will be available at the next driving cycle (once you have switched your vehicle off and on). If you cross the boundaries of a region, the system will detect it and check for updates, which will become available after restarting your vehicle.

If you set a destination in your navigation system, it will automatically detect which regions need to be updated. To make sure these updates are ready for use, please restart your vehicle.

IMPORTANT: The download and installation of map updates is performed as a background task while you are driving. If it is a minor update and you are in an area with great coverage, the update will be quickly registered. However, if the coverage is poor and/or many regions need to be updated, the system will need more time to process the updates.

In the event of a longer trip, it is recommended that you get mapping updates beforehand. To do so, connect your vehicle to a Wi-Fi network*, go to MAIN MENU OF NAVIGATION>SETTINGS>MAP & DISPLAY>DOWNLOADED MAPS and select the regions you want to update. Once the maps are downloaded, please restart your vehicle to make sure these updates are ready for use. For more information on how to connect your vehicle to Wi-Fi, click [here](#) .

*The use of Wi-Fi and/or mobile telephone networks by your smartphone may incur extra charges if you exceed the data allowance included in your contract.

Software updates

Whether you have a Connected Navigation contract or not, you have access to software updates. You can access them via two different ways:

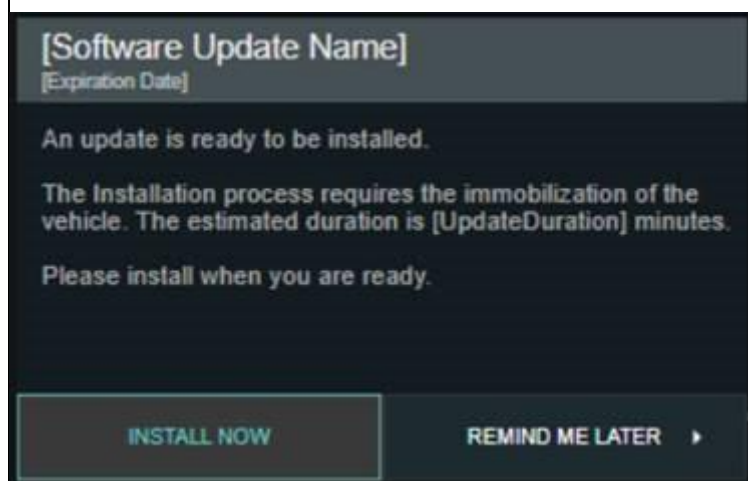
Via Wi-fi (preferred). Make sure your vehicle is connected to a [Wi-Fi network](#). After having been connected to a Wi-Fi network for at least 5 minutes, go to **SETTINGS>UPDATES**. If an update is available, tap on it. Make sure you are connected to Wi-Fi uninterruptedly while the download is taking place. At the end of the download, you will get a notification stating, "Download complete". Tap on it and then tap on "Install" to start the installation process (IMPORTANT: engine must be switched off).

Via your vehicle's telematic network, depending on the country coverage, you will get an update.

To get these updates, make sure your vehicle has good 3G/4G coverage.

When your vehicle detects a new software update, you will be notified by a pop-up on the touchscreen, asking you to proceed with the installation.

IMPORTANT: For this pop-up to appear, you have to switch the engine off and open the driver's door. You can accept the update or postpone it. If you postpone it, the pop-up will be displayed again at the end of the next trip.



If you are not getting these pop-ups, or if you want to verify there is an update available, please follow the procedure below:

1.

Make sure your vehicle has good 3G/4G coverage, the engine is switched on, and your vehicle is unplugged (electric recharge).

2.

On the vehicle's touchscreen, go to SETTINGS>UPDATES.

a) If there are no pending updates, please wait 5 minutes. If nothing shows up after this time, it means there are no updates available at the moment.

b) If you see a pending update, tap on "Download update".

3.

You will get a notification stating "Download complete". Tap on it and then "Press to install" to start the installation process.

NOTE: This notification does not stay long; if you miss it, you can turn the vehicle off and back on so that the installation is proposed again.

For safety reasons, you cannot drive your vehicle while the installation is taking place. The installation will continue even if you exit and lock the vehicle. An on-screen message will inform you if the installation was successful.

If you have problems with this process, go [here](#)

OTHER NAVIGATION SYSTEMS (Connected/Non-Connected Navigation)

7.2 My GPS system cannot find the address entered in the quick search

If you cannot find the desired address via the "classic search" mode, a more efficient FTS (free text search) "fast search" mode is available.

For information, under "Search" at the top of the screen, you will find the history of old searches. Please follow the steps below (depending on your vehicle's screen display):

- Press "Search" from the navigation screen .



You will be redirected to a virtual keyboard. Enter the full address or the name of the POI you are looking for as desired.

7.2 How does predictive navigation work and how do I activate / deactivate it?

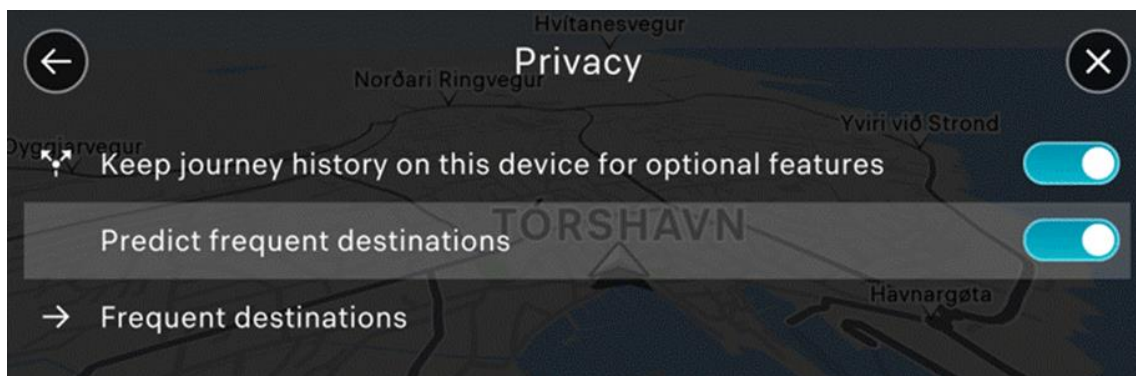
Depending on frequently used destinations, the navigation may suggest specific tips. These suggestions are specific to the profile used.

Predictive navigation is not a connected service. There is therefore no data sharing and no connection is necessary. All data related to this feature is stored locally.

To activate / deactivate it, go to: • Navigation menu> Settings> Others> Private mode

Modify (ON / OFF) the following parameters:

- Keep trip history on this device for optional functionality
- Predict frequent destinations



Once these parameters are active, your journeys will be saved locally and used only for predictive navigation.

IA: not sure: I think that this also allows you to display recent destinations when you program navigation

If you deactivate the feature, your trips will no longer be stored, but the old ones will not be deleted immediately (kept for a maximum of 90 days).

7.3 How does predictive navigation work and how do I activate / deactivate it?

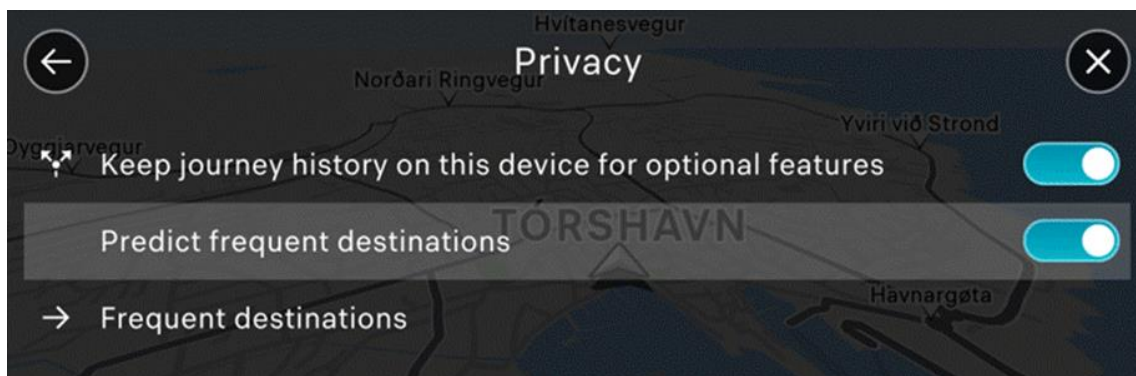
Depending on frequently used destinations, the navigation may suggest specific tips. These suggestions are specific to the profile used.

Predictive navigation is not a connected service. There is therefore no data sharing and no connection is necessary. All data related to this feature is stored locally.

To activate / deactivate it, go to: • Navigation menu> Settings> Others> Private mode

Modify (ON / OFF) the following parameters:

- Keep trip history on this device for optional functionality
- Predict frequent destinations



Once these parameters are active, your journeys will be saved locally and used only for predictive navigation.

IA: not sure: I think that this also allows you to display recent destinations when you program navigation

If you deactivate the feature, your trips will no longer be stored, but the old ones will not be deleted immediately (kept for a maximum of 90 days).

7.4 How to install Peugeot Update App?

Peugeot Update is a tool for preparing a USB key for an update of the multimedia system.

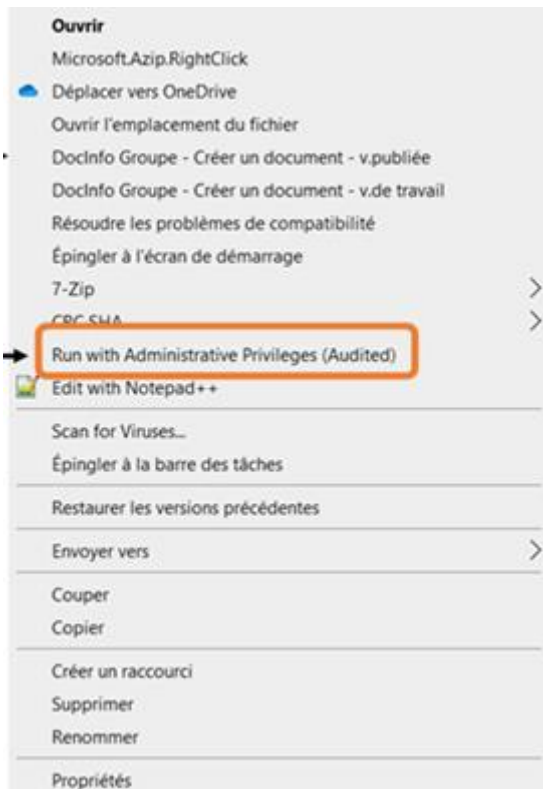
- Windows
: https://d1tik0o5ahgjm.cloudfront.net/peugeot/peugeot_update.exe
- Mac
: https://d1tik0o5ahgjm.cloudfront.net/peugeot/peugeot_update.dmg

Recommendations:

- Windows:
 - Minimum system requirements: Windows 7 / 1 GHz processor / 2 GB of RAM memory / DirectX 9 compatible graphics card
 - Start the downloading as administrator
 - Right click on the downloaded application icon



- - Click on Run with Administrative Privileges



- Mac :
 - Minimum system requirements: MacOS 10.10 (Yosemite) / only 64 bit / 2 GB of RAM memory
 - On MacOS (10.15 Catalina), write access must be allowed on removable media. Go to system preferences / Security and confidentiality / Confidentiality / Files and folders / Check the box corresponding to the application

7.5 I encounter a problem while updating the maps and/or software of my multimedia system

1. NEW CONNECTED NAVIGATION (Over the Air)



Click here if your touchscreen has a top bar like this one:

2. OTHER NAVIGATION SYSTEMS

Connected/Non-Connected Navigation

7.6 The speed limit information displayed by my Navigation system does not always correspond to the speed limits indicated on the road

It is important to note that the cartographic data is constantly evolving. This is due to new roads, new traffic directions or new speed limits.

In order to have the most updated information, it is necessary to carry out regular mapping updates. Click [here](#) to check if your vehicle has the latest update.

If your update is incomplete or information is missing and your vehicle has a **connected navigation system**, you can report it to our partner TomTom via the [MapShare Reporter tool](#). You can check out the [following link](#) if you need help.

If your update is incomplete or information is missing and your vehicle has a **non-connectable navigation system**, you can report it to our partner Here via the [MapCreator](#) tool. You can check out the [following link](#) if you need to.

7.7 What is the Connected Apps section in my connected navigation system?

This section is called the Web Portal, it is an application wall available in the vehicle and which presents a set of applications from the PSA group. Applications will be displayed depending on the eligibility of your vehicle.

To access it, click on the applications button



then Connected Apps.

Future connected applications will be available soon.

In the meantime, extend your driving experience with the MyPeugeot application from your smartphone. Track your driving data (mileage, fuel consumption, etc.) and be alerted to your upcoming maintenance. Take advantage of exclusive offers.

7.8 What is Peugeot Connect NAV navigation equipment and its associated TomTom services?

This is the new generation of navigation system equipping the vehicles of the Peugeot brand. This navigation system offers the following features::

- A capacitive touchscreen: more sensitive and faster, it promises fluidity and brightness comparable to the screens of smartphones of last generation..
- A new TOMTOM 3D map. Some updates of the TOMTOM cartography are offered to you free of charge for life. Depending on the vehicle, the updates can be done either from your MyPeugeot application automatically;
- Voice recognition to control the main functions of the system (navigation, media, onboard comfort etc.).
- TomTom Traffic connected services, provided your vehicle has been purchased in the commercial department and your vehicle is equipped with PEUGEOT CONNECT NAV Connected Navigation equipment. Details of the country coverage of TomTom Traffic services are available in the [General Terms and Conditions of Services](#).

If your vehicle is equipped with both PEUGEOT CONNECT NAV and Peugeot Connect Box, the connection to the connected services is automatic and at no additional cost. In fact, it is the SIM card present in the vehicle that enables data exchange via the Internet.

If the Peugeot Connect Box equipment is not present in your vehicle, the internet connection will be made by BlueTooth via your smartphone and your data bundle. This implies a prior pairing of your phone.

A description of the connected services is available [here](#).

7.9 What is MAPCARE™?

MAPCARE™ is a program for updating the map in your vehicle's navigation system. This program gives you access to 1 free* update per year for 5 years, provided your vehicle meets the eligibility criteria. You will be able to check for this offer [here](#).

The program MAPCARE™ is valid in the 34 European countries listed below: *France, Germany, England, Italy, Spain, Belgium, Luxembourg, Netherlands, Switzerland, Austria, Portugal, Ireland, Denmark, Sweden, Poland, Czech Republic, Slovakia, Croatia, Slovenia, Hungary, Romania,*

Bulgaria, Greece, Bosnia, Macedonia, Montenegro, Kosovo, Serbia, Albania, Norway, Finland, Estonia, Latvia, Lithuania.

*The update is free if you do it yourself. You also have the possibility to do it at your dealer who can charge you for the operation.

7.10 What to do if the connected navigation system no longer shows Danger Zone Alerts, traffic info, fuel prices, weather and parking information?

The first step is to check that your vehicle has an active contract.

To do this, log in to your account on [Peugeot Service Store](#) (compatible with any browser except Internet Explorer), then click on 'my services'..

- If your contract has been cancelled due to non-payment, we invite you to try again to subscribe directly on the [Peugeot Service Store](#) website.
- If your contract has expired, we invite you to renew your contract on the [Peugeot Service Store](#) website.
- If your contract is active, we invite you to check the activation of Connected Navigation and Danger Zone Alerts in your vehicle. A tutorial is available [here](#) .

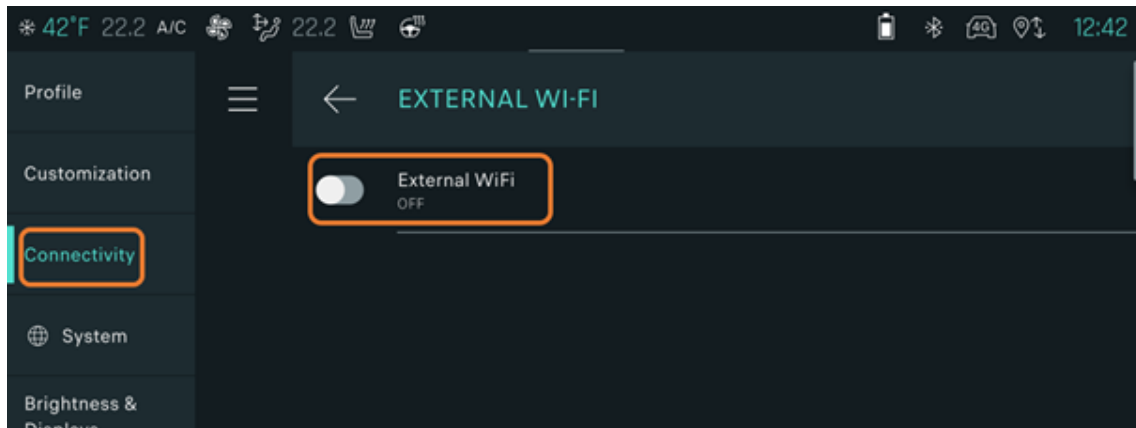
8. CONFIGURATION

8.1 How to connect my vehicle to WIFI?

Make sure you have activated the secure WIFI before continuing with the actions:

- WIFI house
- WIFI from your smartphone
- Other secured WIFI points

Go to the Settings> Connection menu and click on External WIFI



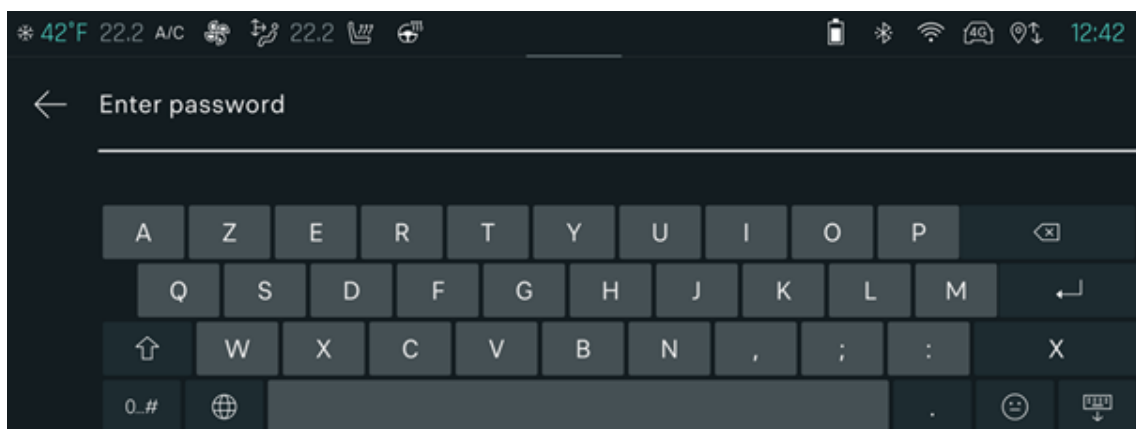
Activate the External WIFI option



Select the available WIFI



Enter the password and validate

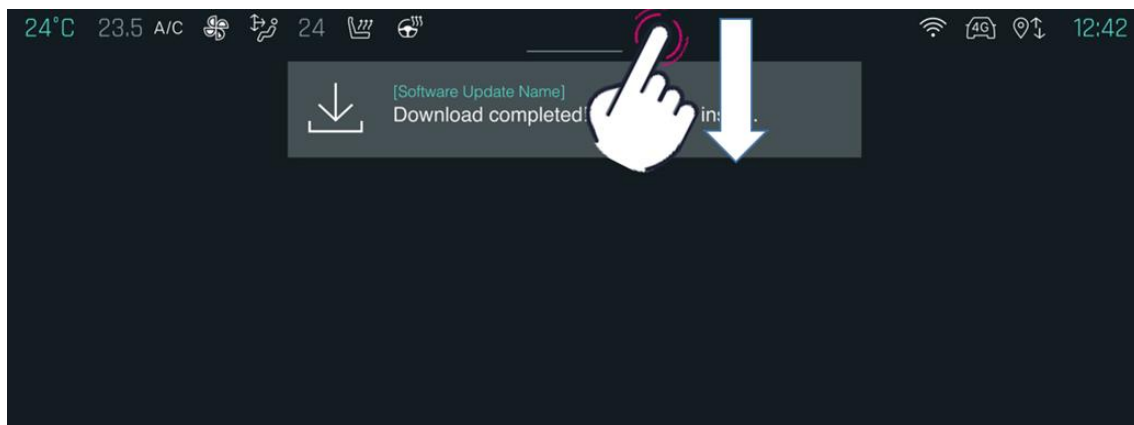


The network is now connected

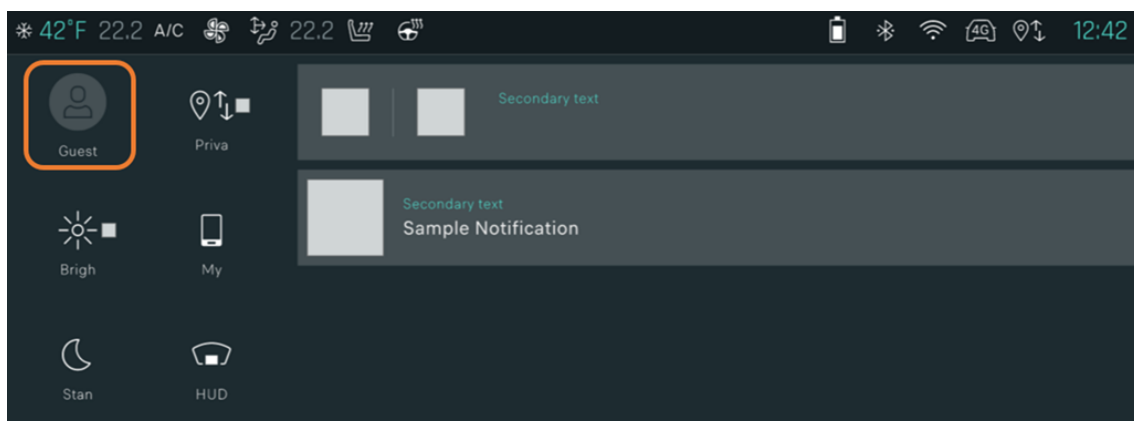


8.2 How to associate a phone with my profile?

To access your profile, swipe the screen up and down (like on a smartphone)



Click on your profile



Then go to Associate device

Select the device (if necessary scroll the menu from right to left) and click

on next



You will then have to give your GDPR consent on data sharing.

If the agreement is refused, your profile will go into private mode and connected services will not be available (only certain items, radio, lighting, etc.)

A message will be displayed indicating that the phone is correctly which you will have to confirm with OK.

You will be redirected to the home page where you will be prompted to view a video tutorial.

You can view it or ignore it (the message will appear again, unless it ticks "Don't ask again").

8.3 My GPS system cannot find the address entered in the quick search

If you cannot find the desired address via the "classic search" mode, a more efficient FTS (free text search) "fast search" mode is available.

For information, under "Search" at the top of the screen, you will find the history of old searches. Please follow the steps below (depending on your vehicle's screen display):

- Press "Search" from the navigation screen .



You will be redirected to a virtual keyboard. Enter the full address or the name of the POI you are looking for as desired.

8.4 How does predictive navigation work and how do I activate / deactivate it?

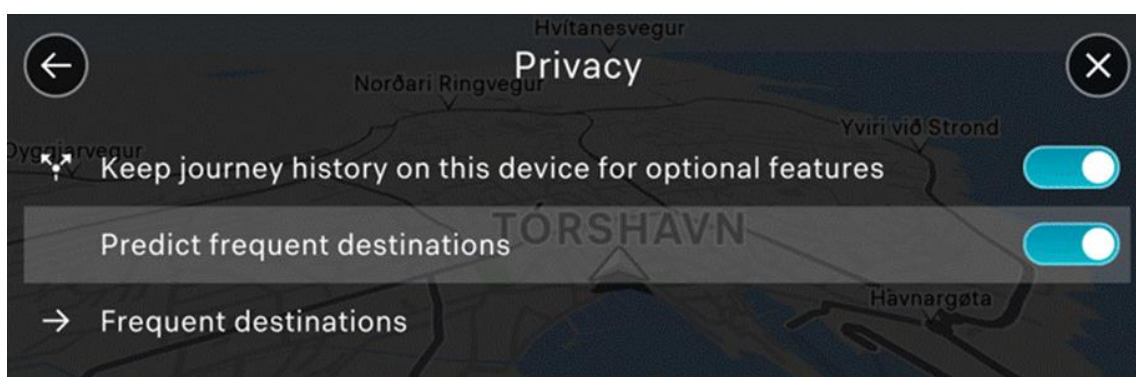
Depending on frequently used destinations, the navigation may suggest specific tips. These suggestions are specific to the profile used.

Predictive navigation is not a connected service. There is therefore no data sharing and no connection is necessary. All data related to this feature is stored locally.

To activate / deactivate it, go to: • Navigation menu> Settings> Others> Private mode

Modify (ON / OFF) the following parameters:

- Keep trip history on this device for optional functionality
- Predict frequent destinations



Once these parameters are active, your journeys will be saved

locally and used only for predictive navigation.

IA: not sure: I think that this also allows you to display recent destinations when you program navigation



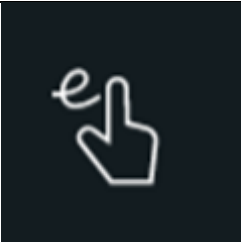
If you deactivate the feature, your trips will no longer be stored, but the old ones will not be deleted immediately (kept for a maximum of 90 days).

8.5 How to configure the screen keyboard of my navigation system?

In order to configure the keyboard or the screen language of your navigation system, please follow the different steps below:

On the keypad of your connected navigation system, you have 2 buttons to configure the keypad:

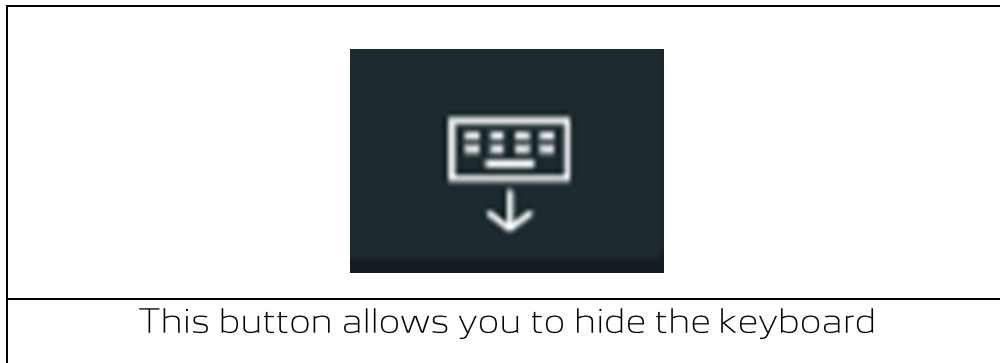
1.

| | | |
|---|---|--|
|  |  |  |
| This button allows you to configure the type of keyboard: | This button allows you to configure the type of keyboard: | This button allows you to configure the type of keyboard: |

2.

| |
|---|
|  |
| This button allows you to choose the keyboard language |

3.



8.6 How do I connect to the "Wi-Fi On Board"?

For the "Wi-Fi Connection Sharing" function, otherwise called "Wi-Fi On Board", the password is to be chosen by the user, by clicking on the pencil icon (see below)) => you should therefore enter one and validate it.

8.7 What are the phones compatible with the Bluetooth of my Peugeot vehicle?

You can consult the list of phones compatible with your Peugeot vehicle by clicking [here](#).

8.8 How to pair my phone to my vehicle using Bluetooth?

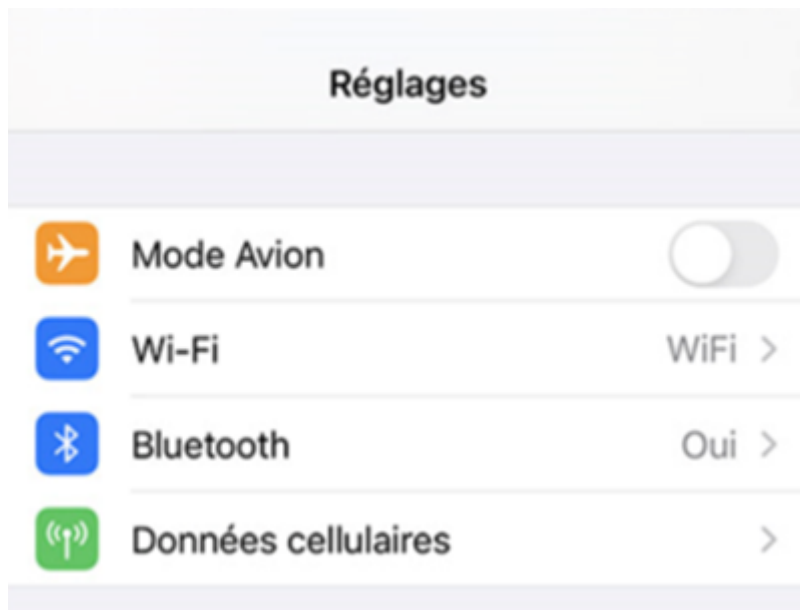
Go to the configuration menu of your smartphone:

iOS (Apple):

From the main page click on the "Settings" icon



Then click on "Bluetooth"



Activate the button (it should turn green)



Then choose the name corresponding to your vehicle (in this case BT_DS) under the "Connect to my devices" list.



ANDROID:

Swipe up and down the screen or access via the Settings menu



Press Bluetooth



In the list of devices, select the device corresponding to your vehicle starting with BT_

I lost the Bluetooth connection between my smartphone and my vehicle

If you have lost your Bluetooth connection, turn it off and repeat the procedure above.



To access this menu, press the "Applications" toggle then "Options" then "Wi-Fi connection sharing"



8.9 Learn more about the PIN/SAFETY code

- General

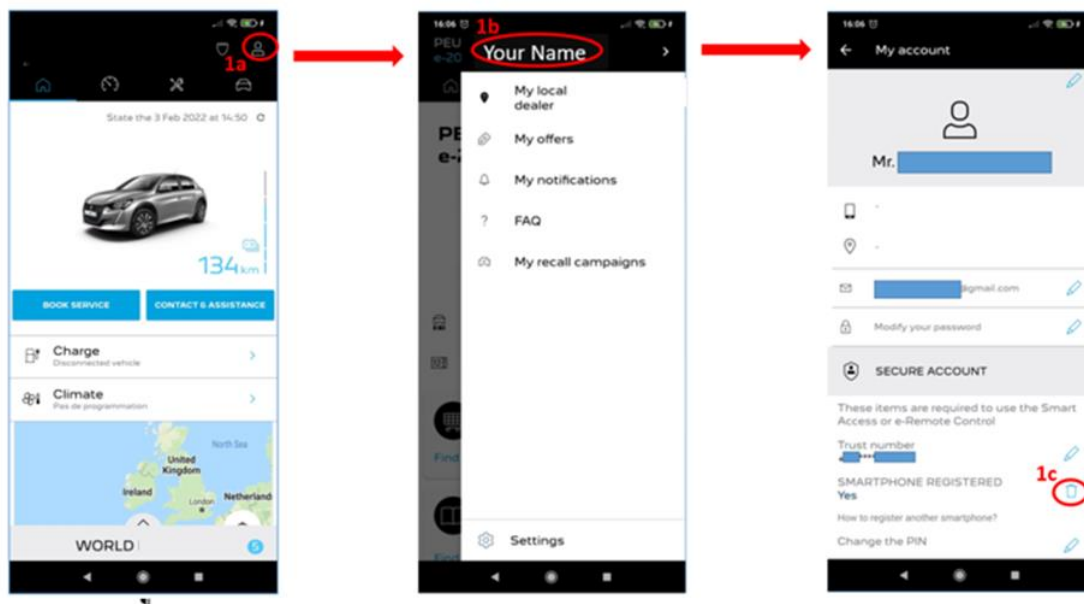
The Pin/Safety code is used to secure the pairing and use of remote controls between your smartphone and your vehicle.

As a security measure, this is systematically requested every 7 days.

- What to do if the The Pin/Safety code is not accepted:

1) Delete the registration of your smartphone(s) by following these steps:

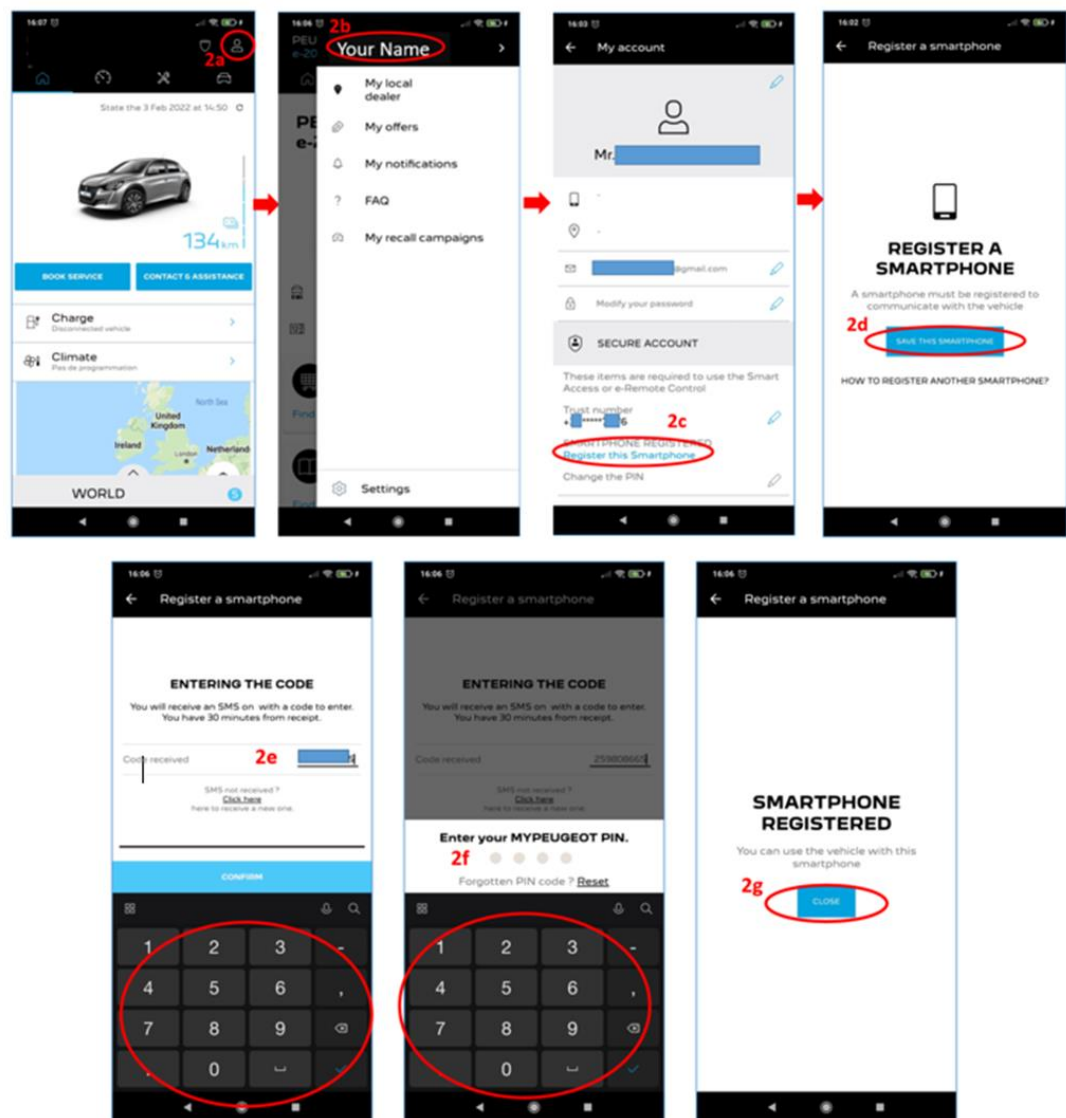
- a. Tap on the user icon
- b. Tap on your name
- c. Tap on the bin icon in the SMARTPHONE REGISTERED section



2) Now you have to do the registration(s) again:

- a. Tap on the user icon
- b. Tap on your name
- c. Tap on "Register this Smartphone"
- d. Tap on "SAVE THIS SMARTPHONE" à You will receive a code by SMS
- e. Enter the code received
- f. Choose your new PIN code

- g. The smartphone is now registered



If the problem persists after following these indications, you can access the Contact and Assistance service by filling in the form available in the application.

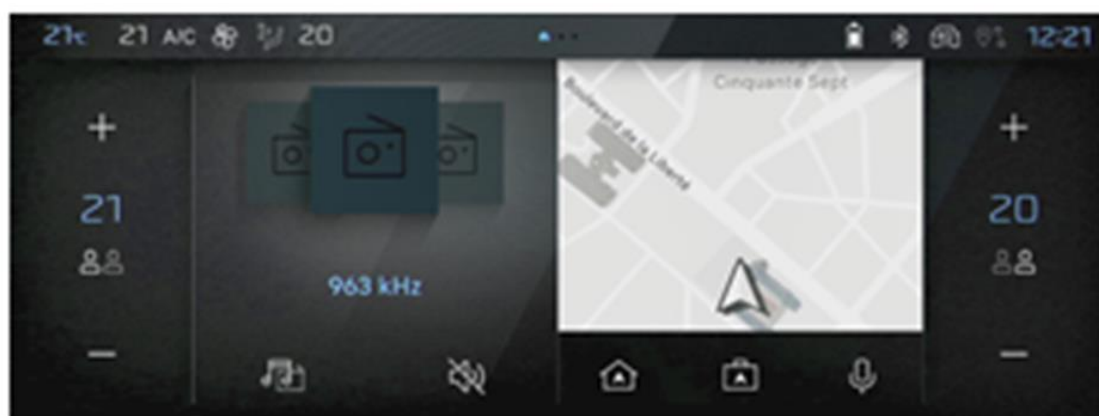
8.10 How to configure the date, time and time zone on my connected navigation system

Select your vehicle's multimedia system:

1. [Connected Navigation](#) (Available for Peugeot 208, 2008, 308, 3008 SUV, 5008 SUV, Expert, Traveller, New 208, New e-208, New 2008, New e-2008, 508 from 2021)

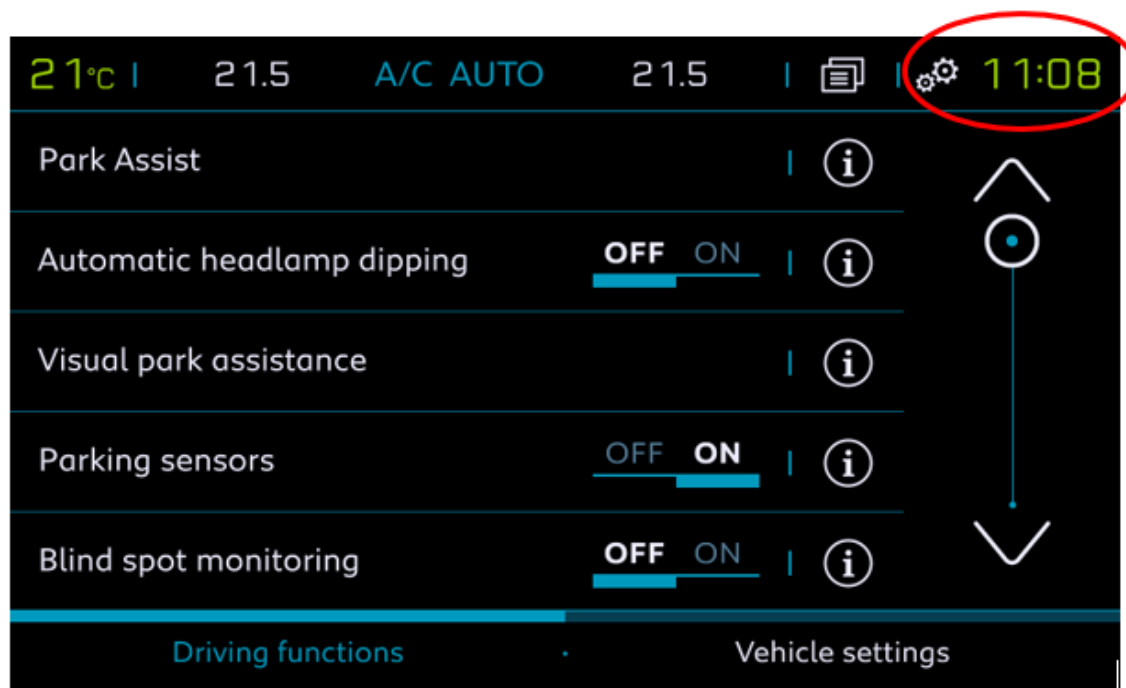


2. [New Connected Navigation](#) - (available for New Peugeot 308 from 2021)

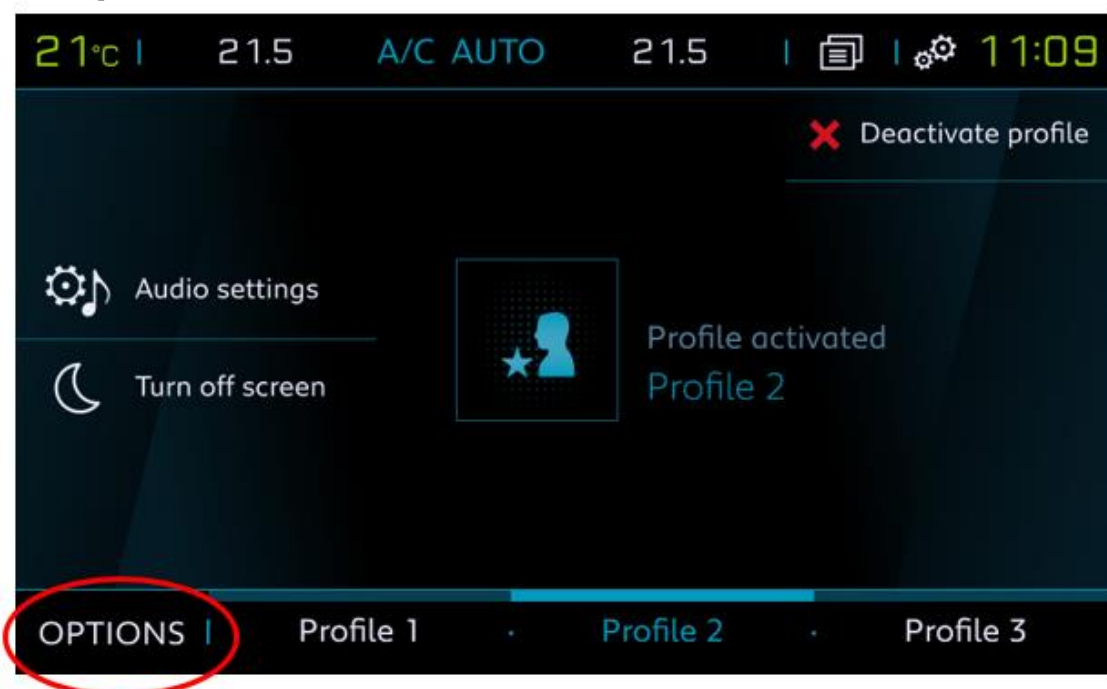


1. Connected Navigation (Available for Peugeot 208, 2008, 308, 3008 SUV, 5008 SUV, Expert, Traveller, New 208, New e-208, New 2008, New e-2008, 508 from 2021)

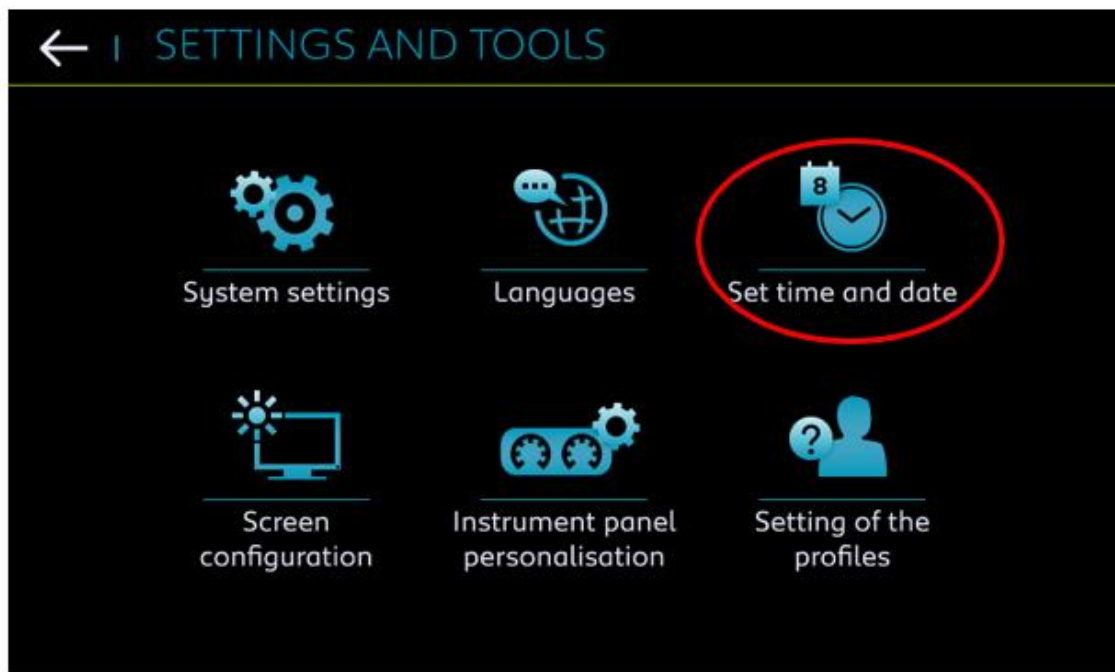
On the screen of your connected navigation system and regardless of the function selected (NAV / CLIM / RADIO ...), start by clicking on the time at the top right of the screen as shown in the following image.



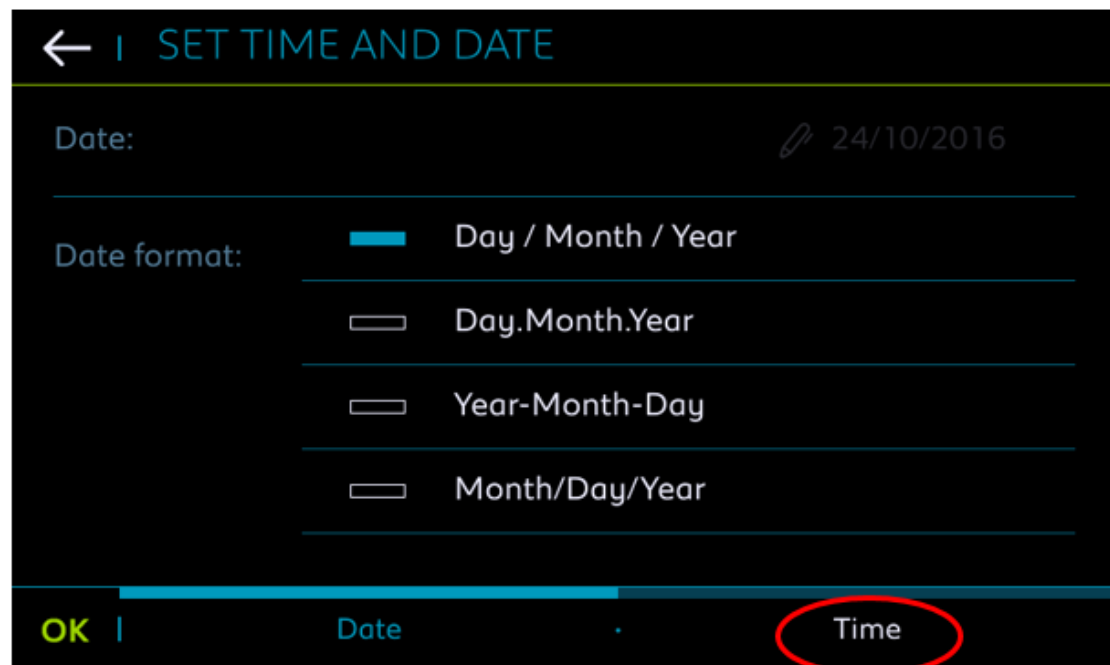
Then go to the OPTIONS menu at the bottom left of the screen



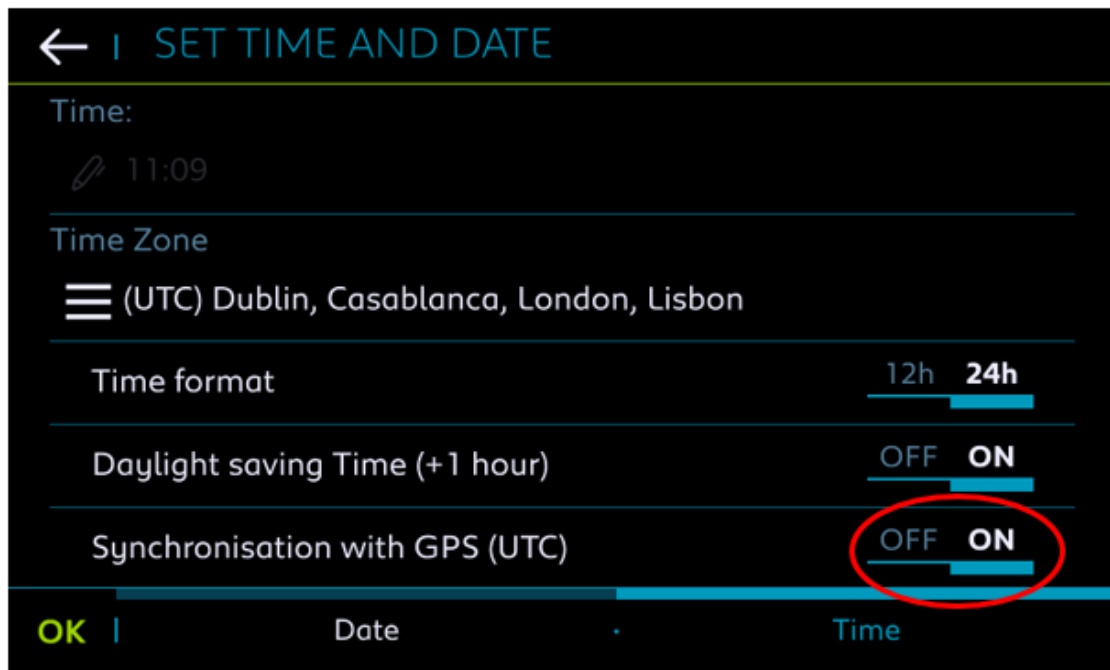
Next, click on the Set time and date icon.



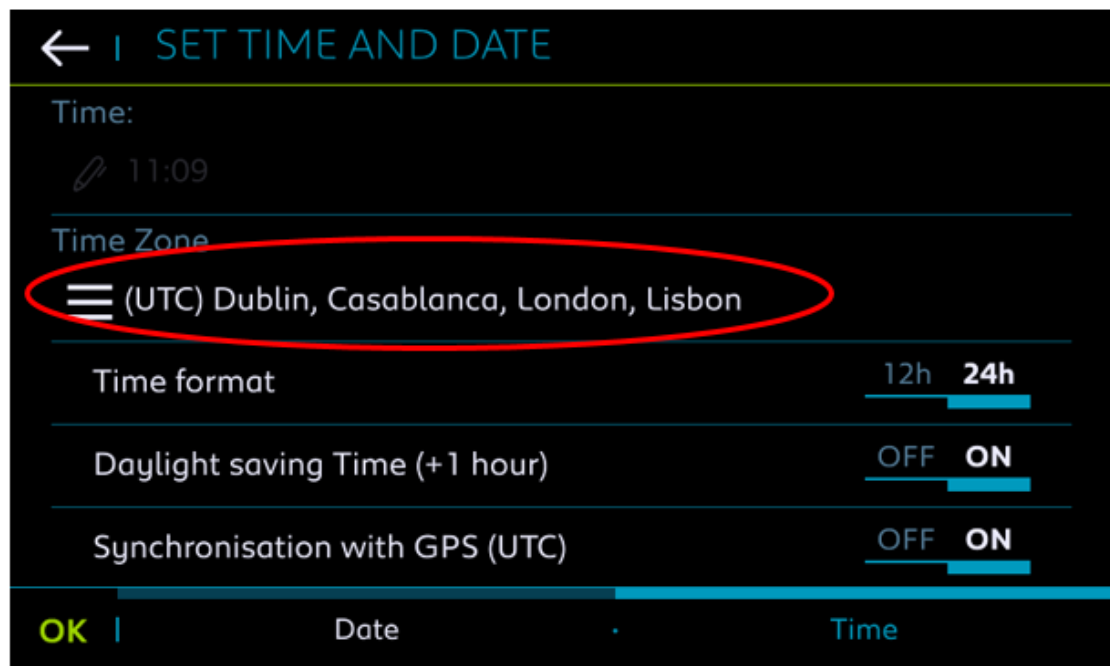
You can change the date format as shown below.
If you want to choose another time zone or set the date / time, please click on Time at the bottom right of the screen



In order to be able to change the date / time, you will need to deactivate the Synchronization with GPS (UTC) option.



After deactivating synchronization, you can choose another time zone, set the time etc.

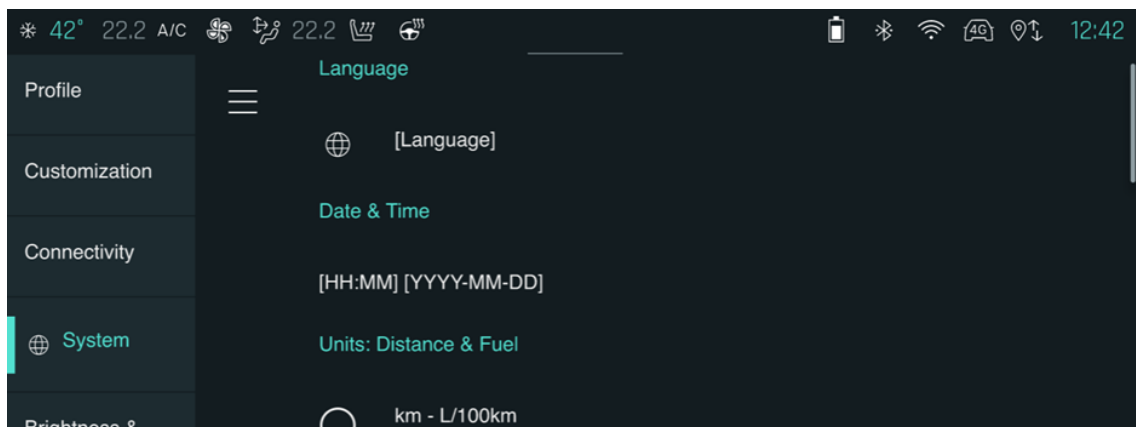




You can go back to the previous menu to set the date .

2. New Connected Navigation - (available for New Peugeot 308 from 2021)

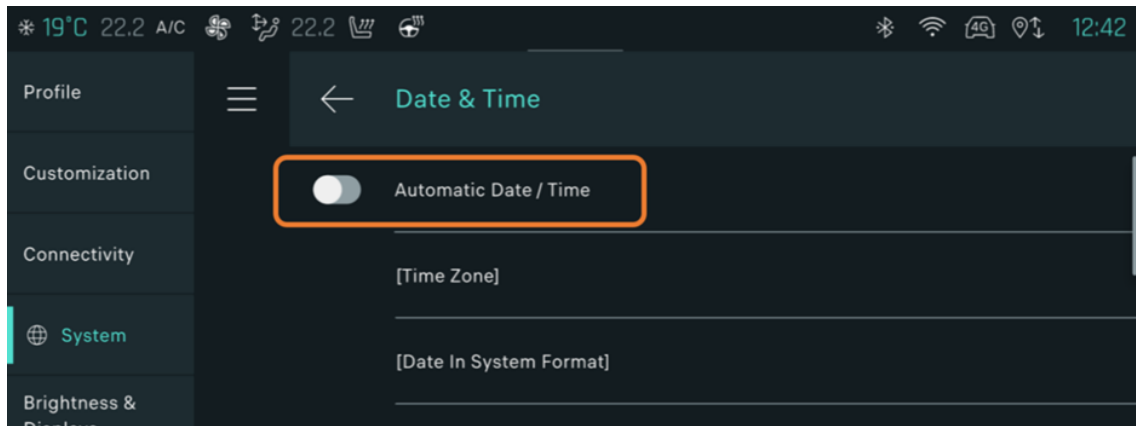
1. Go to "Settings" then click on "System" and under "Date and time" the line "[HH: MM]..."



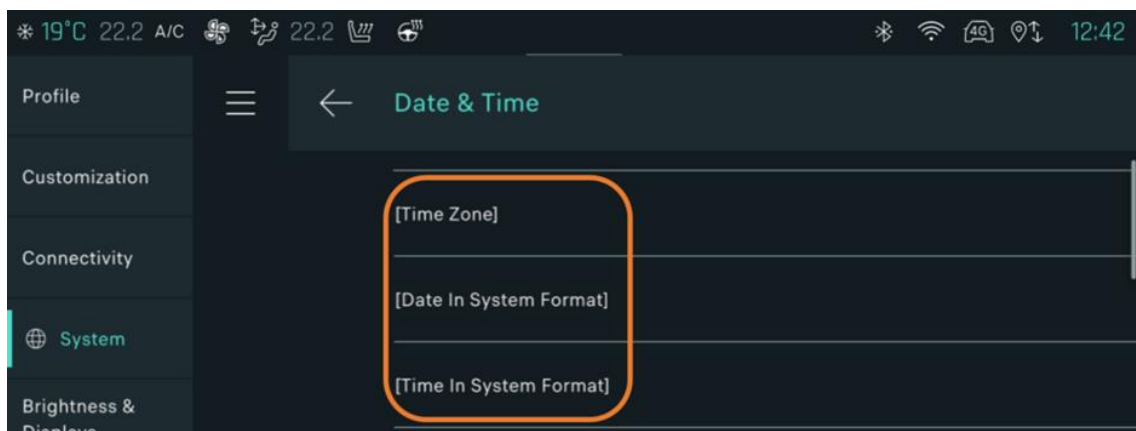
From

2. You can then choose the configuration:

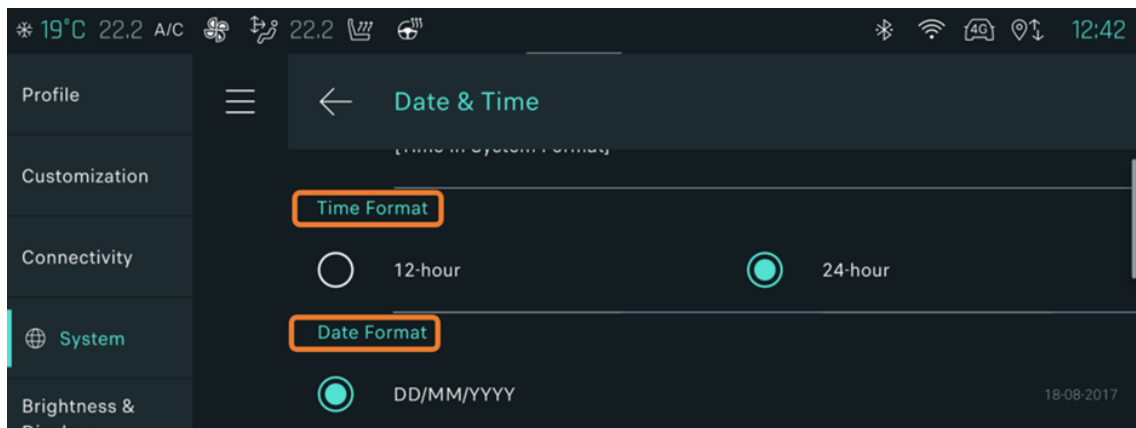
A. Automatic Date / Time. To do this, please activate the option below:



B. Manual. You will then need to configure the 3 options below:



3. If desired, you can also configure the time and date formats:



8.11 Changing your trusted number

In order to change your trust number, please go to the "secure account" section by clicking on the profile at the top right of the screen. Then click on name/first name



- If your smartphone is already registered, the change of trust number will be done automatically, even in WiFi if you have no phone network.
- * Multiple smartphones can be registered to the same account
- * A successful pairing is mandatory for remote control, change of trust number and [Safety Code](#).
- If your smartphone is not registered, you will receive an SMS code on your old trusted number



* Please note that changing the number in the contact section will have no effect

8.12 I can't find the phone screen when I'm on a call and the system switches to another page (e.g Navigation)

To find the phone page/screen, slide your finger up and down on the screen to make a shortcut to the current call page appear in the upper part. Click on the shortcut.

8.13 Can I retrofit a navigation system in my vehicle?

If your vehicle did not have this option from the factory then it is not possible to retrofit this.

8.14 How do I get the Radio Code for my vehicle?

You can request the radio code from an authorized dealer. Take your registration certificate and your identity card with you. These documents are proof that you are the owner of the vehicle. As a precaution, we would like to point out that costs may be charged for the requested service. Your dealer can inform you about the costs.

