

PSA GROUP

# FAQ repository

Connected services

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## 1. General

### 1.1. I have bought or sold a vehicle and would like to inform Citroën about the change of ownership. How do I do this?

- You can contact your Customer Relations Department to request the change of ownership.

8 Fedras ,1037 Kaimakli, Nicosia, Cyprus. Tel: 22581122

#### Vehicle maintenance:

We highly recommend that you keep all invoices and documents relating to the maintenance and repairs carried out on your vehicle. This will help maintain the resale value, and the documents may be required at a later date if the vehicle undergoes a repair that may be covered under the terms of any Warranty agreement in place on the vehicle. In the event of resale, all documents should be transferred to the new owner.

#### Connected services and personal data:

It is important to know the contractual status of the vehicle. In order to check if an active connected service contracts allowing the transmission of vehicle data exists, please visit the Citroën Services Store (Compatible with any browser except internet explorer).

You can also request the transfer of assignable contracts such as connected navigation services and Danger Zone alerts contacting your Customer Relations Department. 8 Fedras ,1037 Kaimakli, Nicosia, Cyprus. Tel: 22581122

### 1.2. How to enable and disable data sharing and geolocation?

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

Connected services (Telemaintenance, reporting vehicle information in the MyCitröën 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, modify 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 the article).

### **A - Action on the SOS and ASSISTANCE buttons**

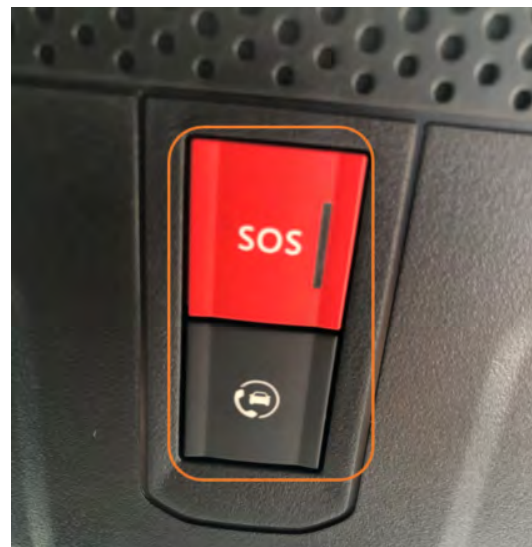
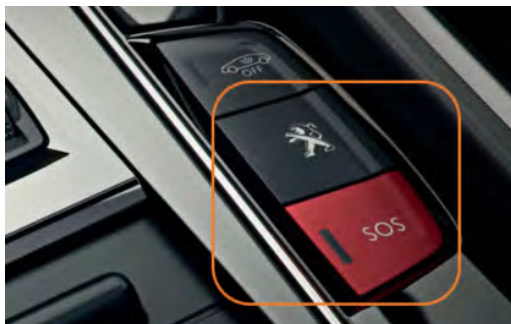
(Your vehicle does not have these buttons, go to Action B) [Link action B]

#### **Step 1:**

Start the vehicle and let the engine run

#### **Step 2:**

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.

NEW PICTURE



*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"*

*[link action B]*

*B - Action on the touch screen*

*If the banner on the top of your screen looks like below: go to step 10 [link step 10]*



[Link Step 4]

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



**Step 5:**

Select "Private mode"

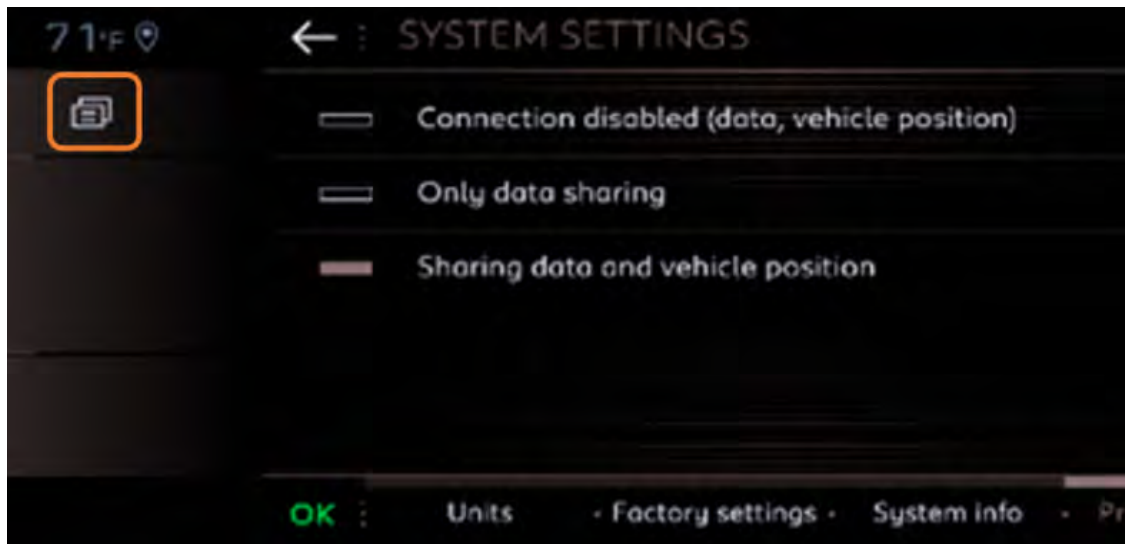
In case there is no Private mode menu: **Go to step 7**



**Step 6:**

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





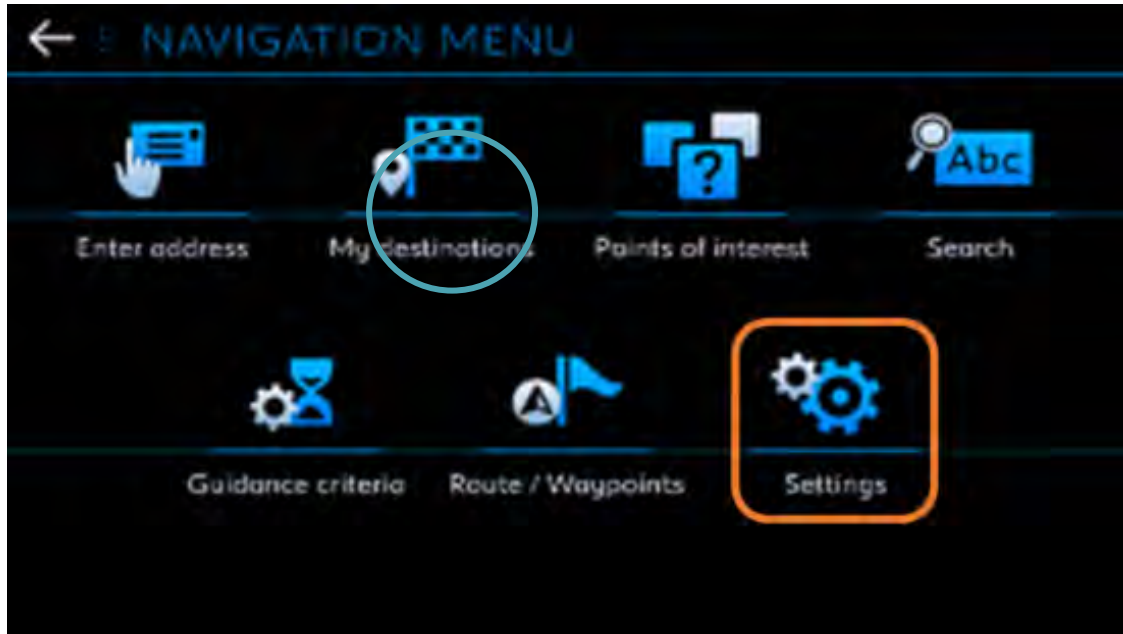
Step 7:

Go to the navigation, and click on "Menu".



Step 8: Click on "Settings".

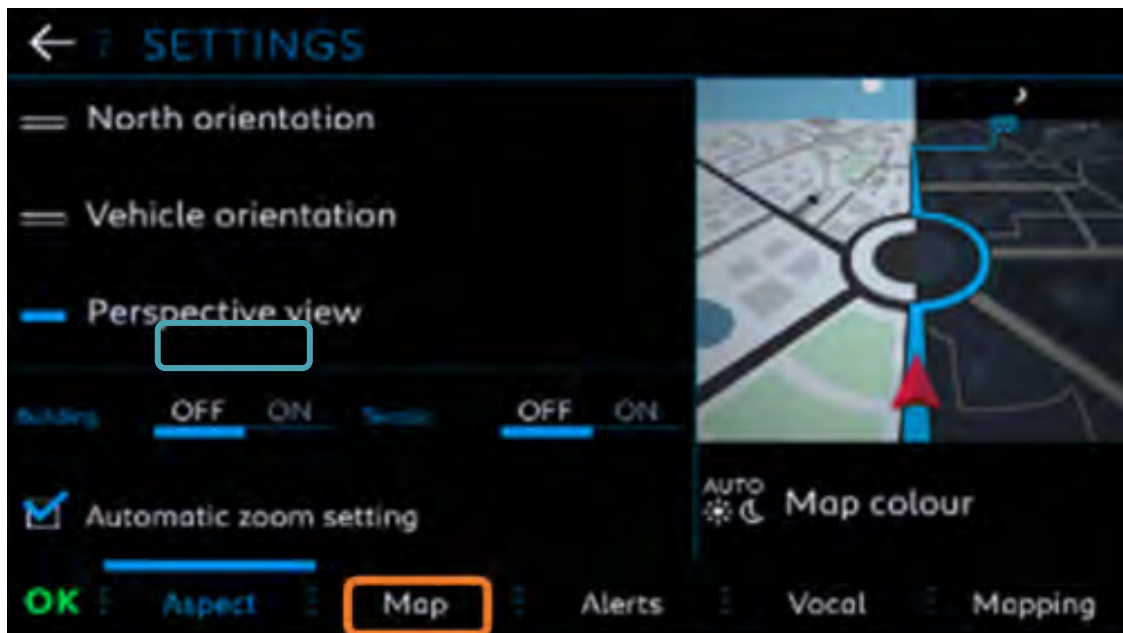




Step 9:

Select the "Card" tab then check "Authorize the sending of 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.

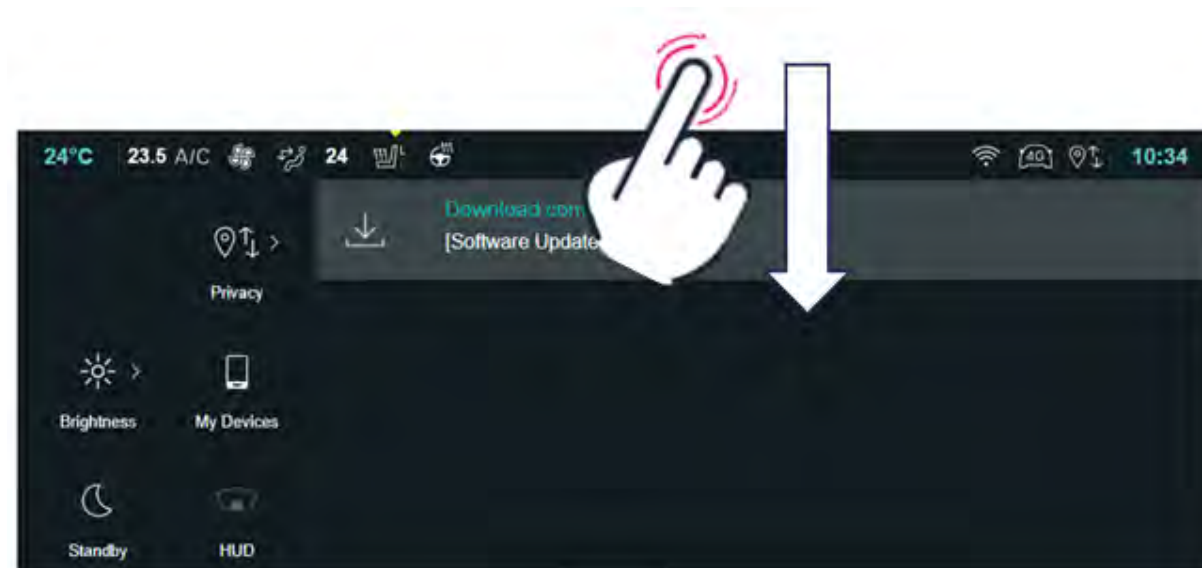




[Link Step 10]

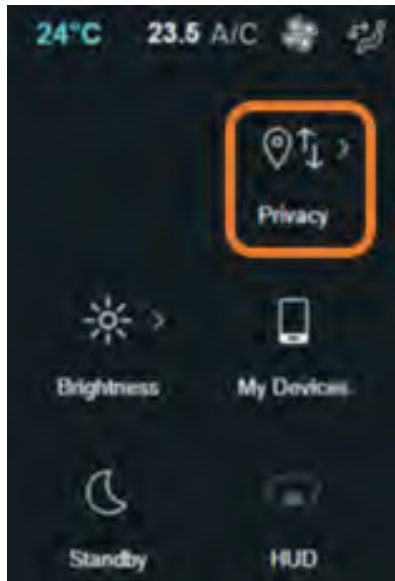
**Step 10:**

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



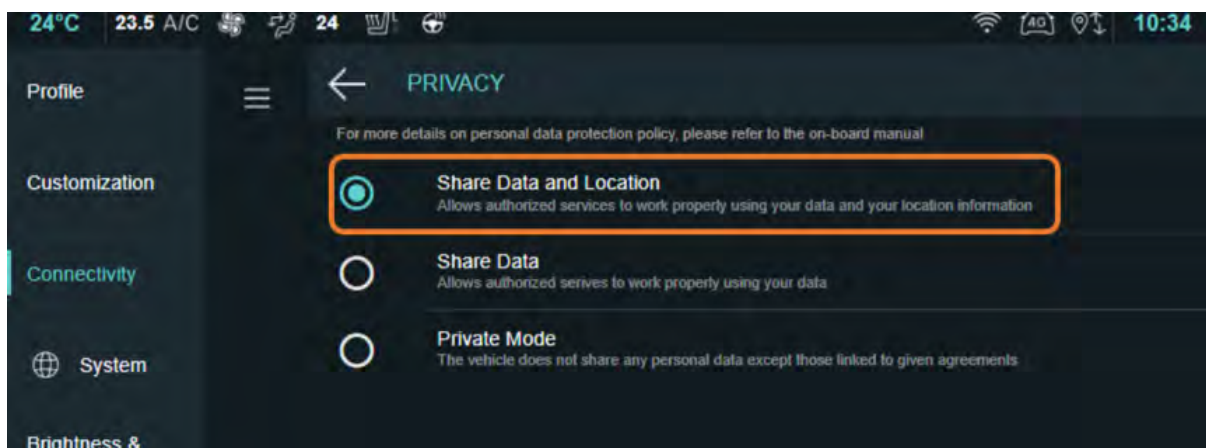
**Step 11:**

Select on the left side of your screen « Private mode »



**Step 12:**

Select option «**Sharing data and location**». The setting is done.



### 1.3. What is Citroën Services Store?

**Q: What is Citroën Services Store?**

**R:**

Citroën Services Store is the platform dedicated to the universe of Citroën connected services. With Citroën Services Store you will discover all of Citroën connected services and will have the possibility of viewing / managing your connected services of your car in total autonomy.

Visit Citroën Services Store (Compatible with all browsers except Internet Explorer) to discover the world of our connected services.

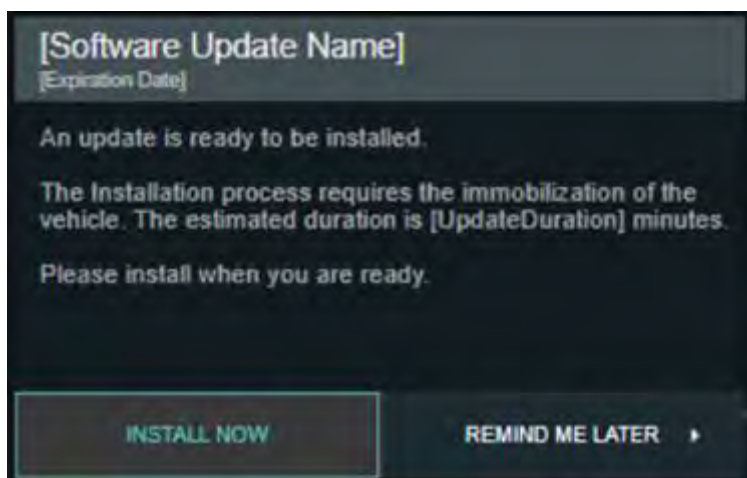
## 2. CARTO

### 2.1. How to update my multimedia system's mapping and/or software?

#### **Software update\***

A pop-up on your vehicle's touchscreen will notify you of the availability of an update.

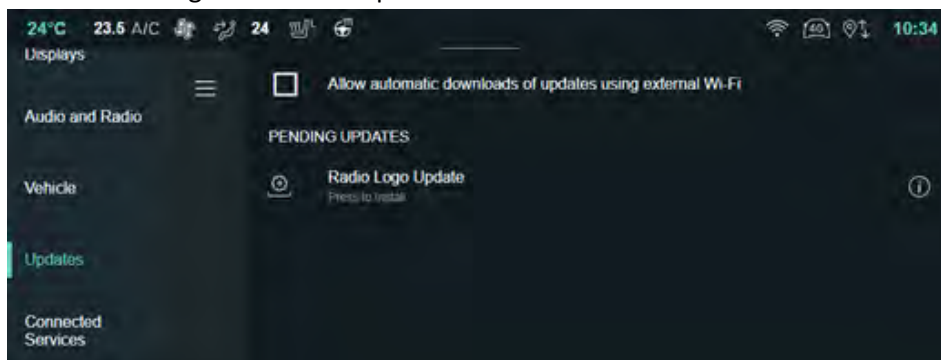
You can validate this update or postpone it. This will be displayed again at the end of the next trip.



#### **Software update**

Go to "UPDATE CENTER" to view available software updates.

Click on "Settings" and then "Updates"



### **How software's updates work?**

They include two phases:

- **The download phase:**

It can be done in two ways:

- either by WIFI, this connectivity is privileged (Make sure that your vehicle is well connected to a WIFI network [WIFI connection procedure])
- Or automatically depending on the country coverage and the type of update.

- **The installation phase**

For safety reasons, you cannot drive your vehicle during installation. The installation will continue even if you exit and lock the vehicle.

## **3. Account management**

### **3.1. How to create and manage my MyCitröen account?**

#### **How to create and manage my MyCitröen account?**

Thanks to your MyCitröen account, you have easy access to:

- The MyCitröen app
- The Citroën Services Store (Compatible with any browser except Internet Explorer)
- [PCD] The Citroën LifeStyle shop

#### **Creation and activation of an account**

Let yourself be guided by the registration process to easily create a MyCitröen account on the Citroën Services Store links or on the MyCitröen 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 trouble 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 of my activation email does not work: send it back from the following link:

<https://id-dcr.peugeot.com/account/activation-mail?>

<https://id-dcr.citroen.com/account/activation-mail?>

<https://id-dcr.dsautomobiles.com/account/activation-mail?>

<https://id-dcr.opel.com/account/activation-mail?>

<https://id-dcr.vauxhall.co.uk/account/activation-mail?>

In the event of failure, contact the Customer Relations department 8 Fedras ,1037 Kaimakli, Nicosia, Cyprus. Tel: 22581122

### **Account login**

Use your username and password

If this connection to the account is made from a WEB site, you can 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 MyCitroën application,
  - o Update the application from the store. In order to improve the security of your personal data, the major version 1.22 requires that you change your password immediately after downloading this version.
  - o If you still cannot identify yourself, we invite you to reinstall the MyCitroën application.
  - o For iPhone owners: it may be necessary to change the country on the MyCitroën 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 8 Fedras, 1037 Kaimakli, Nicosia, Cyprus. Tel: 22581122

### **Account modification**

From your MyCitröën account from the CitroënServices Store or from the MyCitröën application, you can:

- Add a vehicle from the VIN \* or delete an existing vehicle from your account. You can enter or delete one or more vehicles. Each vehicle will have access to dedicated services.

### **Procedure Adding a vehicle:**

Go to the Citroën Services Store, in "My vehicle", "Manage my vehicles", click on "Add a vehicle".

- From the MyCitröën application,
  - o You have no vehicle to enter yet: click on the "My vehicle" and "Add a vehicle" section.
  - o You already have a vehicle: click on the vehicle at the top left, a drop-down list appears with "Add a vehicle".

### **Procedure for deleting a vehicle:**

- Go to the Citroën Services Store, in "My vehicle", "Manage my vehicles", "Select your vehicle", click on "Delete this vehicle".
- From the MyCitröën 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 Citroën Services Store in the "MY ACCOUNT" section then "MY PERSONAL INFORMATION"
- From MyCitröën 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 MyCitröën 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 MyCitröen, 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.

### 3.2. Where and how to subscribe or renew a connected service?

#### **Q: Where and how to subscribe or renew a connected service?**

R: If you did not subscribe to these point-of-sale services when purchasing your vehicle.

- You can subscribe online on Citroën Services Store (Compatible with all browsers except Internet Explorer), [FR + OV ALL] the personal web space MyCitröen [FR + OTHERS] or via your MyCitröen mobile application to the following connected services:

- E-remote control services (find out more) (FAQ LEV),

- You can renew the connected navigation services online on Citroën Services Store, or via your MyCitröen mobile application.

Note:

- The prices and durations proposed currently in force are available on Citroën Services Store.
- When renewing a connected services contract, the vehicle retains the parameters necessary for connected services.
- The Citroën Services Store does not accept virtual bank cards.

- **You experience difficulties when subscribing to a service.**

Message "Vehicle not eligible": Check that the warranty start date:

- It is less than 2 days: try again the next day
- It is greater than or equal to 2 days, contact the Customer Relations department 8 Fedras ,1037 Kaimakli, Nicosia, Cyprus. Tel: 22581122

### 3.3. How to unsubscribe from MyCitröen?

**Q: How to unsubscribe from My Citroën?**

**R:**

It is possible to unsubscribe from MyCitröen:

- From Citroën 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 MyCitröen 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, go here [FAQ TERMINATION](#).

If you also want to uninstall the MyCitröen 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.

### 3.4. All about my connected service contracts

**Q: Find out all about my connected service contracts**

**R:**

You can access your contract information online on the CitroënServices Store (Compatible with any browser except Internet Explorer), [FR] the MyCitröen personal web space, "Services" menu, [FR + OTHERS] or via your MyCitröen mobile application, "Connected navigation services" section.

- From the Citroën Services Store in the "MY ACCOUNT" section then "MY SERVICES"
- From MyCitröen passing by the "PERSONAGE" icon then by clicking on your account identifier

You will find the status of your contracts, the start and end dates of the contracts ...

**Note:**

It is not possible to transfer a contract from one vehicle to another.

### 3.5. How to terminate a connected service contract?

#### **Q: How to terminate a connected service contract?**

R:

You benefit from a Connected Services contract (Connected Navigation, E-Remote Control/E-Tense Remote Control, etc.).

- Following the resale of your vehicle, a long-term rental return, destruction, theft or by wish, you must inform us contacting your Customer Relationship Department 8 Fedras ,1037 Kaimakli, Nicosia, Cyprus. Tel: 22581122.
- If you change your mind on the online purchase of a contract, you have 14 days to withdraw, if you exercise this right, you will be reimbursed for the service ordered

There are two possibilities in this case:

- On line on Citroën Services Store (Compatible with all browsers except Internet Explorer and only available for certain connected services contracts),
  - Go on the heading My Account/ My services
  - Click on cancel
  - Confirm by clicking on OK
- Or inform us 8 Fedras ,1037 Kaimakli, Nicosia, Cyprus. Tel: 22581122.

#### **Document to provide to justify your termination request:**

- Telemaintenance: no ID is required.
- For other services: it is imperative to provide a copy of an identity document

#### **Attention**

- **Connected Navigation and Danger Zone Alerts:** in the event of a resale, think of the new buyer who could benefit from these services if the contract is not terminated but assigned. Only these services have the assignment of contract.

### 3.6. Manage billing for my connected services?

The billing for the purchase of a connected service occurs 1 day after the activation of your service. Your account will be debited accordingly. Your invoice is then available, accessible and printable in PDF format in Citroën Services Store.

Your account will be debited accordingly 1 day after Billing, so 2 days after activation of service. You will be notified of the activation of the service by the receipt of an activation email. To access your invoice, log into your account, click on the icon at the top right to access the page, then click on "my invoices" on the menu appearing on the left.

When the subscription is made, it is not possible to modify the invoice issued. You can, before subscribing, change your data on your account page. To access it, click on the icon at the top right of your page, then click on "my personal information".

## 4. MirrorScreen

### 4.1. What is the Mirror Screen?

#### **Q: What is the Mirror Screen?**

R:

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

Mirror Screen is based on 3 connection technologies:

- The MirrorLink (not available in Cyprus yet) and AndroidAuto protocols for Android smartphones.
- CarPlay protocol for Apple smartphones

To find out about these protocols, the list of compatible applications (for navigation, music, calls, messaging or iCoyote, etc.), compatible phones and country coverage:

- Apple CarPlay, click here. <https://www.apple.com/uk/ios/carplay/>
- Android Auto, click here. <https://www.android.com/auto/>
- MirrorLink, click here. <https://mirrorlink.com/>

Mirror Screen is a free service, with no additional subscription costs, as long as your vehicle is equipped with a touch screen with this function (optional or standard depending on the version).

- Details of 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 of the compatible Mirror Screen solutions (in the form of tactile buttons). Depending on version or vehicle equipment, this page is accessible either by the general menu on your touch screen or by using 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 using in Mirror Screen, the smartphone is not directly accessible by it. You will need to disconnect the cable in order to complete the Mirror Screen connection to regain access to all of the menus and applications on your smartphone.

#### 4.2. How the Mirror Screen (Android Auto/CarPlay) connection is made between the smartphone and the vehicle?

##### **Q: How the Mirror Screen connection is made between the smartphone and the vehicle?**

R:

Subject to the availability of a compatible Smartphone, the Mirror Screen connection is made using the USB cable supplied originally with your Smartphone/ Wifi connection/ Bluetooth connection.

Depending on version or vehicle equipment, you can then access your compatible applications either via the general menu on your touch screen, or via the "Phone" or "Applications" command on your dashboard.

For more information, consult the on-board documentation for your vehicle

Note:

- At the 1<sup>st</sup> connection, various validations on the screen of your Smartphone may be necessary. It must therefore be carried out imperatively when stationary.
- The touch pad can take into account 2 smartphones connected simultaneously: that of the driver in Mirror Screen and that of another passenger in the vehicle using Bluetooth.

However, to take full advantage of the capabilities of automotive telephony equipment (steering wheel controls, microphone, switching from one menu to another) and stay focused on driving, we recommend that you favour the connection of your Smartphone to Mirror Screen and to connect only one Smartphone at a time, in particular for the AppinCar, (the use of Bluetooth should always be reserved for non-conductive passengers).

Some smartphones may switch to thermal safety during prolonged use of this feature with wireless charging.

### 4.3. I have connection difficulties between my phone and my car equipped with the Connected Colour Radio (CarPlay / Android Auto)

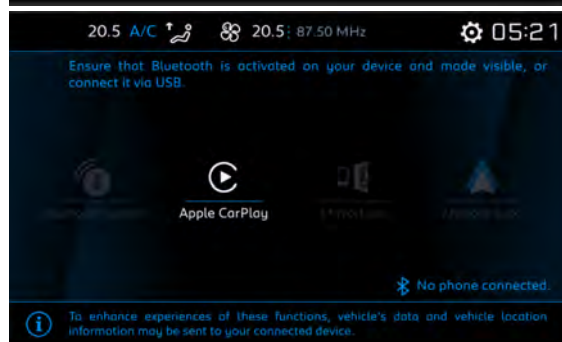
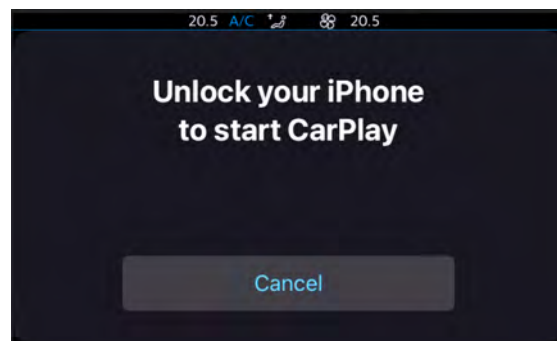
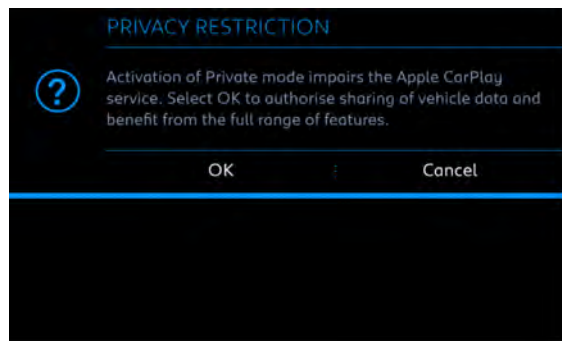
#### **Q: CARPLAY: How is Siri voice assistant control integrated?**

R:

**If you have an Apple phone with the CarPlay protocol and your connection does not occur, we recommend the following checks:**

- \* Make sure you have a compatible iPhone (iPhone 5 or higher)
- \* Make sure you have the latest version of iOS
- \* Make sure that the SIRI assistant is activated
- \* Make sure the USB cable used for connection is in good condition
- \* Connect the iPhone via USB and accept Pop-ups:

**On the car:**



**On the phone:**



**If you have an Android Auto phone and your connection does not happen, we recommend the following checks:**

- Make sure you have a compatible smartphone
- Make sure you have the latest Android update
- Make sure you have previously installed the Android Auto application on your Smartphone
- Make sure the USB cable used for connection is in good condition

\* Please follow the steps below and check if this is the use case.

1) In the Connected Colour Radio (the car), go to the list of Bluetooth devices

- Remove the paired Android phone

2) Steps to forget the car in the Android Auto app

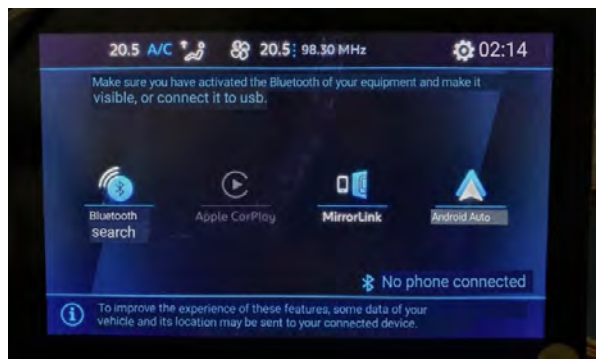
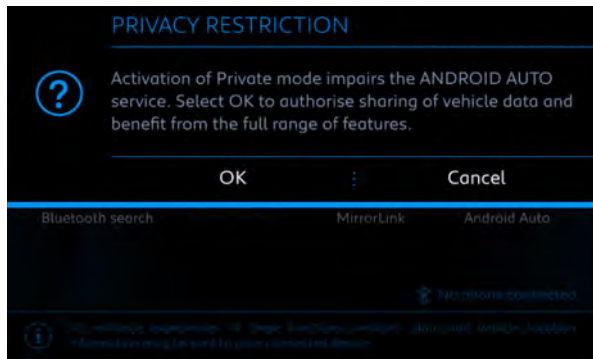
- Open the Android Auto app in the phone
- Open the menu settings
- Select "Connected cars"
- Choose "Forget all cars" (Press the 3 dots icon on the right side of the screen)



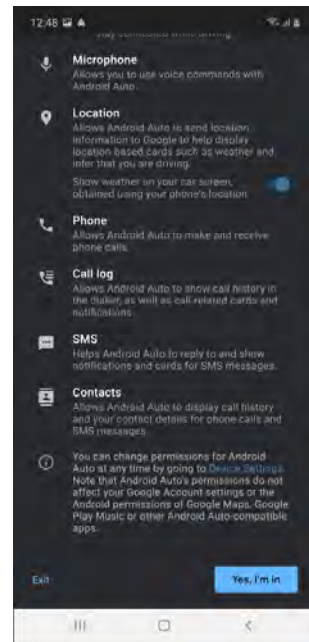
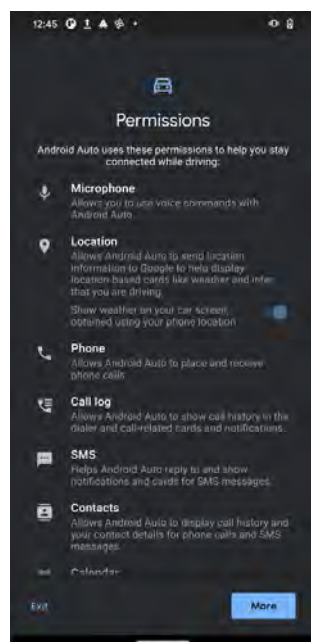
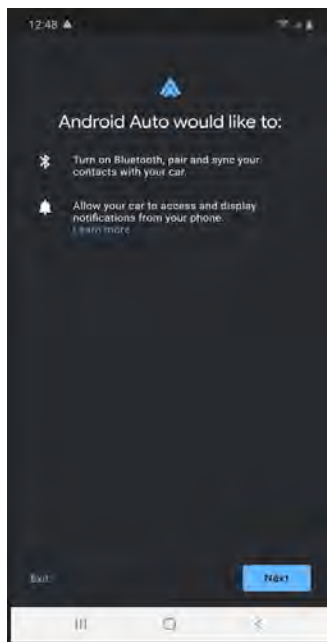
- Select OK on the confirmation screen
- The list of coupled cars should be empty now.

After the above steps, connect the Android Auto device via USB and accept the following Pop-up:

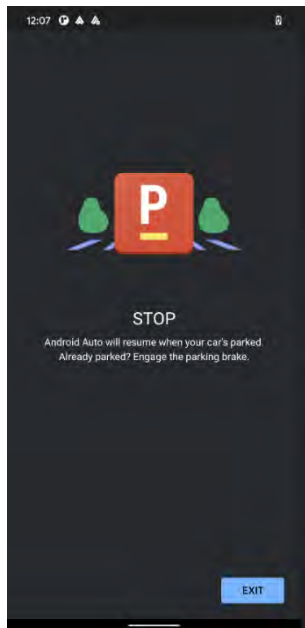
**On the car:**



**On the phone:**



**After connection Android Auto**



- When the vehicle speed is over 0, the phone will show a pop-up where it asks the user to connect to Android Auto once the vehicle speed is equal to 0.

- Android Auto gives the option to Stop Vehicle and Exit Application to the user.

If the problem persists, contact the Customer Relations department

#### 4.4. I have connection difficulties between my phone and my car equipped with Connected Navigation (Android Auto)

**NB 1:** when connecting to your phone for the first time, you must follow the steps and accept all the pop-ups (windows) that appear subsequently.

**NB 2:** The following screenshots may change depending on any updates. All pop-ups should be accepted.

Connect the phone to the vehicle using the USB cable.

Click on **next**

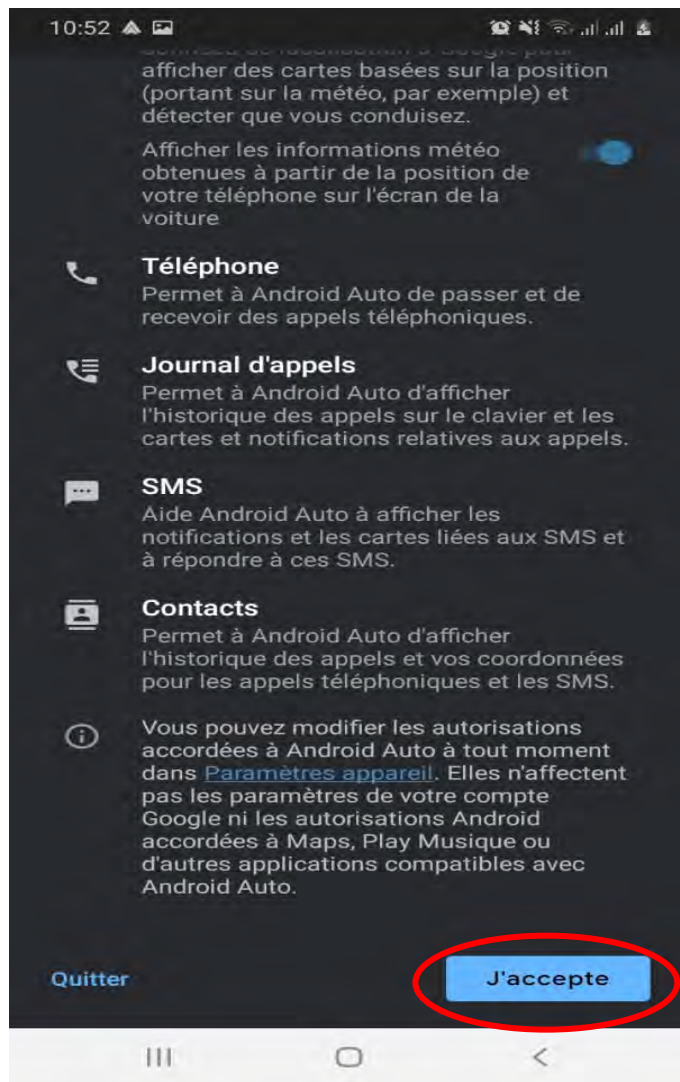


Approve the permissions that Android auto needs to function properly.

Click on **more** to view the other authorizations to be approved.



Click on **I accept** to validate the permissions of Android Auto.



Then, Android auto will ask you to activate GPS tracking on your phone for the navigation service to function properly. Click on **OK**.



You can check that the Android Auto connection is valid in the notifications window of your phone.



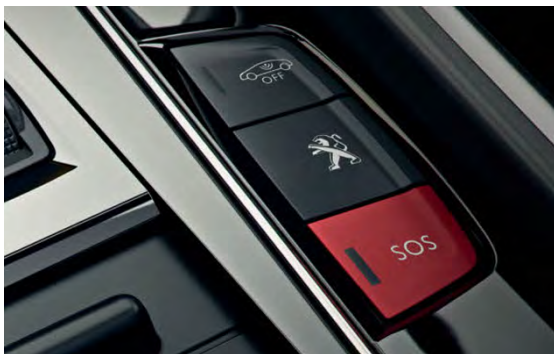


## 5.5. CARPLAY: How is Siri voice assistant control integrated?

If the Siri voice assistant is installed in your iPhone, it can be used by connecting your iPhone either via Bluetooth or as a Mirror Screen with Apple CarPlay. Depending on the version or vehicle equipment, all you have to do is use the voice recognition command (short press or hold) to use Siri. To learn more about Apple CarPlay, click here. <https://www.apple.com/uk/ios/carplay/>

## 5. EBCALL

### 5.1. What is Peugeot Connect / Citroën/ Connect Box SOS & Assistance equipment [OV] Emergency and breakdown call?





It is a package of services:

- **Localized Assistance Call:** Citroën Connect Assistance allows you to be connected to the Citroën 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 [PCD] SOS & Assistance equipment (standard or optional) [OV] Emergency and breakdown call. However, it cannot be mounted in "post equipment".

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

## 6. MyMarque

### 6.1. What is the MyMarque application?

#### **Q: What is the MyCitroën application? [OTHERS]**

R:

[PCD FR / OV ALL] The MyCitroën personal space is accessible from your computer via the free mobile application available on the Apple and Google Play stores.

Thanks to your personal space (compatible with all Citroën vehicle models) you are connected with 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 in order to offer you suitable services.

[PCD FR / OV ALL]

The MyCitröen mobile application is only compatible with iOS smartphones (version 12 and above) and with Android smartphones (version 7 and above) and will require a data plan of at least 500 MB in order to use the set 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 statistics, planning and making an appointment for your maintenance. , access the user manual, program the load and thermal comfort of your vehicle remotely, etc.

[OTHERS]

Thanks to this free app (compatible with all Citroën vehicle models,) you are connected with 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.

MyCitröen is only compatible with iOS Smartphones (version 12 and above) and with Android Smartphones (version 7 and above) and will require a data plan of a minimum of 500 MB in order to use all of the features.

Depending on the type of your vehicle (Fuel, electric, hybrid) and its eligibility for the service, the application allows you access to different functions such as monitoring your driving and consumption statistics, planning and making an appointment for your maintenance. , access the user manual, program the load and the thermal comfort of your vehicle remotely etc.

Find all the information about the application and how to download it here [MyMarque VIDEO1](#).

## 6.2. How to follow your maintenance in MyCitröen?

MyCitröen offers a virtual maintenance log that helps you follow the recommended maintenance report for your vehicle using the information you write down such as:

- the current mileage,
- the average annual mileage and the 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.

### 6.3. What to do if you cannot find your maintenance intervention in MyCitröen?

- Check that this took place after the activation date of your contract. Indeed, prior interventions will not be available. (except in the case of resale of a vehicle that already has this type of service)
- Also check in MyCitröen that you have an activated E-book Maintenance contract. If this is not the case, check that you are logged into your MyCitröen account with the email you gave to the repairer, and that you have finalized your subscription.
- If your contract is active, make sure with your repairer that he has updated your maintenance log
- If, despite all these conditions met, you do not see your intervention, contact our customer service.

### 6.4. How can I retrieve journeys made and vehicle information in the MyCitröen application?

#### **Q: How to report journeys made and vehicle information in the MyCitröen application?**

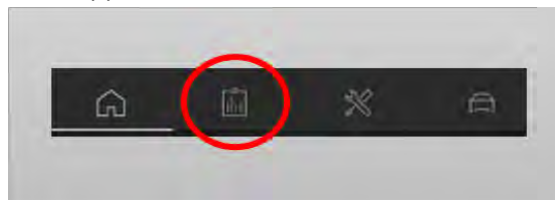
R:

This information is delivered by the connection between the vehicle and the application using the following services:

- [ALL] Bluetooth service:

For that you need:

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



If not, the vehicle does not have this functionality.

- 4) Connect your smartphone from the vehicle's touch screen (By checking only Phone and Streaming on the touch screen), a "Connected to vehicle" banner is displayed in the application.

The trip as well as the information will be reported in the application when the vehicle contact is switched off.

**[All] Special features of the trip ascent and vehicle information:**

The minimum distance of a journey so that it can be displayed in the application is 300 meters.

- - The average consumption of a trip will only be displayed for trips longer than 2 km.
- - Interviews carried out in after-sales service do not automatically go back to the MyCitroën application. However, you can enter them manually in the application.

-----  
If you encounter connection problems, we invite you to follow these recommendations:

**A. From the smartphone**

1. Make sure you only have one application launched on the smartphone (MyCitroën, MyPeugeot or MyOpel).
2. Be careful not to use other applications using Bluetooth such as Spotify or Waze, you must force stop these applications and make sure that your MyCitroën application is properly connected to the vehicle before launching the other applications. To verify this connection, you should view a connection banner from the home page of the application, located above the image of your vehicle.
3. If you have several VINs associated with your account, please ensure that you have the correct VIN selected in your application before making the connection between your vehicle and the MyCitroën application.
4. Do not connect your smartphone via WIFI or (for iPhone to a USB cable, in order to ensure the reporting of journeys via Bluetooth).
5. Check that the MyCitroën 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 correspond to the telephone.
2. Please make sure that the private mode of your touch screen is deactivated. If the private mode is activated, your journeys cannot be reassembled in the application. PRIVACY FAQ
3. Please verify that when pairing your smartphone to the vehicle, you do not check the 3rd "Connection sharing" box which is found on the touch screen. This connection sharing mode blocks the ascent of journeys.
4. Please verify that when pairing your smartphone to the vehicle, you accept this pairing first from the touch screen before confirming it from the smartphone.

If the problem persists despite the recommendations followed, please uninstall / reinstall the application MyCitröen. The application will invite you to send information that is crucial for the analysis of your file.

## 6.5. How to save and transfer my trips to another smartphone?

### **Q: how to save and transfer my trips to another smartphone?**

R:

Changing smartphones or uninstalling / reinstalling the app will erase your saved trips. In order to keep them, you can export them from your smartphone, then re-import them on your new smartphone (same procedure in the case of an uninstall / re-installation of MyCitröen).

To export from the application,

- a. Press the character icon at the top right, a menu takes place.
- b. Press Settings \ Driving data \ Retrieve your driving data on another smartphone. Your mail application opens.
- c. Send this email to your own email address.

To import, from the application,

- a. Open the email containing the exported file (see above)
- b. Click on the file, you will be offered to open it with the MyCitröen application
- c. The import is then triggered automatically

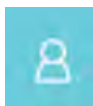
If the function finds your driving data on another smartphone is greyed out:

- Either you have no recorded journey

## 6.6. How do I know if a recall campaign is undergoing for my vehicle?

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

## 7. E-REMOTE

### 7.1. What is e-Remote Control and its functions?

#### **Q: 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 MyCitroën application.

#### Tutoriel vidéo :

- [P] Sur e-208, e-2008 et 3008 Hybrid
- [C] Sur C5 Aircross et la nouvelle C4
- [D] Sur DS3 / Sur DS 7 CROSSBACK E-TENSE 4x4
- [OV] Sur Corsa-e / GrandLand X HYBRID4

(Check Vehicle's eligibility)

The e-Remote Control functions are:

- **Charge Information:** Keeps you informed of key battery information including charge status, charge status, remaining charge level, and estimated runtime.
- **Remote charging:** you can use your smartphone to start or program your charge remotely in order to benefit from the most advantageous rates.
  - When you plug in your vehicle, charging starts immediately. You can then switch to deferred charge mode by pressing the dedicated button in the charging hatch or directly from the MyCitroën application using the e-Remote commands.
  - 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:** Prepare your vehicle in advance by heating or cooling the passenger compartment.
  - Heating and cooling use a lot of energy. If you use this function while charging, it will not affect the range of the vehicle and the vehicle will be ready for use at a comfortable temperature.
  - You do not have to enter a temperature yourself, as the e-Remote Controls will always aim for a comfortable temperature (21°C), heating when it is cold outside and using the air conditioning when it is hot. When you program a preconditioning, the system starts between 30 and 45 minutes before the chosen time to make sure that your vehicle reaches a



comfortable temperature and remains active 10 minutes after. It is therefore the time at which you will use your vehicle that must be scheduled.

Depending on your vehicle equipment, you can also program the charging time in your vehicle using the "Charge" page of the "ELECTRIC" menu and program the pre-conditioning times in the "OPTIONS" menu of the AIR CONDITIONING page.

## 7.2. How to subscribe to and activate the e-Remote Control

### **Q: How to subscribe to and activate the e-Remote Control**

R: The e-Remote Control Service requires a secure identification for the recognition of the user. In order to obtain the service please follow these steps (please note that if a contract already exists on your vehicle it will be deleted):

Tutoriel vidéo :

- [P] Sur e-208, e-2008 et 3008 Hybrid
- [C] Sur C5 Aircross et la nouvelle C4
- [D] Sur DS3 / Sur DS 7 CROSSBACK E-TENSE 4x4
- [OV] Sur Corsa-e / GrandLand X HYBRID4

(Check Vehicle eligibility)

1. Download the MyCitröen app & Create your account
2. Enter your VIN - Choose e-Remote Control in the list of available services
3. Subscribe to the service in the Peugeot services store (Compatible with any browsers except Internet Explorer) Web site. It will redirect you to MyCitröen at the end of the subscription for the next steps
4. Finalize the activation in the car with your key in 3 steps
  - Register a trusted phone number
  - Register a Smart Device and create a pin code
  - Go to your vehicle with your Smart Device and your key, launch the Bluetooth® connection, and push the start button

5. If necessary, updates will be downloaded and installed on future trips. As soon as the vehicle is up to date, you can use the e-Orders service remotely.

Note: Do not hesitate to refresh the home page of the application regularly throughout your subscription and activation process (hold your finger on the display of your vehicle and slide to the bottom of your phone. Then release).

### 7.3. Some recommendations for using e-remote controls?

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,
- Use the vehicle for at least 15 minutes every 7 days,
- Check that the private mode of your vehicle is indeed deactivated.
- You want to use several smartphones: Log in with the same account on the MyCitroën application. The application will offer you to register your smartphone with validation steps to allow you to use these functions.

#### - **Charging information:**

In order to obtain this information, you can refresh the application on the load detail page, it will appear within a minute.

During the information loading 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.
  - There are more than 3 consecutive pre-conditioning without using the vehicle.

#### **Remote heating and air conditioning - Special conditions for Hybride 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:
  - o Between 5 and 35 °, the preconditioning and the load can work at the same time,
  - o 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 charging 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 and complete the form available on the MyCitroën application. The application will prompt you to send crucial information by checkboxes for the analysis of your case.

## 8. WEBPORTAL

### 8.1. 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 according to 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 MyCitroën application from your smartphone. Track your driving data (mileage, fuel consumption, etc.) and be alerted to your upcoming maintenance. Take advantage of exclusive offers.

## 9. CONNECTEDCAM

### 9.1. What is the ConnectedCAM Citroën?

#### **Q: What is the Citroën ConnectedCAM and its DS ConnectedCAM™ App?**

R:

The ConnectedCAM Citroën is a connected camera located just behind the rear-view mirror. It records what you see outside of the vehicle in front of you. It has a 120 ° wide angle, full HD, 2 million pixels, GPS, 16 GB internal memory and a dedicated stand-alone sensor.

It thus becomes a witness to your experiences on board thanks to two main functions:

- With a single click, you can take a photo of what you see and share the content on social media securely. In the same way, you can record a scene from 20 to 60 seconds, with a long press and share it once when stopped. The broadcast is directly accessible by the free Citroën ConnectedCAM application which will allow you to retrieve and share photos and videos by email and on social networks (Twitter and Facebook).

Download the application - IOS

Download the app – Android

- in the event of an impact or emergency braking, a sensor (accelerometer) automatically triggers a recording of 1 minute 30 minutes (30 seconds before / 1 minute after the impact). This duration covers the possibility of successive shocks.

This system can be useful in an accident and constitute evidence.

The Citroën ConnectedCAM™ application will also allow you to save your position thanks to a geolocation function and thus find your vehicle more easily.

NB:

AC: Depending on the country, the Citroën™ ConnectedCAM is available or not at the entry level. In France, the Citroën™ ConnectedCAM is available from the FEEL version of the C3 (Level 2 finish).

In France, the Citroën ConnectedCAM™ can be used and, thus, completely film and take pictures of the public road. Some countries, on the other hand, have stricter legislation on this subject and that is why the Citroën ConnectedCAM will not be installed there. The use of the ConnectedCAM™ App Citroën is prohibited in South Africa, Algeria, Austria, Denmark, Egypt, Lebanon and Sweden.

## 9.2. How to connect and use ConnectedCAM™?

### **Q: How to connect and use ConnectedCAM?**

R:

The connection to the ConnectedCAM must be done to use the service, so you must pair your phone to your camera when using the application for the first time. Pairing should be done only once. To do this, you need to connect your smartphone to the camera's Wi-Fi network. The default Wi-Fi password is "ConnectedCAM" (this is indicated in the application).

You can then customize this password and reconnect to the camera's Wi-Fi again by entering the new password.

To recover your videos, simply connect with your application to your ConnectedCAM. The library of your application contains all your photos and videos. These are directly downloaded and saved in the photo album of your smartphone.

You can recover your photos and videos via the USB port available on the ConnectedCAM. All you need to do is connect the USB cable to the camera and connect it to your Smartphone or laptop. Recover the media in the 4 available folders: "INCIDENT", "PHOTO", "VID\_NORM" and "VID\_SAVE".

NB:

- The camera films continuously and even when you press it to take a photo.
- The duration of manual videos can be set in the application between 20 seconds to 1 minute.
- No application functionality is available while driving. Access to the application is only possible if you declare that you are a passenger in the vehicle.
- Photos or videos deleted via the application are also deleted in ConnectedCAM. If you want to delete all photos and videos via the camera, you will need to reset the ConnectedCAM. To do this, press the two buttons on the camera simultaneously for a few seconds until you hear a BEEP.

### **If you have difficulty connecting to ConnectedCAM:**

Close and relaunch the application.

Make sure the camera is on: the camera LED is green.

If the camera still does not appear connected, you will need to reset the camera.

If the problem is still present, please contact a point of sale.

## 10. SCAN

### 10.1. PUBLIC: What is Scan MyCitröen?

**Q: What is SCAN MyCitröen?**

R:

The Scan MyCitröen application allows you to consult the digital on-board documentation of Citroën brand vehicles. The application also allows you to scan your vehicle using the smartphone camera, in order to choose which specific elements of the vehicle you want to consult in the documentation. Among the elements that can be consulted, you will find, for example, the gearbox, the steering wheel controls, multimedia equipment (radio, touch screen, etc.), and many others ...

Download Scan MyCitröen on Android or iOS.

NB:

- The recognition rate of elements scanned with the Scan MyCitröen application depends on the brightness of your environment. You can use the "torch" function offered in the application. The element to be scanned must appear entirely in the target on the smartphone screen.
- For security reasons, the application must only be used when the vehicle is stationary.

## 11. BTEL

### 11.1. My GPS system cannot find the address entered in the quick search.

**Q: My GPS system cannot find the address entered in the quick search.**

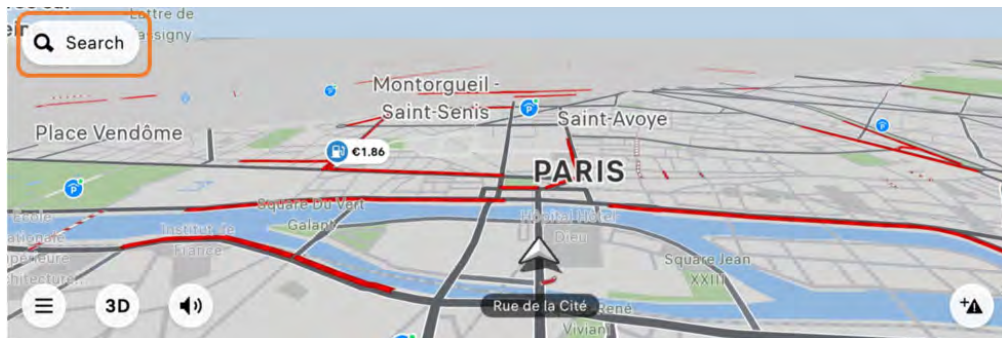
R:

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.

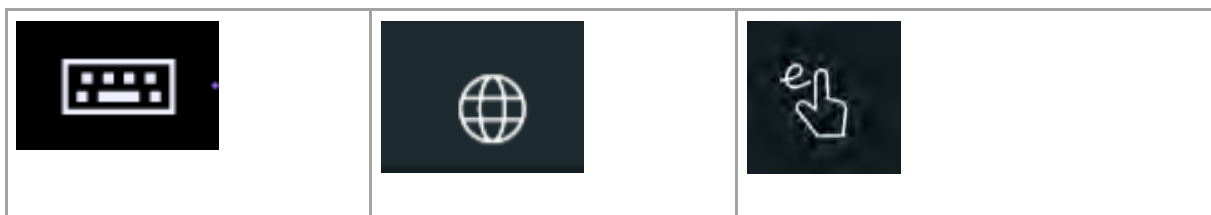
Enter the full address or the name of the POI you are looking for as desired.

### 11.2. 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.

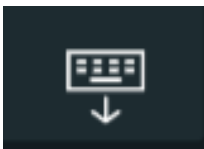


This button allows you to configure the type of keyboard:	This button allows you to configure the type of keyboard:	This button allows you to configure the type of keyboard:
---	---	---

2.


This button allows you to choose the keyboard language

3.


This button allows you to hide the keyboard

### 11.3. How do I connect to the "Wi-Fi On Board "?

**Q: How do I connect to the "Wi-Fi On Board "?**

R:

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





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



#### 11.4. What phones are compatible with my vehicle's Bluetooth?

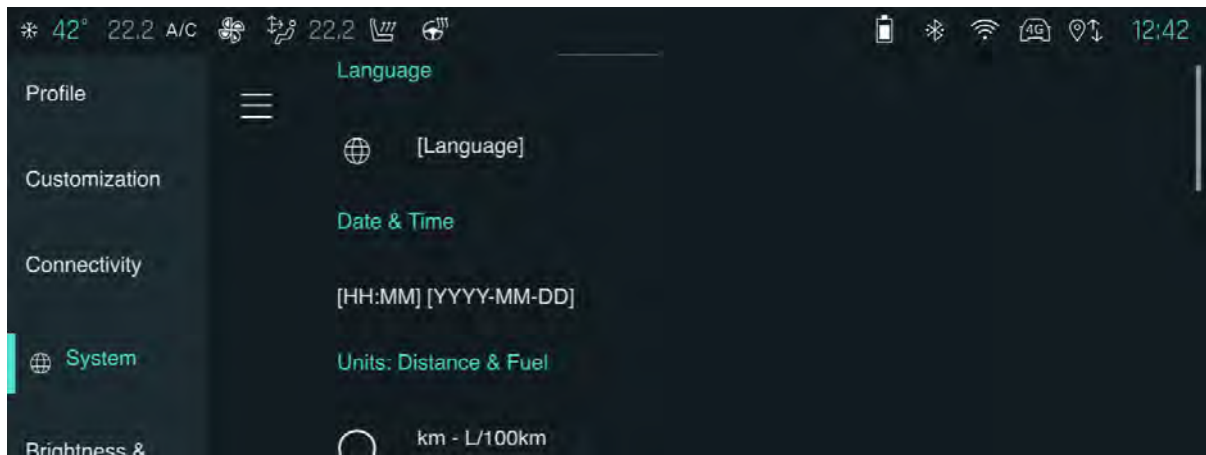
You can see the list of compatible phones below:

- <http://citroen.nextgen-technology.net/>
- <http://peugeot.nextgen-technology.net/>
- <https://ds.nextgen-technology.net/>

#### 11.5. How to configure the date, time and time zone on my connected navigation system?

IVI

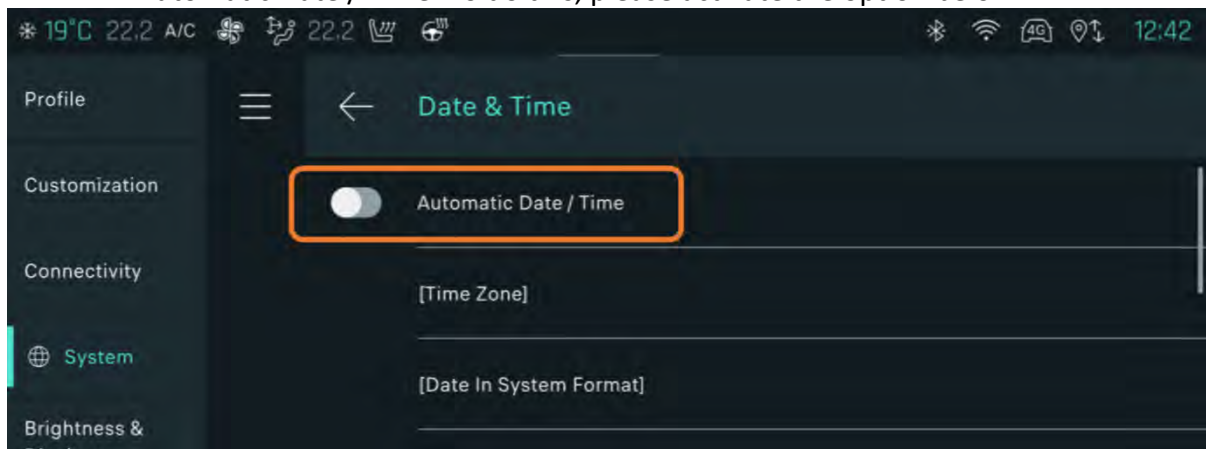
1. Go to "Settings" then click on "System" and under "Date and time" the line "[HH: MM]..."



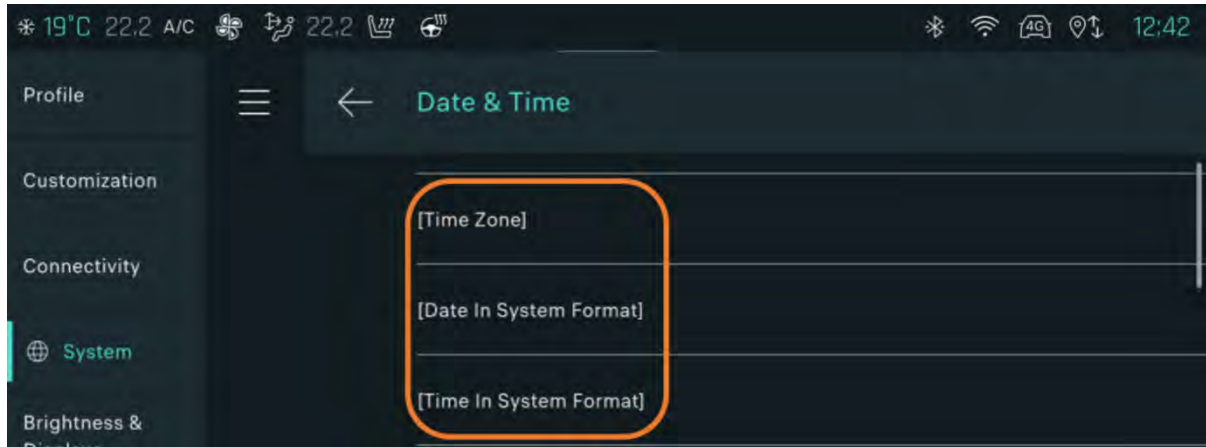
From

2. You can then choose the configuration:

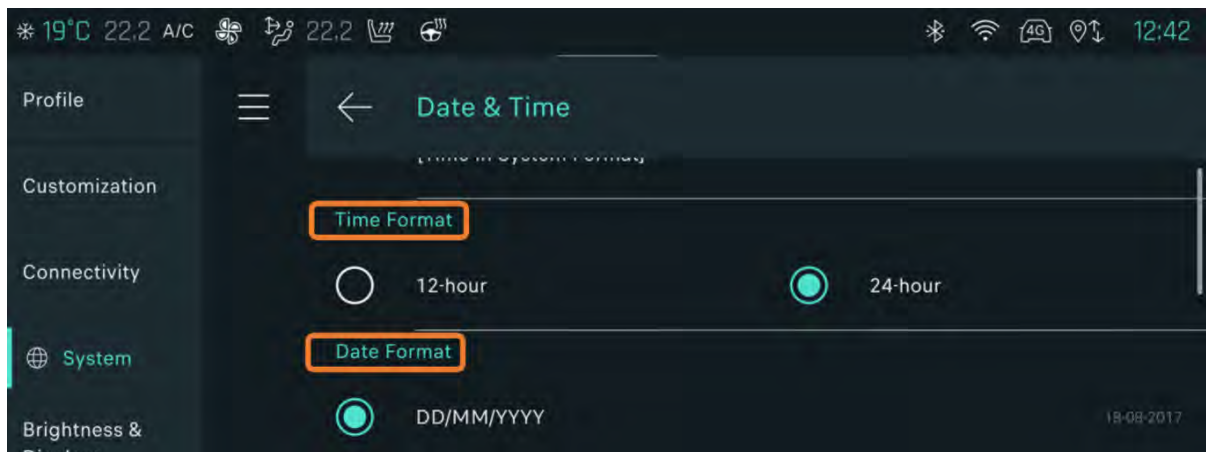
A. Automatic Date / Time. To do this, please activate the option below:



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



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



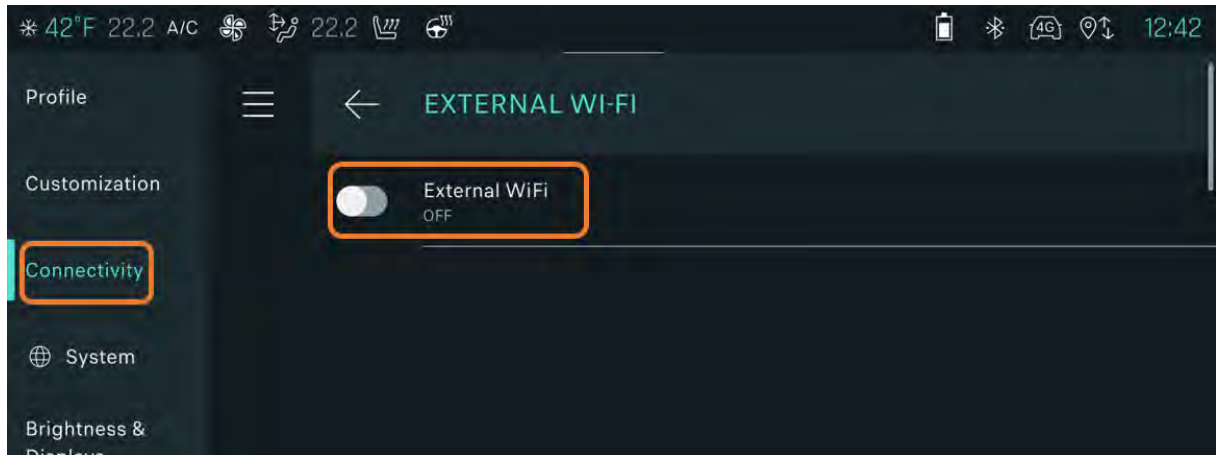
### 11.6. How to connect my vehicle to WIFI

How do I connect my vehicle to WIFI? [WIFI connection procedure]

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



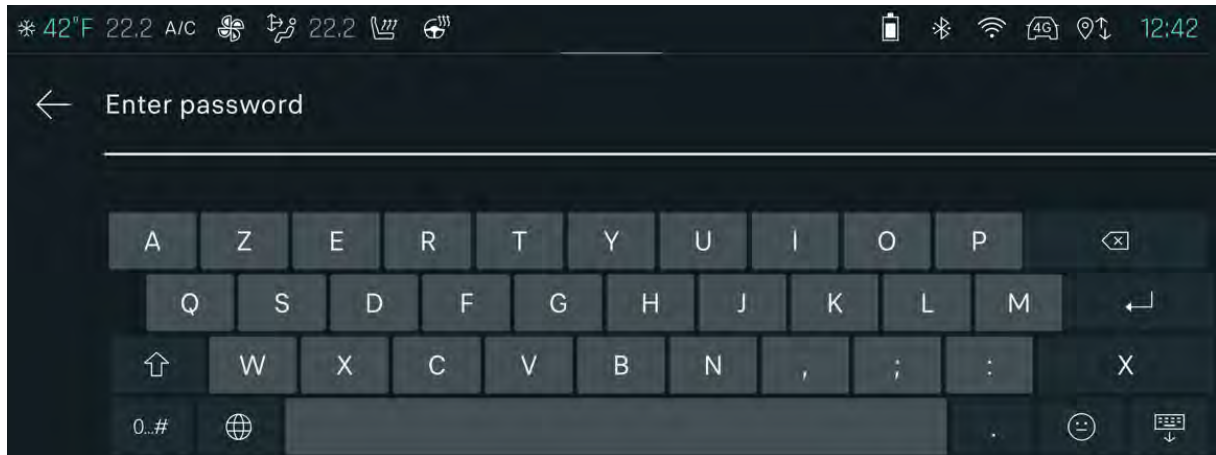
Activate the External WIFI option



Select the available WIFI



Enter the password and validate

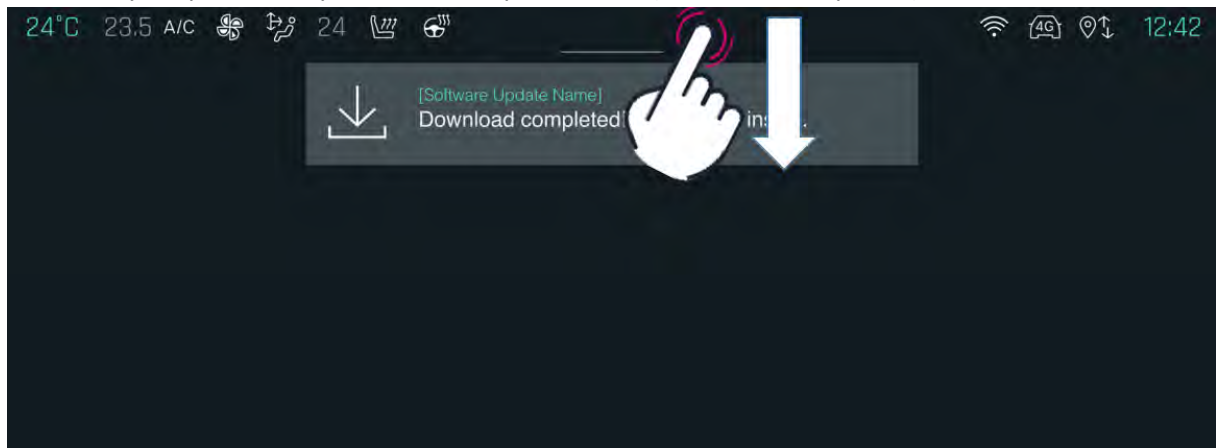


The network is now connected



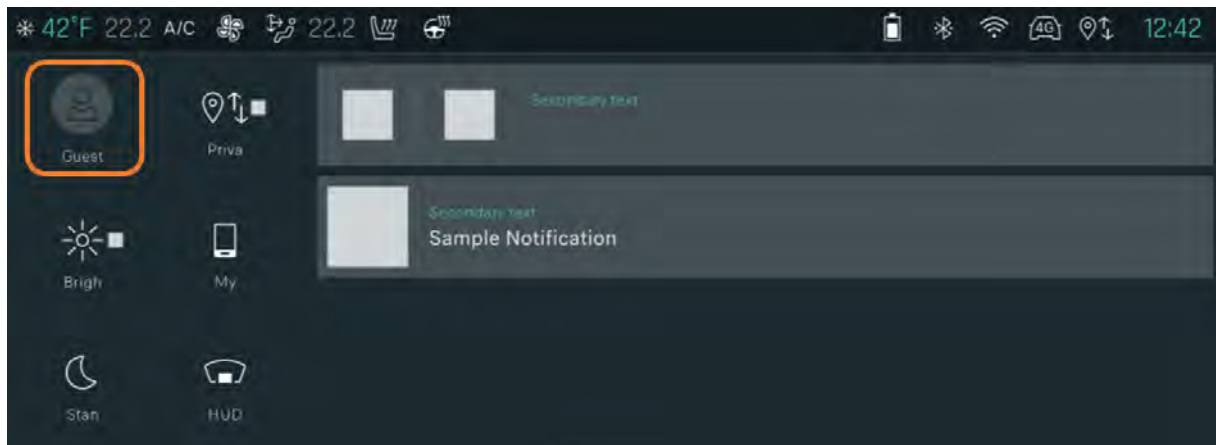
### 11.7. How to associate a phone with my profile

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





Click on your profile



Then go to Associate device

You must make sure that Bluetooth is activated and the phone in visible mode that it is detected

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



You will then have to give your GDPR agreement 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").

## A. APPENDIX : VARIABLE (URL/MARQUE)

<b>Content</b>	<b>Citroën</b>	<b>Peugeot</b>
<b>Services Store name</b>	Citroën Services Store	Peugeot Services Store
<b>Services Store URL</b>	<a href="https://services-store.citroen.com.cy">https://services-store.citroen.com.cy</a>	<a href="https://services-store.peugeot.com.cy">https://services-store.peugeot.com.cy</a>
<b>MyMarque name</b>	MyCitroën	MyPeugeot
<b>MyMarque video</b>	<a href="https://www.youtube.com/watch?v=y08lDudRcy4">https://www.youtube.com/watch?v=y08lDudRcy4</a>	<a href="https://www.youtube.com/watch?v=nOvCpugFmm0">https://www.youtube.com/watch?v=nOvCpugFmm0</a>
<b>RLEV Video</b>	<a href="https://www.youtube.com/watch?v=1HRFFliNY">https://www.youtube.com/watch?v=1HRFFliNY</a>	<a href="http://www.youtube.com/watch?v=BnvyyS8KFjY&amp;t=39s">http://www.youtube.com/watch?v=BnvyyS8KFjY&amp;t=39s</a>
<b>RLEV Eligibility</b>	<a href="https://citroen2.nextgen-technology.net/?culture=en&amp;region=GB">https://citroen2.nextgen-technology.net/?culture=en&amp;region=GB</a>	<a href="https://peugeot.nextgen-technology.net/?culture=en&amp;region=EN">https://peugeot.nextgen-technology.net/?culture=en&amp;region=EN</a>

PSA GROUP

# FAQ repository

Connected services



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## 1. General

### 1.1. I have bought or sold a vehicle and would like to inform Citroën about the change of ownership. How do I do this?

You can do this by completing the attached document and return it to us using the form available.

#### Vehicle maintenance:

We highly recommend that you keep all invoices and documents relating to the maintenance and repairs carried out on your vehicle. This will help maintain the resale value, and the documents may be required at a later date if the vehicle undergoes a repair that may be covered under the terms of any Warranty agreement in place on the vehicle. In the event of resale, all documents should be transferred to the new owner.

#### Connected services and personal data:

It is important to know the contractual status of the vehicle. In order to check if an active connected service contracts allowing the transmission of vehicle data exists, please visit the Citroën [Services Store](#) (Compatible with any browser except internet explorer).

- You can also request the transfer of assignable contracts such as connected navigation services and Danger Zone alerts by completing the available form by attaching a copy of your identity document and a copy of the grey card.

### 1.2. How to enable and disable data sharing and geolocation?

R:

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

Connected services (Telemaintenance, reporting vehicle information in the [MyCitroën](#) 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, modify 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 the article).

**A - Action on the SOS and ASSISTANCE buttons**

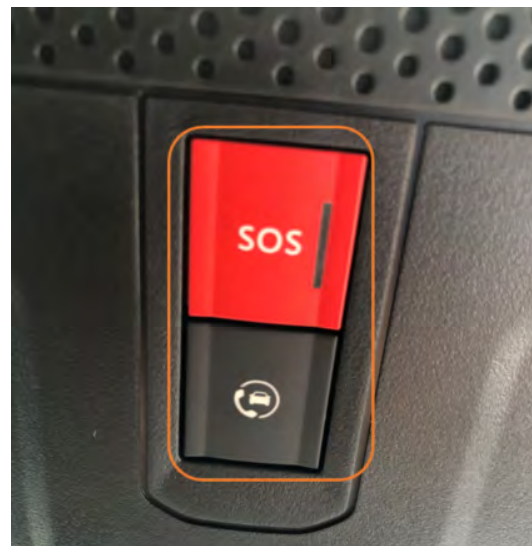
(Your vehicle does not have these buttons, go to Action B) [\[Link action B\]](#)

**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.

NEW PICTURE



*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"*

[\[link action B\]](#)

*B - Action on the touch screen*

*If the banner on the top of your screen looks like below: go to step 10 [\[link step 10\]](#)*

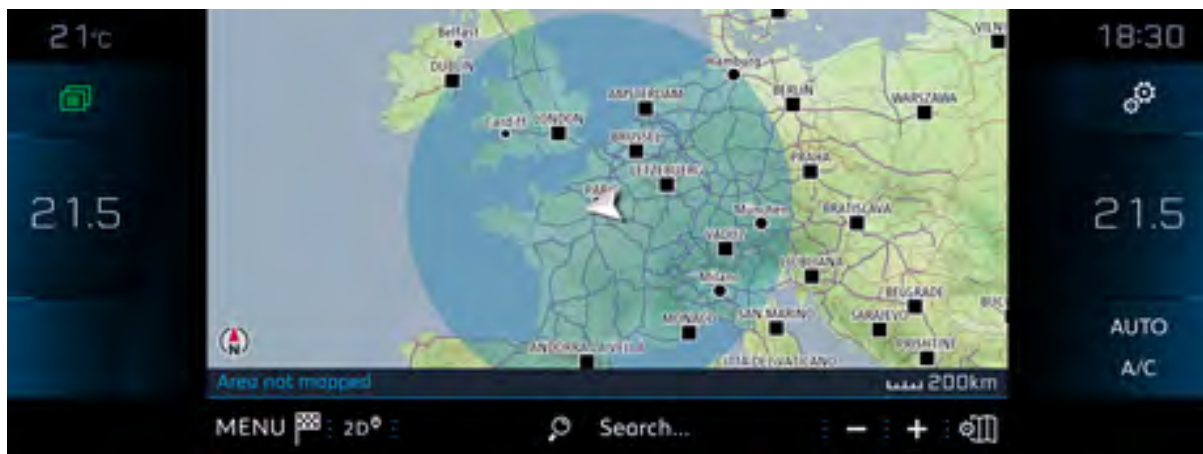


[Link Step 4]

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



NEW PICTURE



**Step 5:**

Select "Private mode"

In case there is no Private mode menu: **Go to step 7**



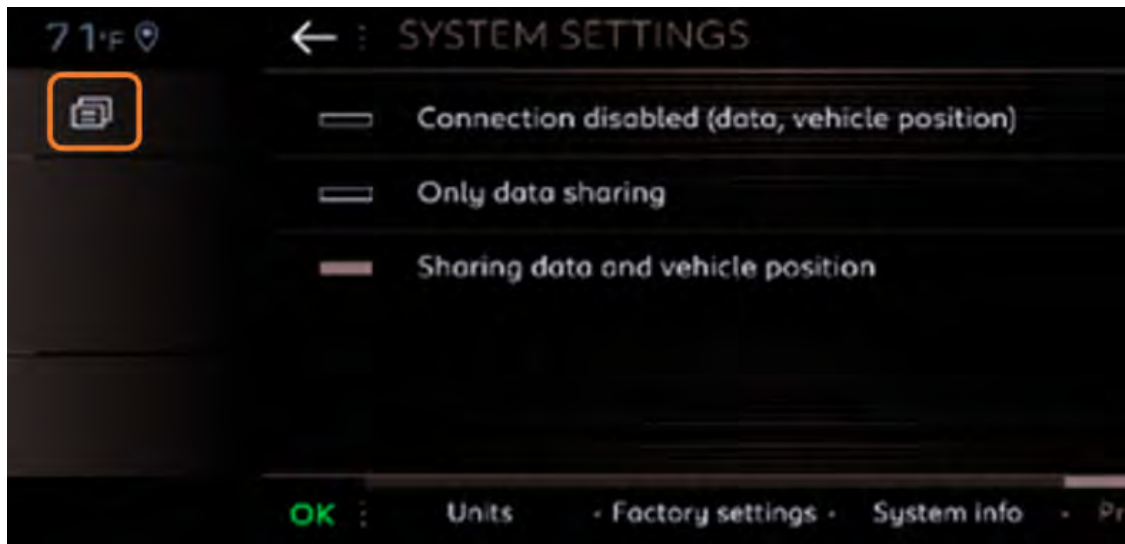


**NEW PICTURE**

Step 6:

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

**NEW PICTURE**



Step 7:

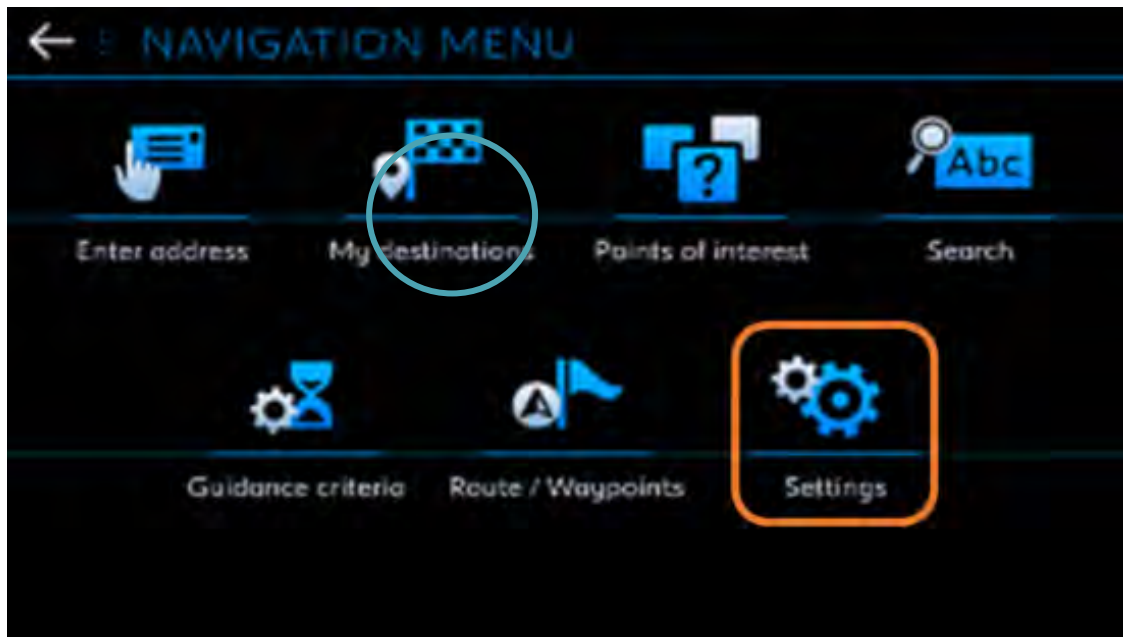
Go to the navigation, and click on "Menu".

**NEW PICTURE**



Step 8: Click on "Settings".

NEW PICTURE

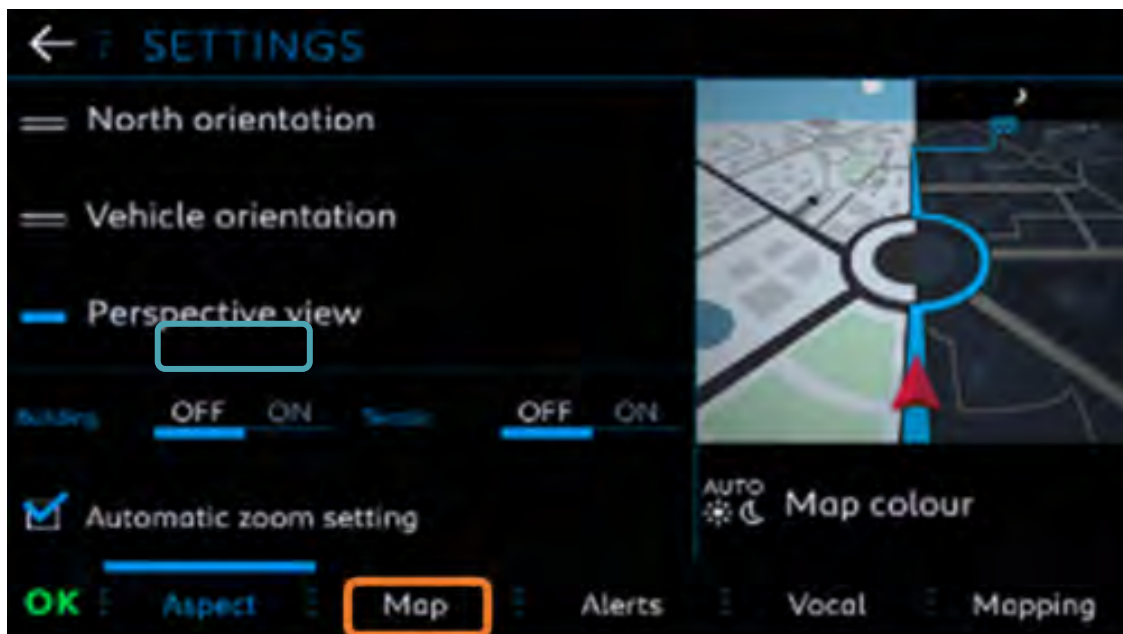


Step 9:

Select the "Card" tab then check "Authorize the sending of 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.

NEW PICTURE





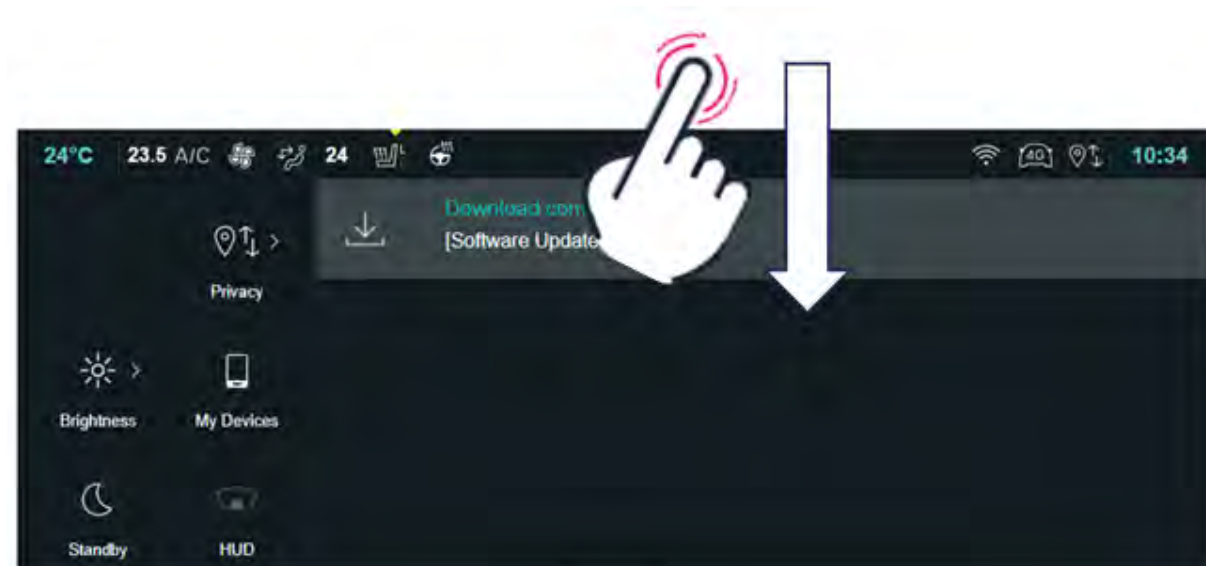


[Link Step 10]

**Step 10:**

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

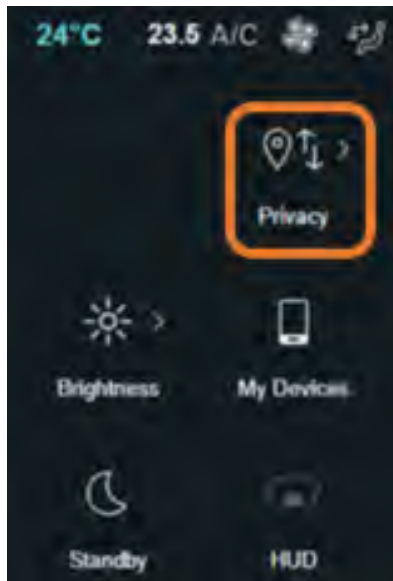
NEW PICTURE



**Step 11:**

Select on the left side of your screen «Private mode»

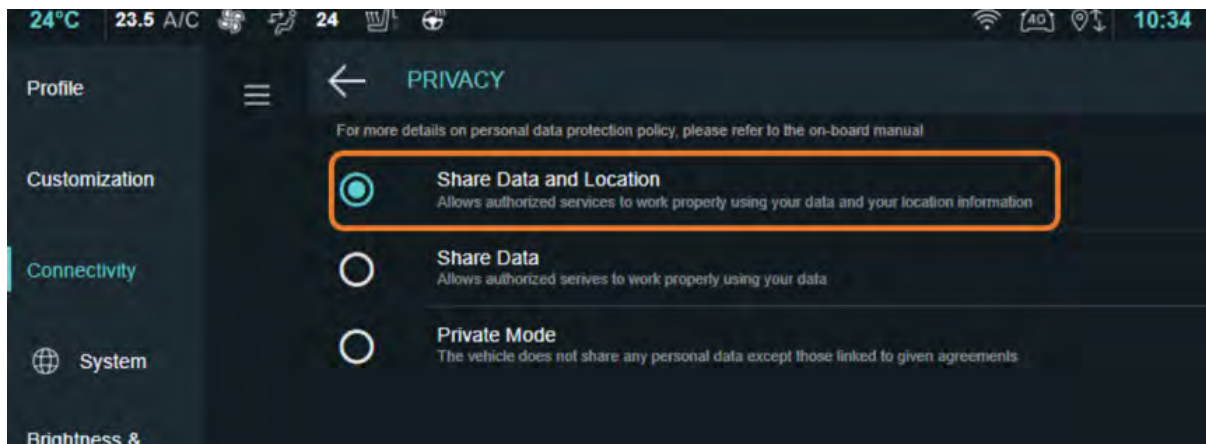
NEW PICTURE



**Step 12:**

Select option «**Sharing data and location**». The setting is done.

NEW PICTURE



### 1.3. What is Citroën Services Store?

**Q: What is Citroën Services Store?**

**R:**

Citroën Services Store is the platform dedicated to the universe of Citroën connected services. With Citroën Services Store you will discover all of Citroën connected services and will have the possibility of viewing / managing your connected services of your car in total autonomy.

Visit Citroën Services Store (Compatible with all browsers except Internet Explorer) to discover the world of our connected services.

## 2. ConnectPack

**Perimeter Country/Brand:** AP/AC: FR

### 2.1. Connect Packs evolves with the termination of the Mapping and Tracking services

**Reference CARE:** (FR) 38755 AP / 38969 AC COP Offer and Stop

**Reference SALESFORCE:** N/A

#### **Q: Connect Packs evolves with the termination of the Mapping and Tracking services**

R:

The Connect Packs service offer evolves from December 2, 2019 to maintain only Connect Packs Monitoring services.

=> The services maintained, accessible only from the MyCitröën mobile application, are:

- The Virtual Maintenance Booklet with essential vehicle alert reports
- Trip information,
- The location of the parked vehicle.

The restitution of these services can only be done in the application if the VIN has been added as well as the security code **FAQ SECURE CODE**.

=> The services which stop on the Mapping / Tracking Pack:

- Alerts on the use of the vehicle with geographic or time use ranges
- The display of journeys between the departure and arrival points in MyCitröën, only the arrival and departure points will be displayed.
- The TrackMyCitröën mobile application
- Restitution of the service in the Personal Web Space

Regarding the end of the Mapping and / or Tracking packs on December 2, 2019, you should have received a letter notifying you of this service development. This letter is followed by the sending of an email explaining the refund procedure. If this is not the case, after looking in your Junk Mail folder, contact the Customer Relations department using the available form.

NB: This service is no longer sold.

## 2.2. What is Connect Packs Security Code?

Reference CARE: 27495 AP / 10061 AC Secure code

Reference SALESFORCE: N/A

### **Q: What is Connect Packs Security Code?**

R:

The security code allows you to uniquely identify yourself as the beneficiary (owner or long-term tenant). It allows activating and securing the rendering of the Connect Packs Monitoring offer on the MyCitroën application.

This code was given to you upon delivery of your vehicle.

If you have forgotten your security code, you can contact the Customer Relations department directly using the available form. (by enclosing the following documents: identity document, vehicle registration certificate or long-term rental contract) or at your Point of Sale who can reissue it.

In the event of theft or fraudulent use, Customer Service or your Point of Sale may generate a new security code which invalidates the previous code.

## 3. CARTO

### 3.1. How to update my multimedia system's mapping and/or software?

Our vehicles regularly have some updates from map and software which provide them with new functionalities, new services and ensure their optimal operation. Please find the procedures below.

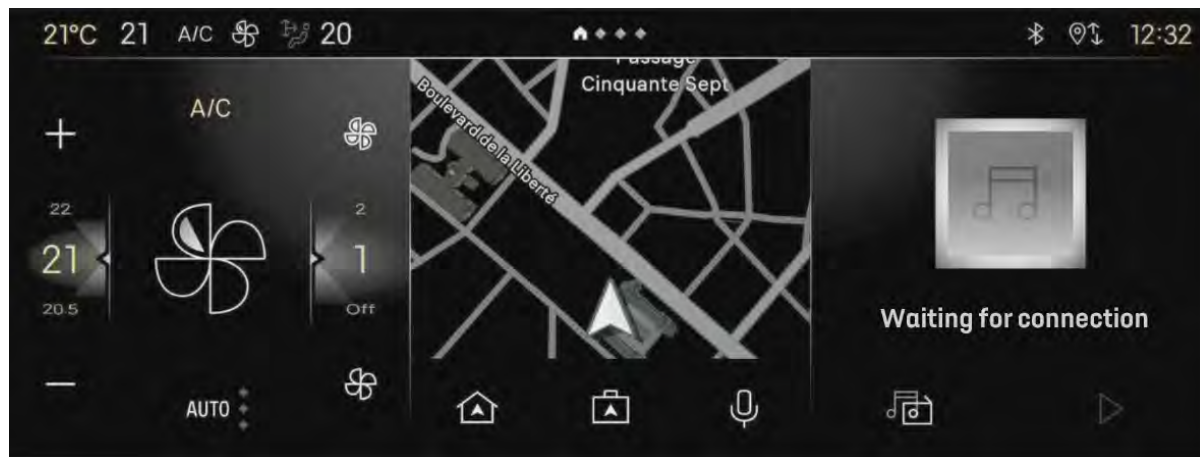
Note: We recommend that you download the attached files to have the embedded links work.

Select your vehicle's multimedia system:

<b>New Connected Navigation – IVI - <a href="#">Link to [IVI]</a></b>
[AP]



[DS]



Available for

[P] Nouvelle 308 de 2021

### Link [IVI]

### Map update \*

Map updates are done automatically depending on your traffic area and your routes. This tutorial is made available to introduce you to the operating principle.

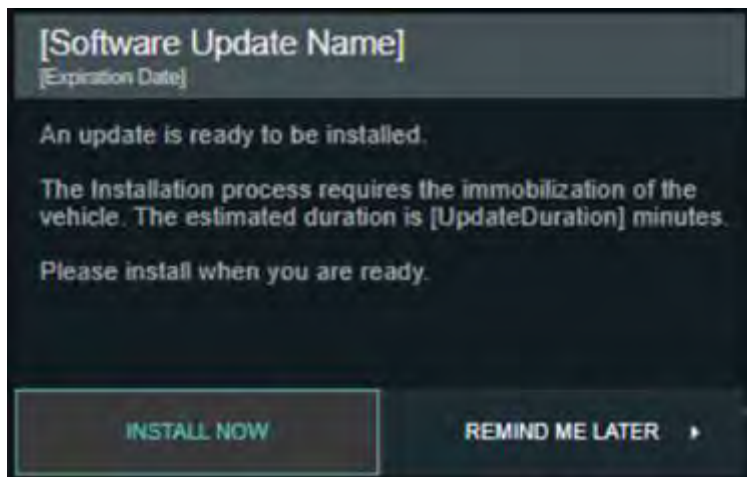
[https://www.tomtom.com/en\\_gb/stellantis-connected-nav/](https://www.tomtom.com/en_gb/stellantis-connected-nav/)

[https://www.tomtom.com/en\\_gb/stellantis-connected-nav/citroen/](https://www.tomtom.com/en_gb/stellantis-connected-nav/citroen/)

### Software update\*

A pop-up on your vehicle's touchscreen will notify you of the availability of an update.

You can validate this update or postpone it. This will be displayed again at the end of the next trip.



[Not Touch below in grey]

[Countries not connected]

### **Map update**

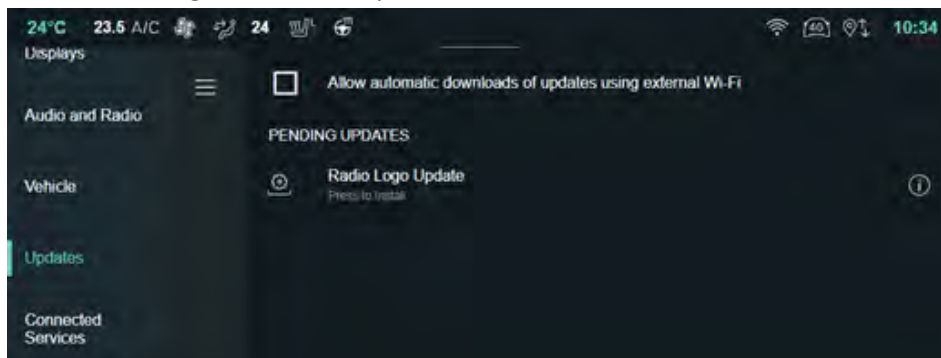
Map updates are done automatically as soon as your vehicle is connected to a WIFI network. [WIFI connection procedure]

[Link to TOMTOM video] Waiting for URL + other languages

### **Software update**

Go to "UPDATE CENTER" to view available software updates.

Click on "Settings" and then "Updates"



[ALL]

### **How software's updates work?**

They include two phases:

- **The download phase:**

It can be done in two ways:

- either by WIFI, this connectivity is privileged (Make sure that your vehicle is well connected to a WIFI network [\[15.6 - WIFI connection procedure\]](#))
- Or automatically depending on the country coverage and the type of update.

- **The installation phase**

For safety reasons, you cannot drive your vehicle during installation. The installation will continue even if you exit and lock the vehicle.

You have problems with this process, go here [\[10.9 - MAPSW IVI Diagnosis\]](#)

\* Subject to subscription to connected navigation services: [\[5.3 - All about my connected service contracts\]](#).

## 4. Account management

### 4.1. How to create and manage my MyCitröën account?

#### **Q : How to create and manage my MyCitröën account?**

R :

Thanks to your MyCitröën account, you have easy access to:

- The MyCitröën app
- The Citroën [Services Store](#) (Compatible with any browser except Internet Explorer)
- [\[PCD\]](#) The Citroën LifeStyle shop

#### **Creation and activation of an account**

Let yourself be guided by the registration process to easily create a MyCitröën account on the Citroën [Services Store](#) links or on the MyCitröën 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 trouble 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 of my activation email does not work: send it back from the following link:

<https://id-dcr.citroen.com/account/activation-mail?>

In the event of failure, contact the Customer Relations department using the available form.

**Account login**

Use your username and password

If this connection to the account is made from a WEB site, you can 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 MyCitroën application,
  - o Update the application from the store. In order to improve the security of your personal data, the major version 1.22 requires that you change your password immediately after downloading this version.
  - o If you still cannot identify yourself, we invite you to reinstall the MyCitroën application.
  - o For iPhone owners: it may be necessary to change the country on the MyCitroën 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 available form.

**Account modification**

From your MyCitroën account from the Citroën Services Store or from the MyCitroën application, you can:



- Add a vehicle from the VIN \* or delete an existing vehicle from your account. You can enter or delete one or more vehicles. Each vehicle will have access to dedicated services.

**Procedure Adding a vehicle:**

Go to the Citroën **Services Store**, in "My vehicle", "Manage my vehicles", click on "Add a vehicle".

- From the **MyCitroën** application,
  - o You have no vehicle to enter yet: click on the "My vehicle" and "Add a vehicle" section.
  - o You already have a vehicle: click on the vehicle at the top left, a drop-down list appears with "Add a vehicle".

**Procedure for deleting a vehicle:**

- Go to the Citroën **Services Store**, in "My vehicle", "Manage my vehicles", "Select your vehicle", click on "Delete this vehicle".
- From the **MyCitroën** 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 Citroën **Services Store** in the "MY ACCOUNT" section then "MY PERSONAL INFORMATION"
- From **MyCitroën** 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 **MyCitroën 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 **MyCitroën**, 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.

#### 4.2. Where and how to subscribe or renew a connected service?

##### **Q: Where and how to subscribe or renew a connected service?**

R:

If you did not subscribe to these point-of-sale services when purchasing your vehicle.

- You can subscribe online on Citroën **Services Store** (Compatible with all browsers except Internet Explorer), [FR + OV ALL] the personal web space **MyCitroën** [FR + OTHERS] or via your **MyCitroën** mobile application to the following connected services:

- connected navigation services (**find out more**) (**NAVCO FAQ**),
- E-remote control services (**find out more**) (**FAQ LEV**),

- You can renew the connected navigation services online on Citroën **Services Store**, or via your **MyCitroën** mobile application.

Note:

- The prices and durations proposed currently in force are available on Citroën **Services Store**.
  - When renewing a connected services contract, the vehicle retains the parameters necessary for connected services.
  - The Citroën **Services Store** does not accept virtual bank cards.
- **You experience difficulties when subscribing to a service.**  
Message "Vehicle not eligible": Check that the warranty start date:
- It is less than 2 days: try again the next day
  - It is greater than or equal to 2 days, contact the Customer Relations department using the available form.

#### 4.3. How to unsubscribe from **MyCitroën**?

##### **Q : How to unsubscribe from **MyCitroën**?**

**R:**

It is possible to unsubscribe from **MyCitroën**:

- From Citroën [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 [MyCitroën](#) 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, go here [FAQ TERMINATION](#).

If you also want to uninstall the [MyCitroën](#) 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.

#### 4.4. All about my connected service contracts

##### **Q: Find out all about my connected service contracts**

R:

You can access your contract information online on the Citroën [Services Store](#) (Compatible with any browser except Internet Explorer), [FR] the [MyCitroën](#) personal web space, "Services" menu, [FR + OTHERS] or via your [MyCitroën](#) mobile application, "Connected navigation services" section.

- From the Citroën [Services Store](#) in the "MY ACCOUNT" section then "MY SERVICES"
- From [MyCitroën](#) passing by the "PERSONAGE" icon then by clicking on your account identifier

You will find the status of your contracts, the start and end dates of the contracts ...

##### **Note:**

It is not possible to transfer a contract from one vehicle to another.

#### 4.5. How to terminate a connected service contract?

##### **Q: How to terminate a connected service contract?**

R:

You benefit from a Connected Services contract (Connected Navigation, E-Remote Control/E-Tense Remote Control, etc.).

- Following the resale of your vehicle, a long-term rental return, destruction, theft or by wish, you must inform us using the contact form to proceed with the termination of the desired contracts.
- If you change your mind on the online purchase of a contract, you have 14 days to withdraw, if you exercise this right, you will be reimbursed for the service ordered

There is two possibilities in this case:

- On line on Citroën **Services** Store (Compatible with all browsers except Internet Explorer and only available for certain connected services contracts),
  - Go on the heading My Account/ My services
  - Click on cancel
  - Confirm by clicking on OK
- Or inform us using the contact form

##### **Document to provide to justify your termination request:**

- Telemaintenance: no ID is required.
- For other services: it is imperative to provide a copy of an identity document

##### **Attention**

- **Connected Navigation and Danger Zone Alerts:** in the event of a resale, think of the new buyer who could benefit from these services if the contract is not terminated but assigned. Only these services have the assignment of contract.

#### 4.6. Manage billing for my connected services?

The billing for the purchase of a connected service occurs 1 day after the activation of your service. Your account will be debited accordingly. Your invoice is then available, accessible and printable in PDF format in Citroën **Services Store**.

Your account will be debited accordingly 1 day after Billing, so 2 days after activation of service. You will be notified of the activation of the service by the receipt of an activation email. To access your invoice, log into your account, click on the icon at the top right to access the page, then click on "my invoices" on the menu appearing on the left.

When the subscription is made, it is not possible to modify the invoice issued. You can, before subscribing, change your data on your account page. To access it, click on the icon at the top right of your page, then click on "my personal information".

## 5. MirrorScreen

### 5.1. What is the Mirror Screen?

#### **Q: What is the Mirror Screen?**

R:

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

Mirror Screen is based on 3 connection technologies:

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

To find out about these protocols, the list of compatible applications (for navigation, music, calls, messaging or iCoyote, etc.), compatible phones and country coverage:

- Apple CarPlay, click here. <https://www.apple.com/uk/ios/carplay/>
- Android Auto, click here. <https://www.android.com/auto/>
- MirrorLink, click here. <https://mirrorlink.com/>

Mirror Screen is a free service, with no additional subscription costs, as long as your vehicle is equipped with a touch screen with this function (optional or standard depending on the version).

- Details of 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 of the compatible Mirror Screen solutions (in the form of

tactile buttons). Depending on version or vehicle equipment, this page is accessible either by the general menu on your touch screen or by using 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 using in Mirror Screen, the smartphone is not directly accessible by it. You will need to disconnect the cable in order to complete the Mirror Screen connection to regain access to all of the menus and applications on your smartphone.

## 5.2. How the Mirror Screen (Android Auto/ CarPlay) connection is made between the smartphone and the vehicle?

### **Q: How the Mirror Screen connection is made between the smartphone and the vehicle?**

R:

Subject to the availability of a compatible Smartphone, the Mirror Screen connection is made using the USB cable supplied originally with your Smartphone/ Wifi connection/ Bluetooth connection **(Only available on the new 2021 C5 (Model 2021)).**

Depending on version or vehicle equipment, you can then access your compatible applications either via the general menu on your touch screen, or via the "Phone" or "Applications" command on your dashboard.

For more information, consult the on-board documentation for your vehicle

Note:

- At the 1st connection, various validations on the screen of your Smartphone may be necessary. It must therefore be carried out imperatively when stationary.
- The touch pad can take into account 2 smartphones connected simultaneously: that of the driver in Mirror Screen and that of another passenger in the vehicle using Bluetooth.

However, to take full advantage of the capabilities of automotive telephony equipment (steering wheel controls, microphone, switching from one menu to another) and stay focused on driving, we recommend that you favour the connection of your Smartphone to Mirror Screen and to connect only one Smartphone at a time, in particular for the AppinCar, (the use of Bluetooth should always be reserved for non-conductive passengers).

Some smartphones may switch to thermal safety during prolonged use of this feature with wireless charging.

### 5.3. I have connection difficulties between my phone and my car equipped with the Connected Colour Radio (CarPlay / Android Auto)

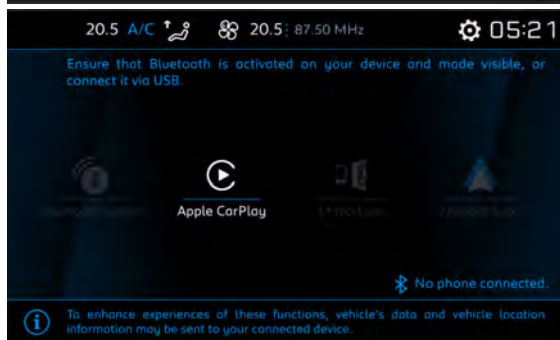
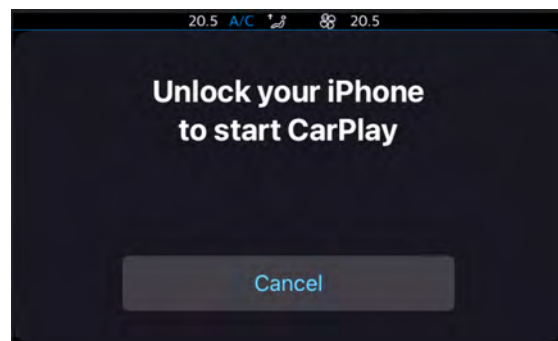
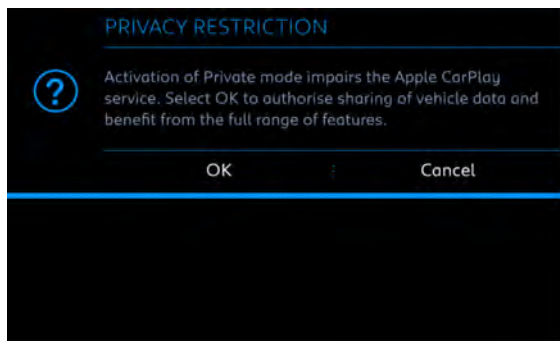
#### **Q: CARPLAY: How is Siri voice assistant control integrated?**

R:

**If you have an Apple phone with the CarPlay protocol and your connection does not occur, we recommend the following checks:**

- \* Make sure you have a compatible iPhone (iPhone 5 or higher)
- \* Make sure you have the latest version of iOS
- \* Make sure that the SIRI assistant is activated
- \* Make sure the USB cable used for connection is in good condition
- \* Connect the iPhone via USB and accept Pop-ups:

**On the car:**



**On the phone:**



**If you have an Android Auto phone and your connection does not happen, we recommend the following checks:**

- Make sure you have a compatible smartphone
- Make sure you have the latest Android update
- Make sure you have previously installed the Android Auto application on your Smartphone
- Make sure the USB cable used for connection is in good condition

\* Please follow the steps below and check if this is the use case.

1) In the Connected Colour Radio (the car), go to the list of Bluetooth devices

- Remove the paired Android phone

2) Steps to forget the car in the Android Auto app

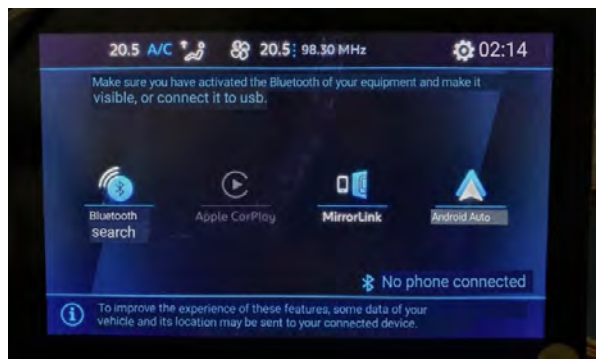
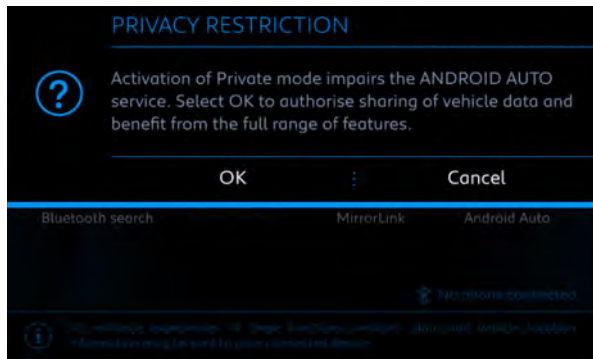
- Open the Android Auto app in the phone
- Open the menu settings
- Select "Connected cars"
- Choose "Forget all cars" (Press the 3 dots icon on the right side of the screen)



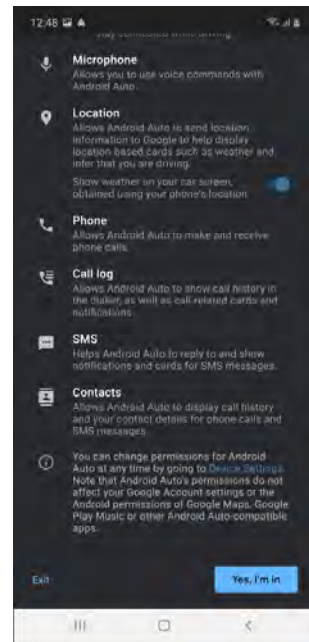
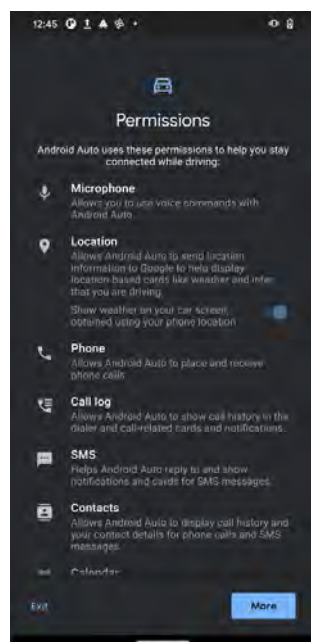
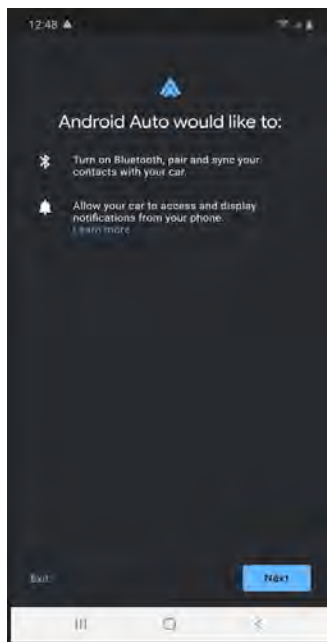
- Select OK on the confirmation screen
- The list of coupled cars should be empty now.

After the above steps, connect the Android Auto device via USB and accept the following Pop-up:

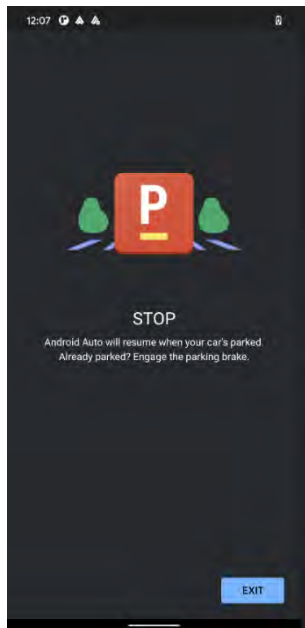
**On the car:**



**On the phone:**



**After connection Android Auto**



- When the vehicle speed is over 0, the phone will show a pop-up where it asks the user to connect to Android Auto once the vehicle speed is equal to 0.

- Android Auto gives the option to Stop Vehicle and Exit Application to the user.

If the problem persists, contact the Customer Relations department

#### 5.4. I have connection difficulties between my phone and my car equipped with Connected Navigation (Android Auto)

**NB 1:** when connecting to your phone for the first time, you must follow the steps and accept all the pop-ups (windows) that appear subsequently.

**NB 2:** The following screenshots may change depending on any updates. All pop-ups should be accepted.

Connect the phone to the vehicle using the USB cable.

Click on **next**

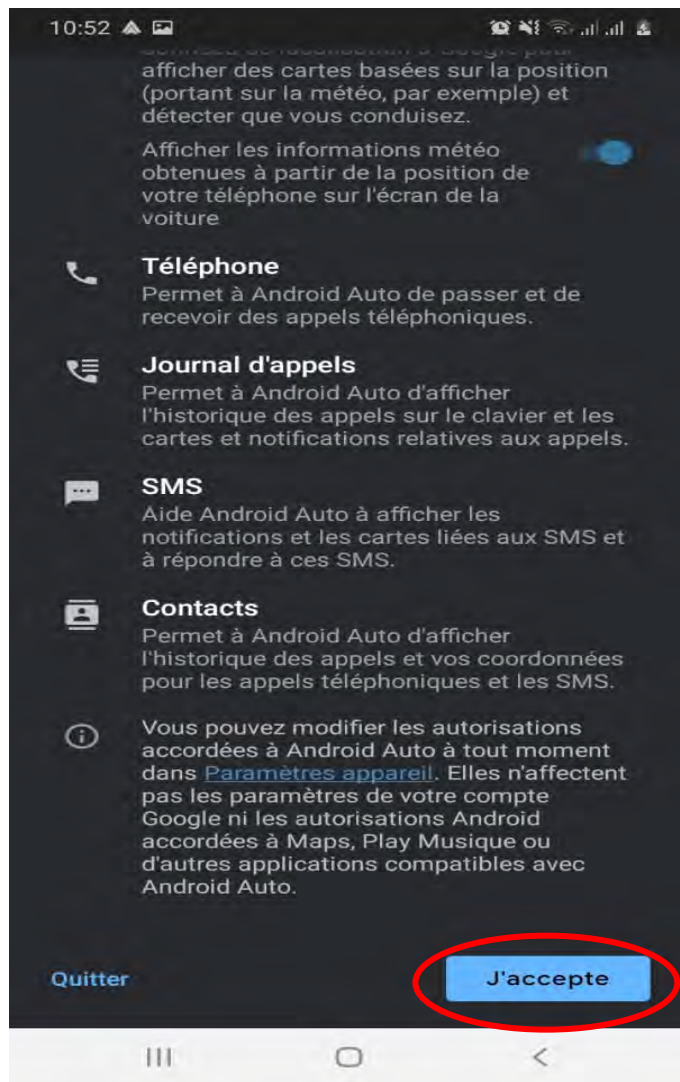


Approve the permissions that Android auto needs to function properly.

Click on **more** to view the other authorizations to be approved.



Click on **I accept** to validate the permissions of Android Auto.



Then, Android auto will ask you to activate GPS tracking on your phone for the navigation service to function properly. Click on **OK**.



You can check that the Android Auto connection is valid in the notifications window of your phone.



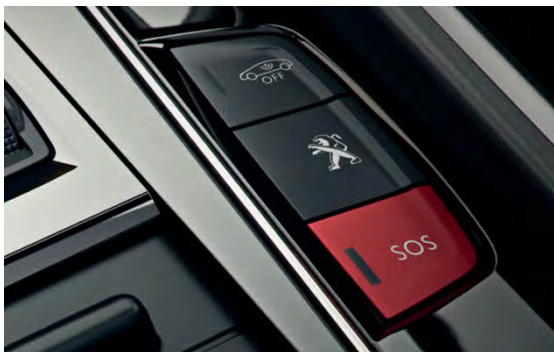


## 5.5. CARPLAY : How is Siri voice assistant control integrated?

If the Siri voice assistant is installed in your iPhone, it can be used by connecting your iPhone either via Bluetooth or as a Mirror Screen with Apple CarPlay. Depending on the version or vehicle equipment, all you have to do is use the voice recognition command (short press or hold) to use Siri. To learn more about Apple CarPlay, click here. <https://www.apple.com/uk/ios/carplay/>

## 6. EBCALL

### 6.1. What is Citroën Connect Box SOS & Assistance equipment Emergency and breakdown call?







It is a package of services:

- **Localized Assistance Call:** Citroën Connect Assistance allows you to be connected to the Citroën 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 SOS & Assistance equipment (standard or optional) Emergency and breakdown call. However, it cannot be mounted in "post equipment".

To find out more about SOS & Assistance, please click here (SOS & Assistance).

## 7. MyCitroën

### 7.1. What is the MyCitroën application?

**Q: What is the MyCitroën application?**

R:

The MyCitroën personal space is accessible from your computer via the free mobile application available on the Apple and Google Play stores.

Thanks to your personal space (compatible with all Citroën vehicle models,) you are connected with 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 in order to offer you suitable services.

The MyCitröen mobile application is only compatible with iOS smartphones (version 12 and above) and with Android smartphones (version 7 and above) and will require a data plan of at least 500 MB in order to use the set 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 statistics, planning and making an appointment for your maintenance. , access the user manual, program the load and thermal comfort of your vehicle remotely, etc.

Thanks to this free app (compatible with all Citroën vehicle models,) you are connected with 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.

MyCitröen is only compatible with iOS Smartphones (version 12 and above) and with Android Smartphones (version 7 and above) and will require a data plan of a minimum of 500 MB in order to use all of the features.

Depending on the type of your vehicle (Fuel, electric, hybrid) and its eligibility for the service, the application allows you access to different functions such as monitoring your driving and consumption statistics, planning and making an appointment for your maintenance. , access the user manual, program the load and the thermal comfort of your vehicle remotely etc.

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

This video will help you get started with the application. [MyCitröen VIDEO](#)

**Note:**

- [MyCitröen AP and AC](#) also allows access to information from Connect Packs Monitoring subject to contract. This service has been discontinued since April 01, 2019. [FAQ COP](#)

## 7.2. How to follow your maintenance in MyCitröen?

MyCitröen offers a virtual maintenance log that helps you follow the recommended maintenance report for your vehicle using the information you write down such as:

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

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

### 7.3. What to do if you cannot find your maintenance intervention in MyCitröen?

- Check that this took place after the activation date of your contract. Indeed, prior interventions will not be available. (except in the case of resale of a vehicle that already has this type of service)
- Also check in MyCitröen that you have an activated E-book Maintenance contract. If this is not the case, check that you are logged into your MyCitröen account with the email you gave to the repairer, and that you have finalized your subscription.
- If your contract is active, make sure with your repairer that he has updated your maintenance log
- If, despite all these conditions met, you do not see your intervention, contact our customer service.

### 7.4. How can I retrieve journeys made and vehicle information in the MyCitröen application?

#### **Q: How to report journeys made and vehicle information in the MyCitröen application?**

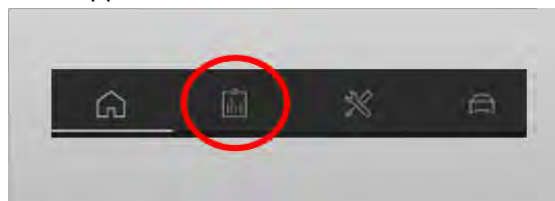
R:

This information is delivered by the connection between the vehicle and the application using the following services:

- Bluetooth service:

For that you need:

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



If not, the vehicle does not have this functionality.

4) Connect your smartphone from the vehicle's touch screen (By checking only Phone and Streaming on the touch screen), a "Connected to vehicle" banner is displayed in the application.

The trip as well as the information will be reported in the application when the vehicle contact is switched off.

### **Special features of the trip ascent and vehicle information:**

The minimum distance of a journey so that it can be displayed in the application is 300 meters.

- - The average consumption of a trip will only be displayed for trips longer than 2 km.
- - Interviews carried out in after-sales service do not automatically go back to the MyCitröën application. However, you can enter them manually in the application.

-----  
If you encounter connection problems, we invite you to follow these recommendations:

#### **A. From the smartphone**

1. Make sure you only have one application launched on the smartphone (MyCitröën).
2. Be careful not to use other applications using Bluetooth such as Spotify or Waze, you must force stop these applications and make sure that your MyCitröën application is properly connected to the vehicle before launching the other applications. To verify this connection, you should view a connection banner from the home page of the application, located above the image of your vehicle.
3. If you have several VINs associated with your account, please ensure that you have the correct VIN selected in your application before making the connection between your vehicle and the MyCitröën application.
4. Do not connect your smartphone via WIFI or (for Iphone to a USB cable, in order to ensure the reporting of journeys via Bluetooth.
5. Check that the MyCitröën 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 correspond to the telephone.
2. Please make sure that the private mode of your touch screen is deactivated. If the private mode is activated, your journeys cannot be reassembled in the application. [PRIVACY FAQ](#)
3. Please verify that when pairing your smartphone to the vehicle, you do not check the 3rd "Connection sharing" box which is found on the touch screen. This connection sharing mode blocks the ascent of journeys.
4. Please verify that when pairing your smartphone to the vehicle, you accept this pairing first from the touch screen before confirming it from the smartphone.

If the problem persists despite the recommendations followed, please uninstall / reinstall the application MyCitröen. The application will invite you to send information that is crucial for the analysis of your file.

## 7.5. How to save and transfer my trips to another smartphone?

### **Q: how to save and transfer my trips to another smartphone?**

R:

Changing smartphones or uninstalling / reinstalling the app will erase your saved trips. In order to keep them, you can export them from your smartphone, then re-import them on your new smartphone (same procedure in the case of an uninstall / re-installation of MyCitröen).

#### **To export from the application,**

- a. Press the character icon at the top right, a menu takes place.
- b. Press Settings \ Driving data \ Retrieve your driving data on another smartphone. Your mail application opens.
- c. Send this email to your own email address.

#### **To import, from the application,**

- a. Open the email containing the exported file (see above)
- b. Click on the file, you will be offered to open it with the MyCitröen application
- c. The import is then triggered automatically

If the function finds your driving data on another smartphone is greyed out:

- Either you have no recorded journey
- Either your vehicle is connected with the ConnectPack Monitoring service or in this case, you will automatically find your journeys in the application. We remind you that the service is limited to trips of the last two months.

## 7.6. How do I know if a recall campaign is undergoing for my vehicle?

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

## 8. NAVCO/ZAR

### 8.1. What is the Citroën CONNECT NAV navigation equipment and its associated TomTom services

#### **Q: What is the Citroën CONNECT NAV navigation equipment and its associated TomTom services?**

R:

This is the new generation of navigation system fitted to vehicles of the Citroën brand. This navigation system offers the following features:

- A capacitive touch screen: more sensitive and faster, it promises fluidity and brightness comparable to the screens of latest generation smartphones.
- A new TOMTOM 3D map. TOMTOM map updates are offered to you for life free of charge, depending on the vehicle, either online, from your personal web space, from your MYCitröen application or automatically.
- Voice recognition for controlling the main functions of the system (navigation, media, on-board comfort, etc.).
- TomTom Traffic connected services, provided that your vehicle has been purchased in the service marketing area and that your vehicle is equipped with Connected Navigation equipment CONNECT NAV Citroën LIVE Navigation (Germany, Belgium, Spain, France, Italy, Luxembourg, Netherlands, Poland, Portugal, United Kingdom and Switzerland).

Details of the country coverage of TomTom Traffic services available in the General Terms and Conditions of Services.

If your vehicle is equipped with both Connected Navigation Citroën CONNECT NAV LIVE Navigation and Peugeot Connect SOS & Assistance / Citroën / DS Connect Box Emergency call and breakdown service, connection connected services is automatic and at no additional cost. Indeed, it is the SIM card present in the vehicle which allows the exchange of data via the Internet.

If the Peugeot Connect SOS & Assistance / Citroën / DS Connect Box the emergency and breakdown service call is not present in your vehicle, the internet connection will be made via Bluetooth via your smartphone and your data plan. This first involves pairing your phone.

In order to find more information about the activation of services, we invite you to consult this link.

[NAVCO ACTIVATION FAQ](#)

A description of the connected services is available here: [NAVCO SERVICE URL \(SAMS\)](#).

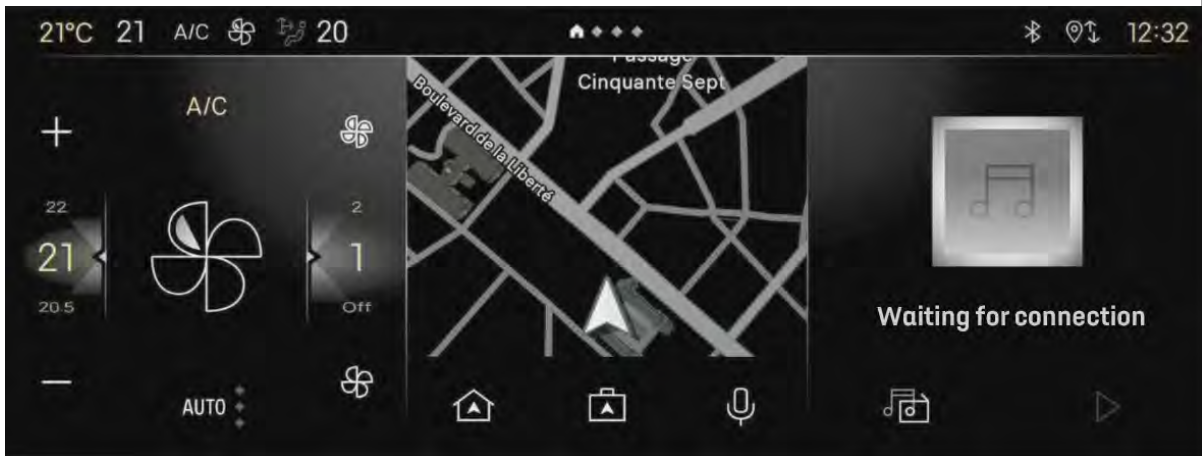
## 8.2. [How to activate my vehicle's connected navigation system and / or Danger Zone Alerts?](#)

Prerequisites:

- Have a subscription to the Connected Navigation Plus Pack. In most cases, this subscription will have been made by your point of sale before the delivery of your vehicle. The status of the contract can be checked, and subscribed, if not done beforehand, via the Citroën [Services Store](#) / Citroën [Connect Store](#).
- Have driven for at least 15 minutes in a covered area



[DS]



Available for

[P] Nouvelle 308 de 2021

[D] Nouvelle DS4 de 2021

LINK [IVI]

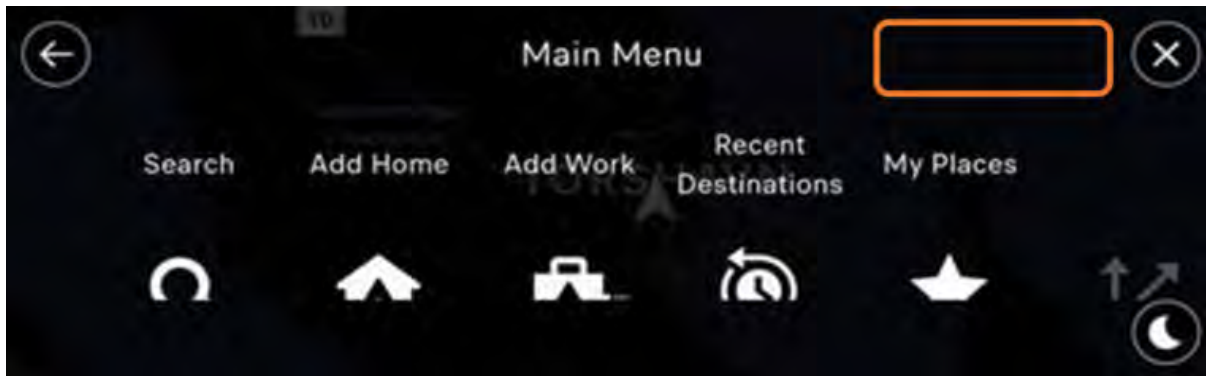
From the navigation screen, click on the following icon (visible before starting guidance).



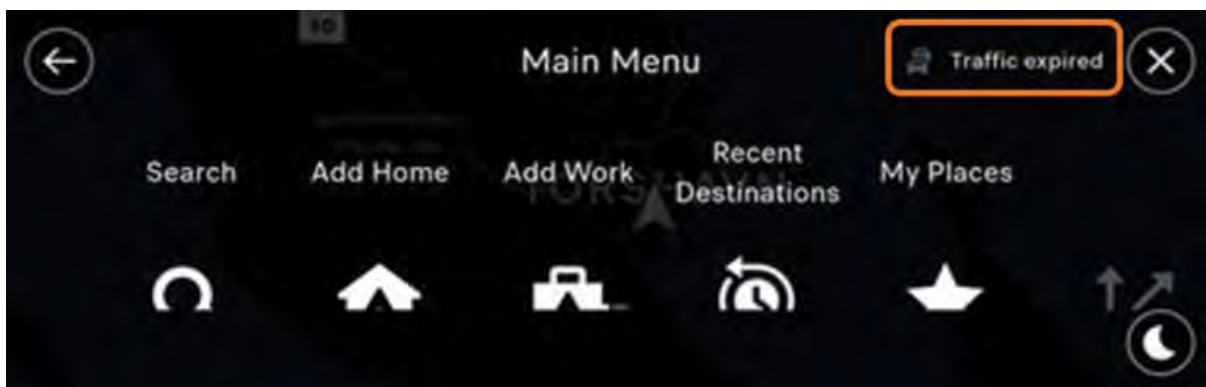


Check the status of your connected navigation at the top right of your screen, as below.

A. If there is no mention, your connected navigation is active.

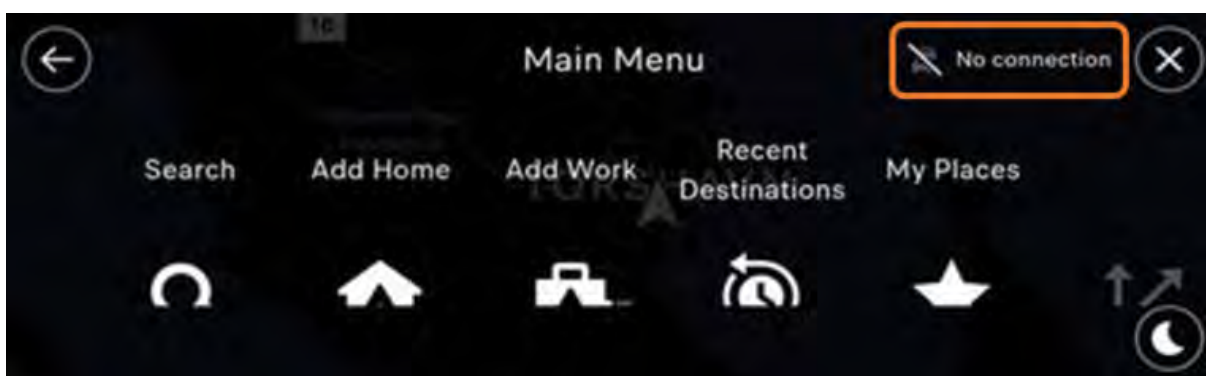


B. If the mention "Expired Traffic Service" appears, your connected navigation contract has expired or has not been taken out







C. If the mention "No connection" appears, the connection has been lost or you are in "Private Mode"

To check if you are in "Private Mode" and if necessary, to deactivate it



The login procedure is also available as an attachment.

 <p>AP_Connected_Navigation_Pack_Plus_InCar_</p>	 <p>AC_Connected_Navigation_Pack_Plus_InCar_</p>	 <p>DS_Connected_Navigation_Pack_Plus_InCar_</p>	 <p>OP_Connected_Navigation_Pack_Plus_InCar_</p>
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### 8.3. How to configure the connected navigation services of my vehicle and / or Danger Zone Alerts?

Select your vehicle's multimedia system:

New Connected Navigation - IVI [Link to \[IVI\]](#)

[AP]



[DS]



Available for [P] <b>New 308 of 2021</b>

[IVI]

Your vehicle is equipped with the new Connected Navigation and its services. The main settings allowing you to make the most of these services are described below:

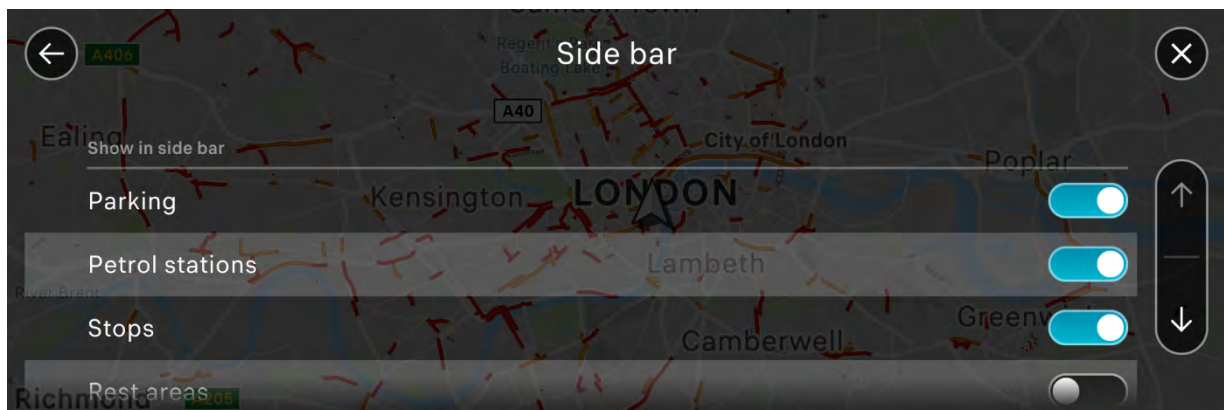
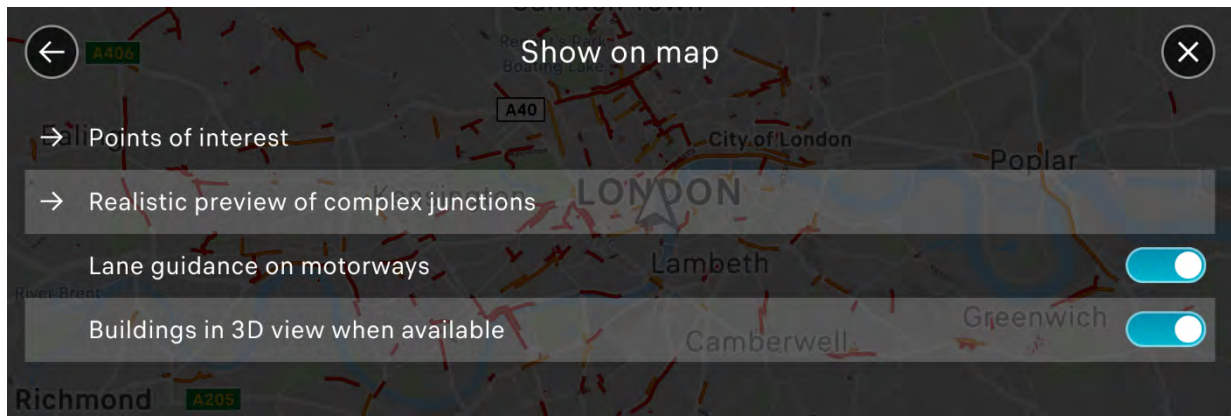
- Display of services on the map and route bar
- Display of fuel and / or charging stations
- Parameterization and declaration of a danger zone [Outside DE / CH]
- Map display in 2D North / 2D vehicle / 3D
- Display of car parks
- Display POIs on route bar

**Display of one or more services on the map**

With the new Connected Navigation and its services, you can display a lot of information on the screen, such as: service stations, car parks, traffic and **Danger Zones** (subject to subscription), restaurants, museums, etc.

To do this, click on "Menu", "Settings", "Map and display", "View on the map" and finally "Points of interest".



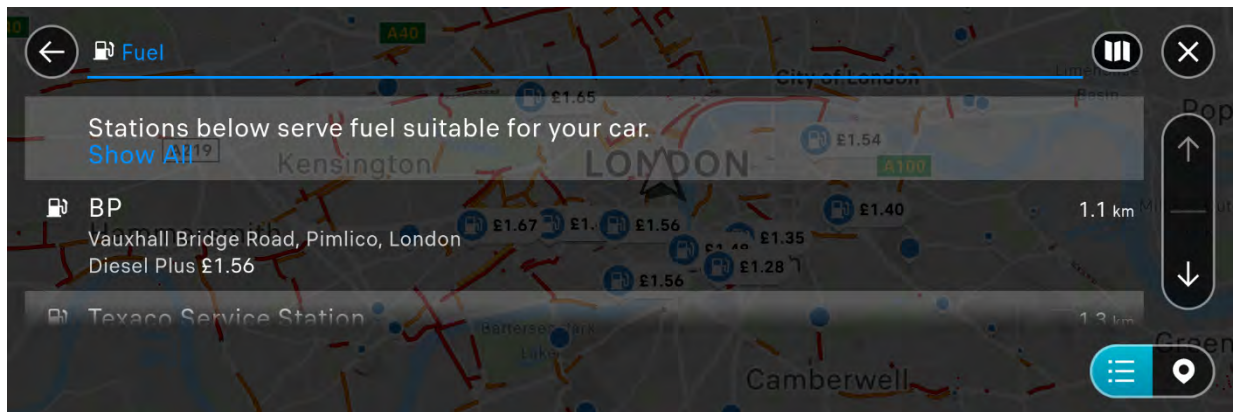
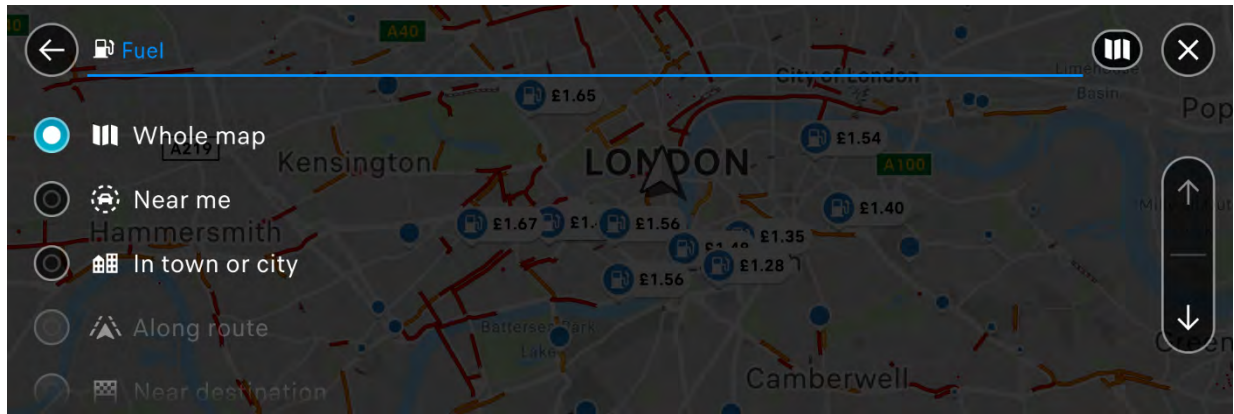


**Fuel display and / or charging stations**

You have the possibility to display the available service stations: on a complete map, near the vehicle, on the way, etc.

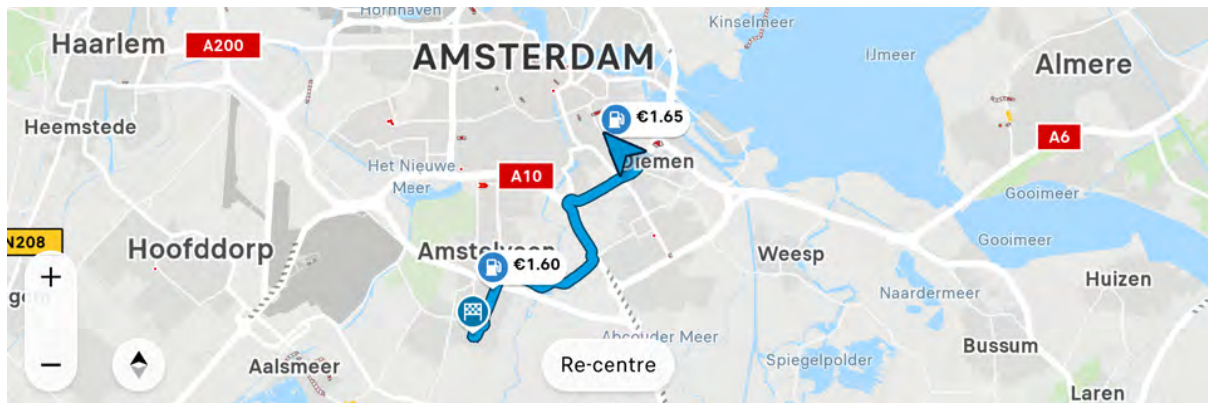
To do this, check the desired option.



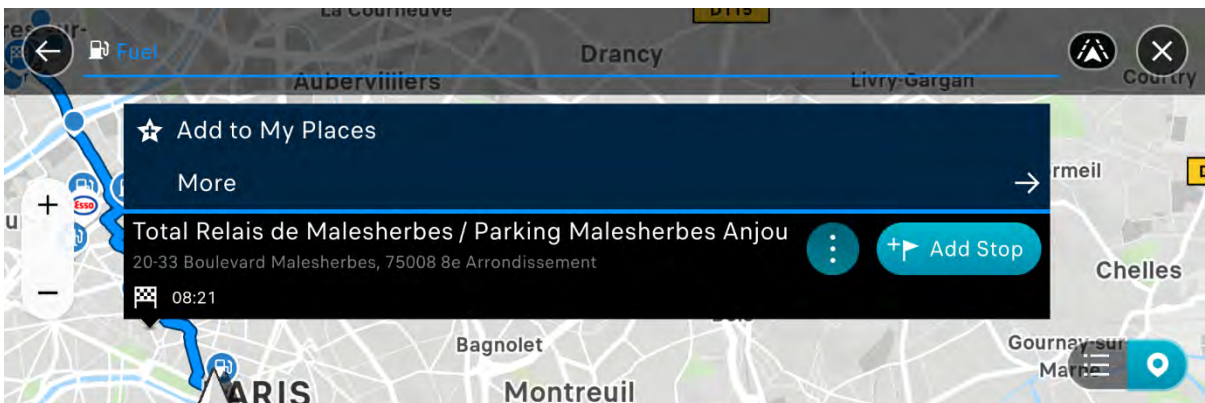
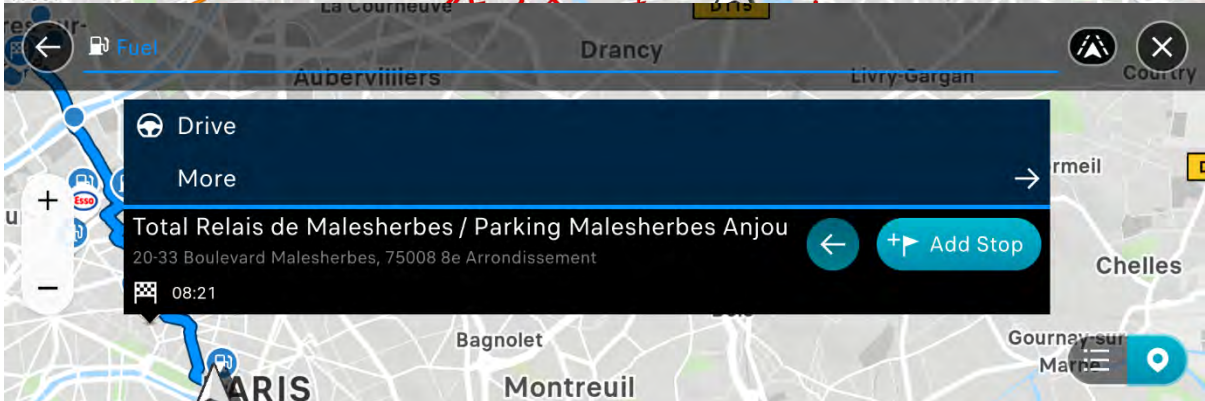
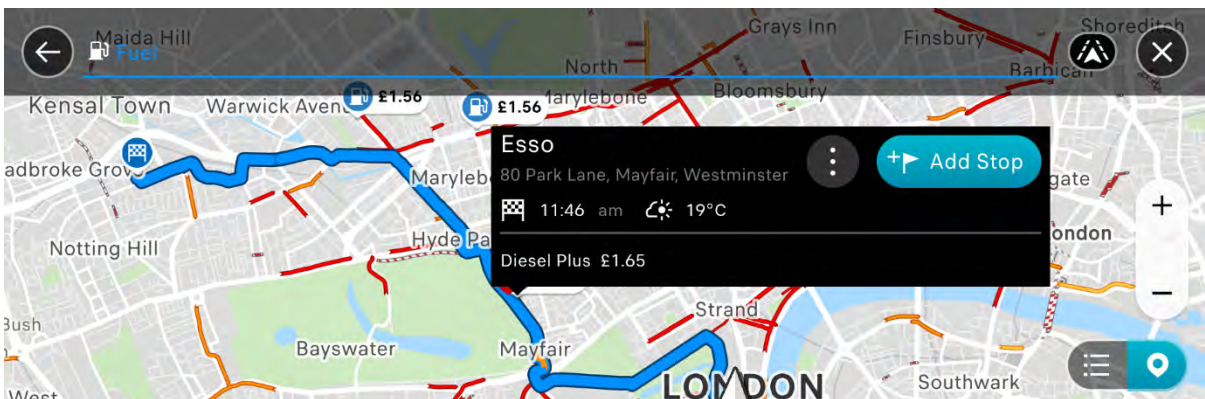
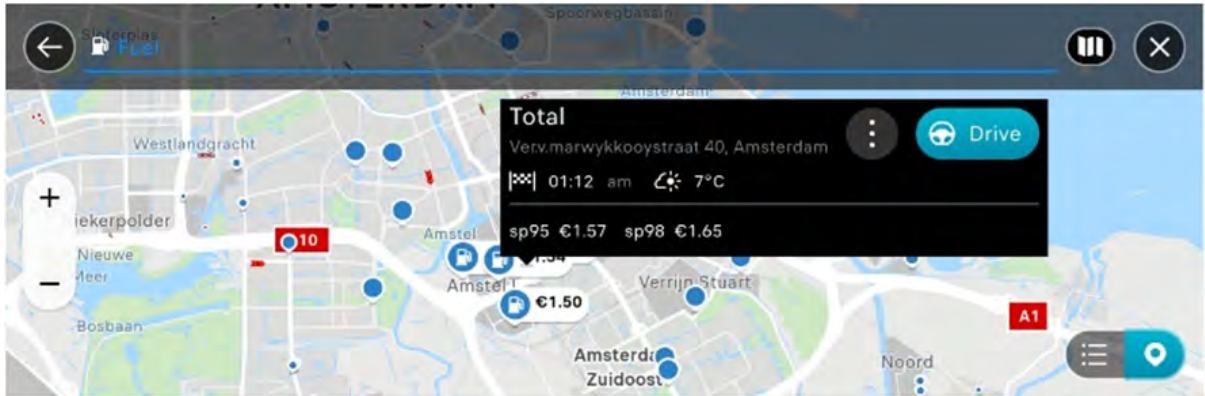


For more details on the service station (petrol or charging station), click on the icon of the desired station.

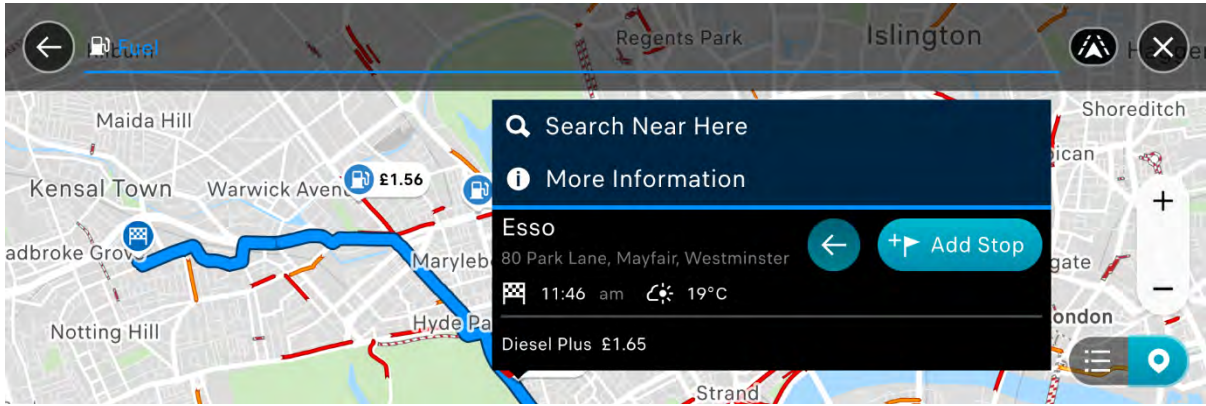
You will then have to change the filter back to "Full map" so that all points of interest are displayed.



A pop-up window will appear with some information.



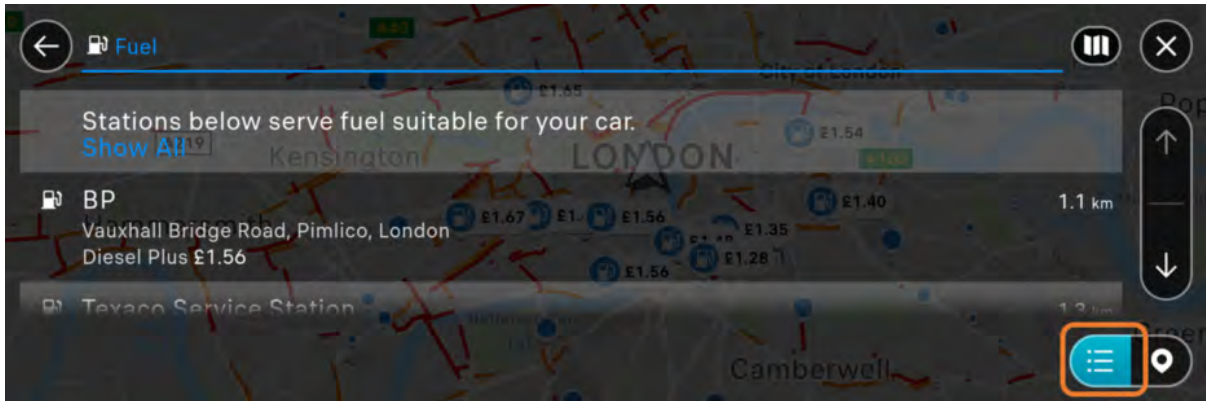




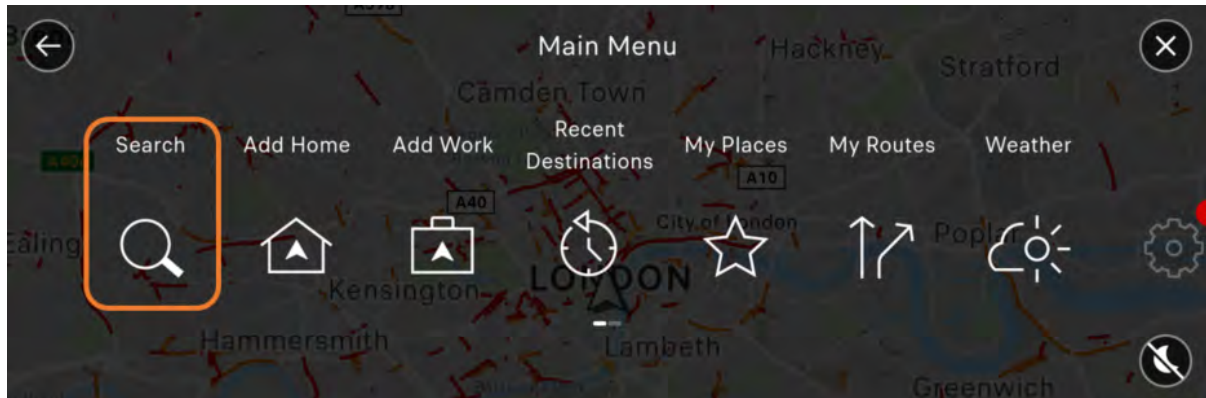
Click on "More information" for all fuel prices.



You can also list the available gas stations by clicking on the icon below



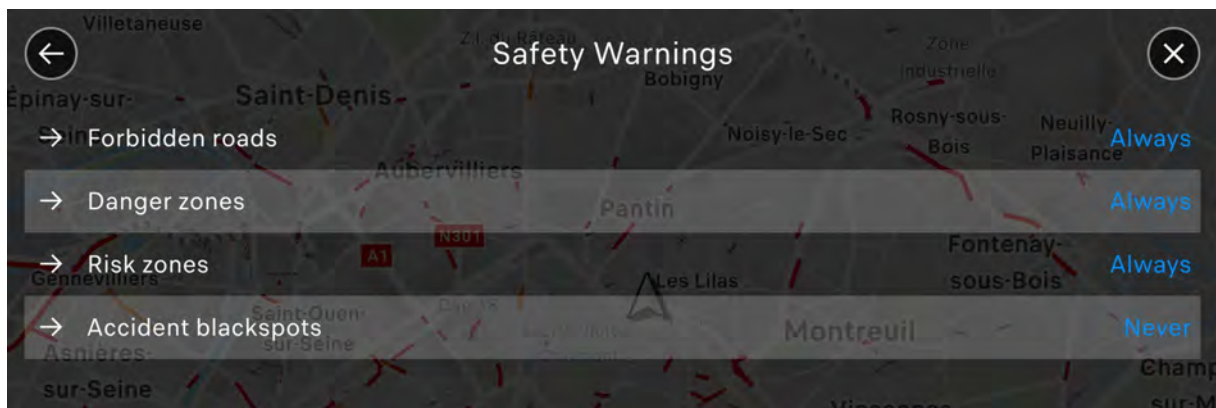
It is also possible to search for a petrol station manually from the "Main menu" and then "Search"



### Parameterization and declaration of a danger zone [Outside DE / CH]

First make sure that you have subscribed to the paying option "Danger Zones Alerts" -> All about my connected service contracts

The setting is enabled by default. If you want to change it:  
Press the "Navigation" button then press "MENU", then press "Settings" and "Alerts".



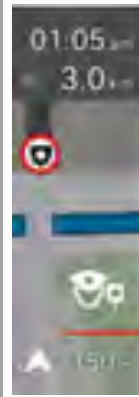
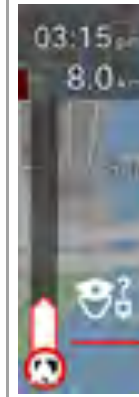
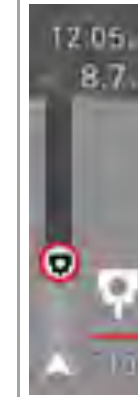
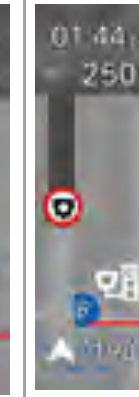



**Danger zones** are visible on the map and on the sidebar.





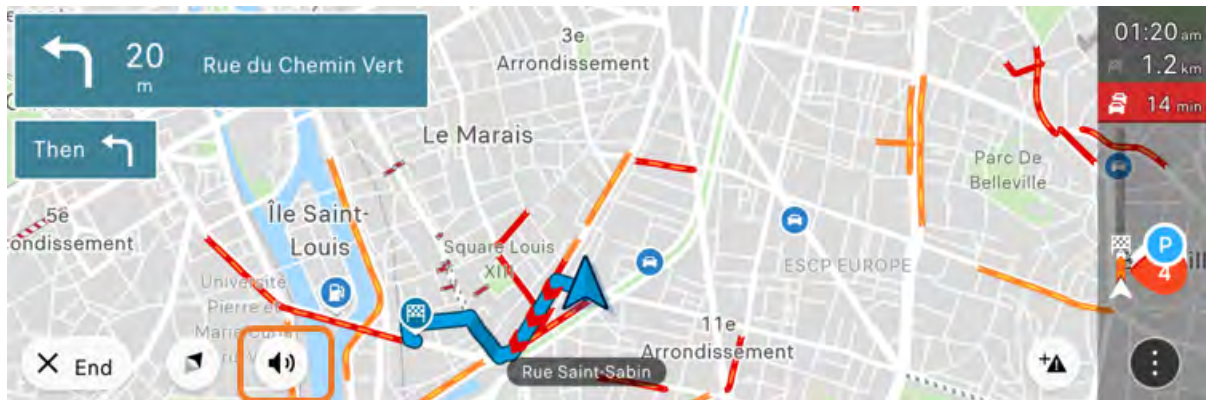
The different types will be displayed.

						
<b>Danger zone</b>	Accident zone	Mobile radar	Mobile radar potential	Fixed radar	Fixed radar Fire + speed radar	Section radar

Subject to the legal provisions specific to each country.

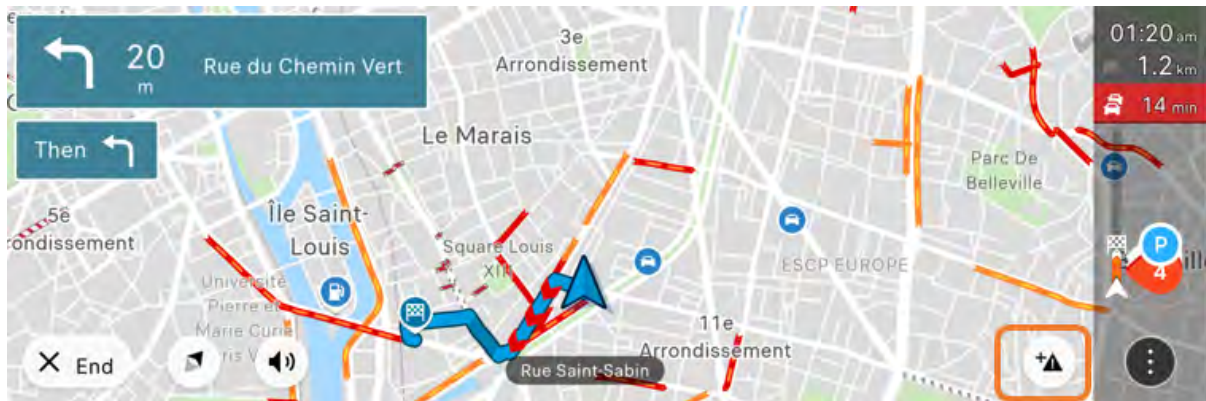
The sound level of the alarm for the "**Danger zone**" alerts is the same as that of the guidance instructions of the connected navigation system, it cannot be differentiated.

This sound volume must be configured in the audio settings for each profile (voice menu). You can however choose via the "Sound" icon between audible instructions, alerts only or no sound.



• **To declare a danger zone:**

All you have to do is click on the "Danger zone" icon at the bottom right of the connected navigation display and confirm the presence of a danger zone.



A message confirms that the declaration has been taken into account. Each time you declare \* a maximum authorized speed, you will send an alert to TOMTOM. If several users send the same alert on the same zone, then TOMTOM will validate it by signaling this new danger zone to all the users of the community.  
\* Only speed can be reported.

The "Danger zone" icon does not appear -> see "Configuring and declaring a danger zone"



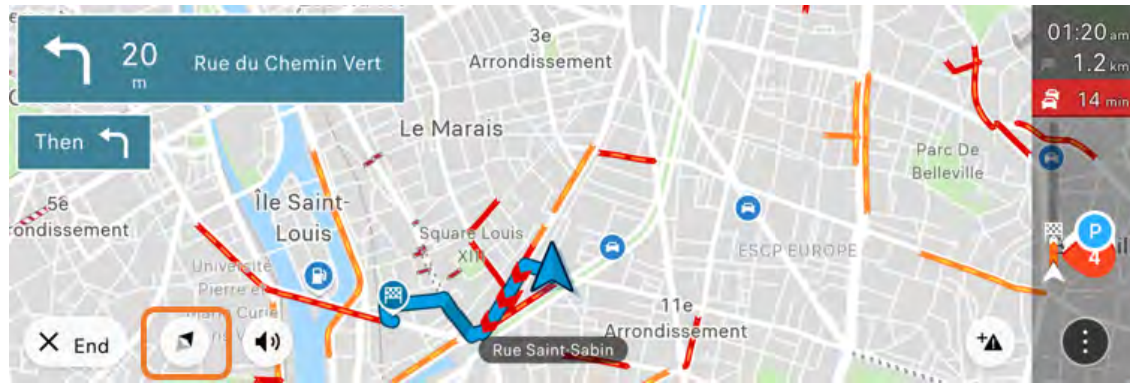
A notification will ask you to validate the presence of a "Danger zone" location

**Map display in 2D North / 2D vehicle / 3D**

The representation of the cartography can be improved by modeling buildings in 3D with a photorealistic display of the main monuments, for major European cities and taking into account the altitude to represent valleys, hills and mountains.

To activate 3D display mode:

Press the "Display modification" icon, to choose the desired mode (2D North, 2D vehicle, 3D)



For information, the vehicle range is only visible in 2D North or 2D vehicle modes. This will be displayed if it is activated, which is the case by default for electric and hybrid vehicles.

Display of car parks:

Check [Viewing one or more services on the map](#)

Display POIs on sidebar:

Check [Viewing one or more services on the map](#)

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

R:

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

To do this, log into your account on Citroën [Services Store](#) (Compatible with any browser except Internet Explorer), then click on 'my services'.

- ⇒ If your contract has been cancelled for default of payment, we invite you to try again to subscribe directly on Citroën [Services Store](#)  
PLEASE NOTE: Virtual bank cards are not accepted.
- ⇒ If your contract has expired, we invite you to renew your contract on Citroën [Services Store](#).
- ⇒ 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. [NAVCO ACTIVATION FAQ](#)

#### 8.5. 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.

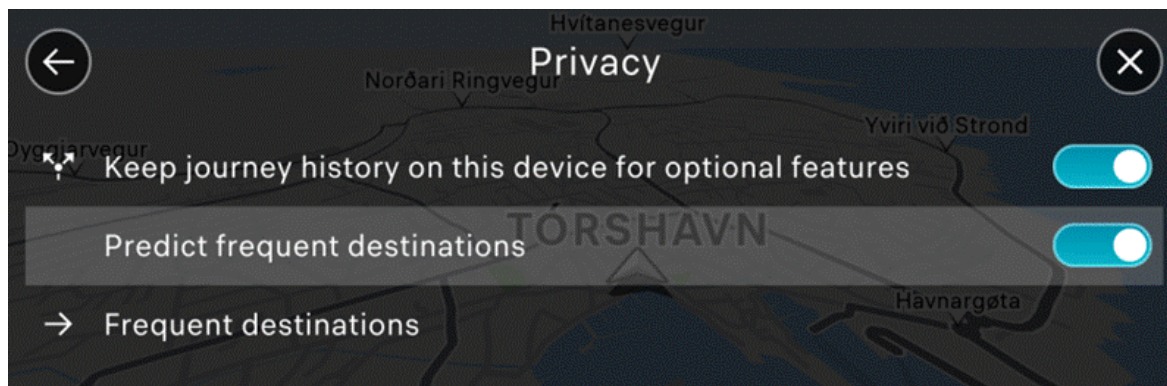
Predictive navigation is not a connected service. There is therefore no data sharing and no connection is necessary. All data related to this feature is stored locally.

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).

## 9. E-REMOTE

### 9.1. What is e-Remote Control and its functions?

#### **Q: 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 MyCitroën application.

Tutorial video :

C5 Aircross and new C4

**(Check Vehicle's eligibility)**

The e-Remote Control functions are:

- **Charge Information:** Keeps you informed of key battery information including charge status, charge status, remaining charge level, and estimated runtime.



• **Remote charging:** you can use your smartphone to start or program your charge remotely in order to benefit from the most advantageous rates.

- When you plug in your vehicle, charging starts immediately. You can then switch to deferred charge mode by pressing the dedicated button in the charging hatch or directly from the MyCitroën application using the e-Remote commands.
- 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:** Prepare your vehicle in advance by heating or cooling the passenger compartment.

- Heating and cooling uses a lot of energy. If you use this function while charging, it will not affect the range of the vehicle and the vehicle will be ready for use at a comfortable temperature.
- You do not have to enter a temperature yourself, as the e-Remote Controls will always aim for a comfortable temperature (21°C), heating when it is cold outside and using the air conditioning when it is hot. When you program a preconditioning, the system starts between 30 and 45 minutes before the chosen time to make sure that your vehicle reaches a comfortable temperature and remains active 10 minutes after. It is therefore the time at which you will use your vehicle that must be scheduled.

Depending on your vehicle equipment, you can also program the charging time in your vehicle using the "Charge" page of the "ELECTRIC" menu and program the pre-conditioning times in the "OPTIONS" menu of the AIR CONDITIONING page.

## 9.2. How to subscribe to and activate the e-Remote Control

### **Q: How to subscribe to and activate the e-Remote Control**

R: The e-Remote Control Service requires a secure identification for the recognition of the user. In order to obtain the service please follow these steps (please note that if a contract already exists on your vehicle it will be deleted):

Tutoriel vidéo :

C5 Aircross and new C4

**(Check Vehicle eligibility)**

1. Download the MyCitroën app & Create your account
2. Enter your VIN - Choose e-Remote Control in the list of available services

3. Subscribe to the service in the Peugeot services store (Compatible with any browsers except Internet Explorer) Web site. It will redirect you to MyCitroën at the end of the subscription for the next steps
4. Finalize the activation in the car with your key in 3 steps
  - Register a trusted phone number
  - Register a Smart Device and create a pin code
  - Go to your vehicle with your Smart Device and your key, launch the Bluetooth® connection, and push the start button

5. If necessary, updates will be downloaded and installed on future trips. As soon as the vehicle is up to date, you can use the e-Orders service remotely.

Note: Do not hesitate to refresh the home page of the application regularly throughout your subscription and activation process (hold your finger on the display of your vehicle and slide to the bottom of your phone. Then release).

### 9.3. Some recommendations for using e-remote controls?

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,
- Use the vehicle for at least 15 minutes every 7 days,
- Check that the private mode of your vehicle is indeed deactivated.
- You want to use several smartphones: Log in with the same account on the MyCitroën application. The application will offer you to register your smartphone with validation steps to allow you to use these functions.

#### - Charging information:

In order to obtain this information, you can refresh the application on the load detail page, it will appear within a minute.

During the information loading 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.
  - There are more than 3 consecutive pre-conditioning without using the vehicle.

#### **Remote heating and air conditioning - Special conditions for Hybride 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 charging 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 and complete the form available on the **MyCitröën** application. The application will prompt you to send crucial information by checkboxes for the analysis of your case.

## 10. WEBPORTAL

### 10.1. 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 according to 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 MyCitröen application from your smartphone. Track your driving data (mileage, fuel consumption, etc.) and be alerted to your upcoming maintenance. Take advantage of exclusive offers.

## 11. CONNECTEDCAM

### 11.1. What is the ConnectedCAM Citroën?

#### **Q: What is the Citroën ConnectedCAM™ App?**

R:

The ConnectedCAM Citroën is a connected camera located just behind the rear-view mirror. It records what you see outside of the vehicle in front of you. It has a 120 ° wide angle, full HD, 2 million pixels, GPS, 16 GB internal memory and a dedicated stand-alone sensor.

It thus becomes a witness to your experiences on board thanks to two main functions:

- With a single click, you can take a photo of what you see and share the content on social media securely. In the same way, you can record a scene from 20 to 60 seconds, with a long press and share it once when stopped. The broadcast is directly accessible by the free Citroën ConnectedCAM application which will allow you to retrieve and share photos and videos by email and on social networks (Twitter and Facebook).

Download the application - IOS

Download the app – Android



- in the event of an impact or emergency braking, a sensor (accelerometer) automatically triggers a recording of 1 minute 30 minutes (30 seconds before / 1 minute after the impact). This duration covers the possibility of successive shocks.

This system can be useful in an accident and constitute evidence.

The Citroën ConnectedCAM™ application will also allow you to save your position thanks to a geolocation function and thus find your vehicle more easily.

NB:

**AC:** Depending on the country, the Citroën™ ConnectedCAM is available or not at the entry level. In France, the Citroën™ ConnectedCAM is available from the FEEL version of the C3 (Level 2 finish). In France, the Citroën ConnectedCAM™ can be used and, thus, completely film and take pictures of the public road. Some countries, on the other hand, have stricter legislation on this subject and that is why the Citroën ConnectedCAM will not be installed there. The use of the ConnectedCAM™ App Citroën is prohibited in South Africa, Algeria, Austria, Denmark, Egypt, Lebanon and Sweden.

## 11.2. How to connect and use ConnectedCAM™?

### **Q : How to connect and use ConnectedCAM?**

R :

The connection to the ConnectedCAM must be done to use the service, so you must pair your phone to your camera when using the application for the first time. Pairing should be done only once. To do this, you need to connect your smartphone to the camera's Wi-Fi network. The default Wi-Fi password is "ConnectedCAM" (this is indicated in the application).

You can then customize this password and reconnect to the camera's Wi-Fi again by entering the new password.

To recover your videos, simply connect with your application to your ConnectedCAM. The library of your application contains all your photos and videos. These are directly downloaded and saved in the photo album of your smartphone.

You can recover your photos and videos via the USB port available on the ConnectedCAM. All you need to do is connect the USB cable to the camera and connect it to your Smartphone or laptop.

Recover the media in the 4 available folders: "INCIDENT", "PHOTO", "VID\_NORM" and "VID\_SAVE".

NB :

- The camera films continuously and even when you press it to take a photo.
- The duration of manual videos can be set in the application between 20 seconds to 1 minute.
- No application functionality is available while driving. Access to the application is only possible if you declare that you are a passenger in the vehicle.

- Photos or videos deleted via the application are also deleted in **ConnectedCAM**. If you want to delete all photos and videos via the camera, you will need to reset the **ConnectedCAM**. To do this, press the two buttons on the camera simultaneously for a few seconds until you hear a BEEP.

If you have difficulty connecting to **ConnectedCAM**:

Close and relaunch the application.

Make sure the camera is on: the camera LED is green.

If the camera still does not appear connected, you will need to reset the camera.

If the problem is still present, please contact a point of sale.

## 12. SCAN

### 12.1. PUBLIC: What is **Scan MyCitröen**?

**Q: What is SCAN **MyCitröen**?**

R:

The **Scan MyCitröen** application allows you to consult the digital on-board documentation of Citroën brand vehicles. The application also allows you to scan your vehicle using the smartphone camera, in order to choose which specific elements of the vehicle you want to consult in the documentation. Among the elements that can be consulted, you will find, for example, the gearbox, the steering wheel controls, multimedia equipment (radio, touch screen, etc.), and many others ...

Download **Scan MyCitröen** on Android or iOS.

NB :

- The recognition rate of elements scanned with the **Scan MyCitröen** application depends on the brightness of your environment. You can use the "torch" function offered in the application. The element to be scanned must appear entirely in the target on the smartphone screen.
- For security reasons, the application must only be used when the vehicle is stationary.

## 13. BTEL

### 13.1. My GPS system cannot find the address entered in the quick search.

**Q: My GPS system cannot find the address entered in the quick search.**

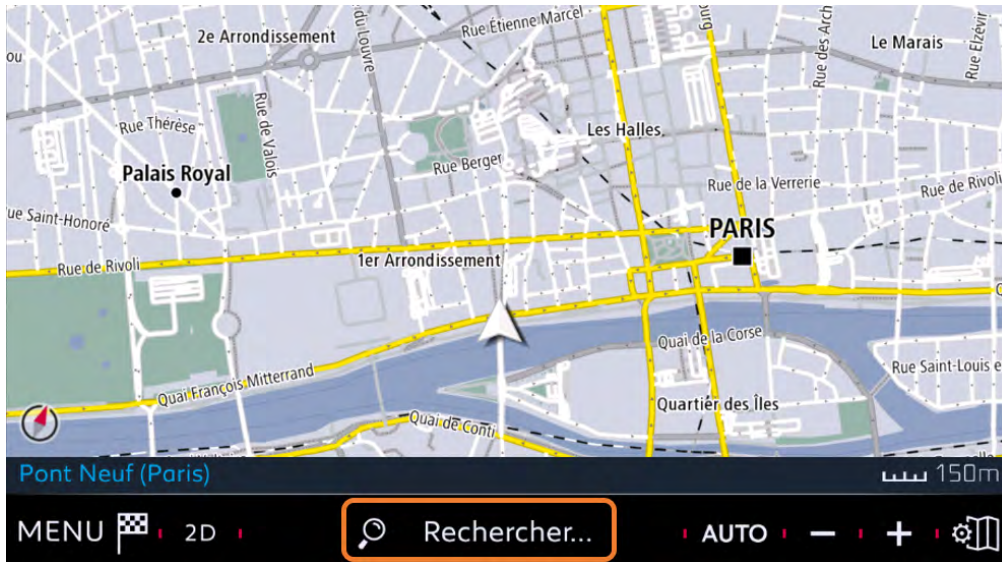
R:

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.



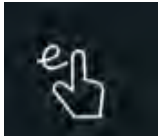
Enter the full address or the name of the POI you are looking for as desired.

### 13.2. [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.


This button allows you to hide the keyboard

### 13.3. How do I connect to the "Wi-Fi On Board "?

**Q: How do I connect to the "Wi-Fi On Board "?**

R:

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



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



### 13.4. What phones are compatible with my vehicle's Bluetooth?

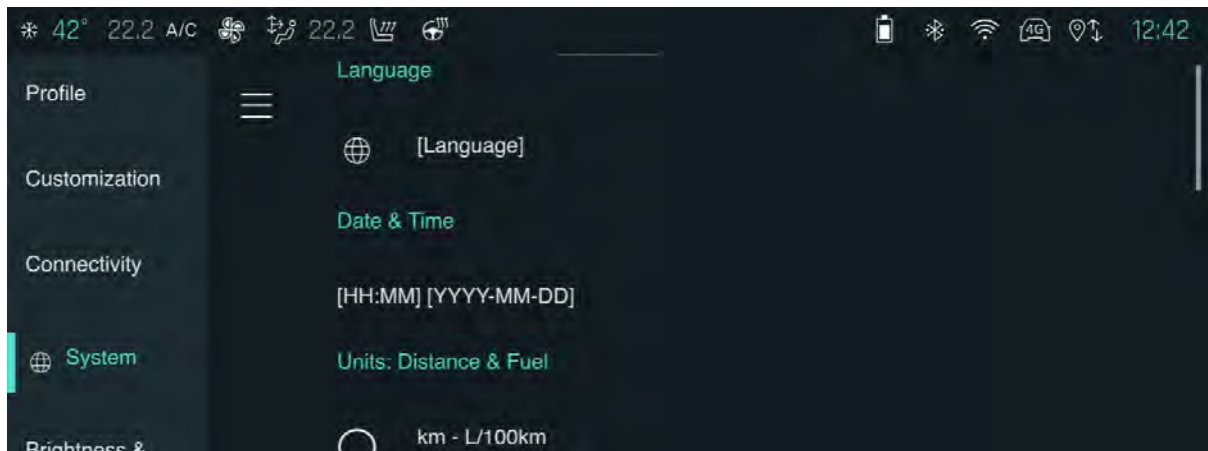
You can see the list of compatible phones below:

<http://citroen.nextgen-technology.net/>

### 13.5. How to configure the date, time and time zone on my connected navigation system?

IVI

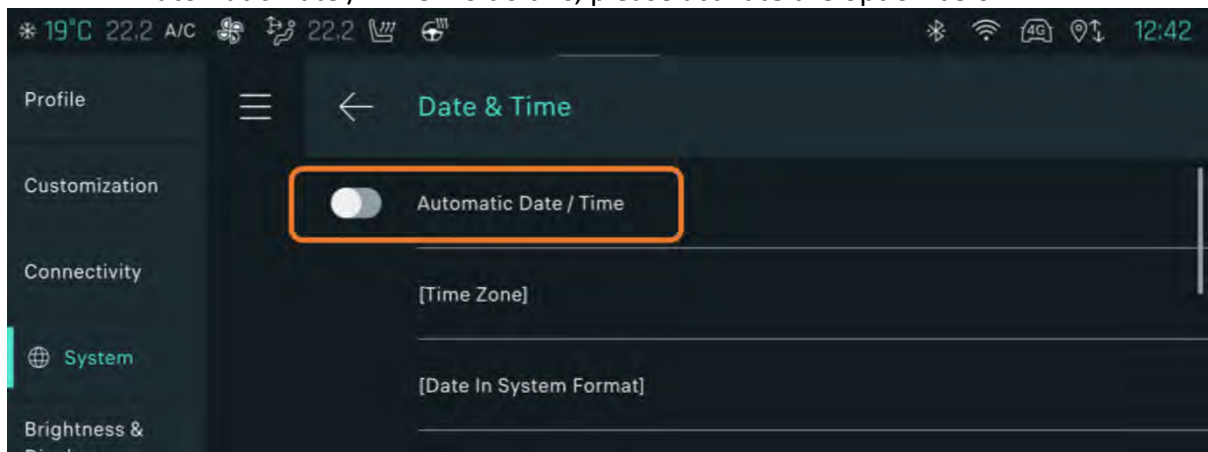
1. Go to "Settings" then click on "System" and under "Date and time" the line "[HH: MM]..."



From

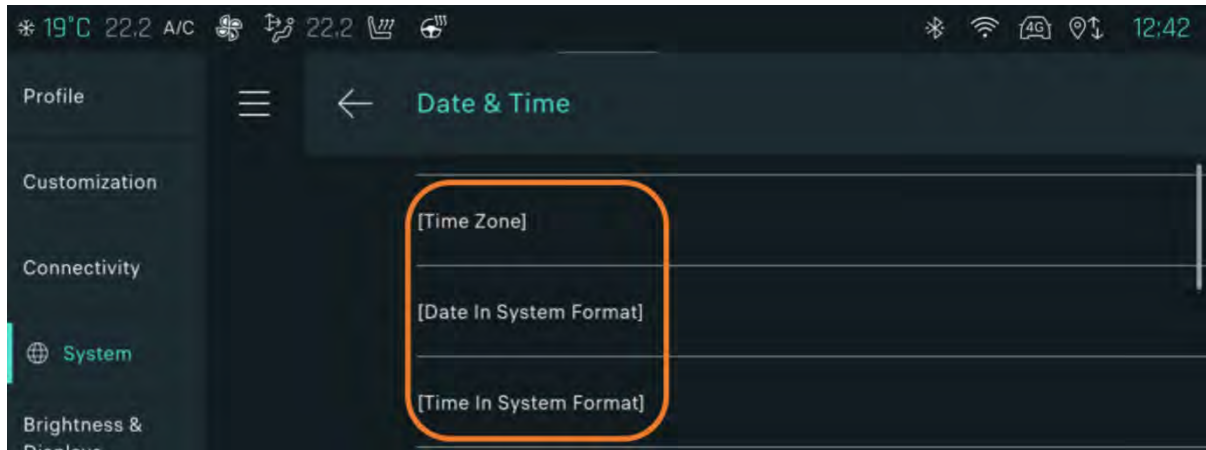
2. You can then choose the configuration:

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

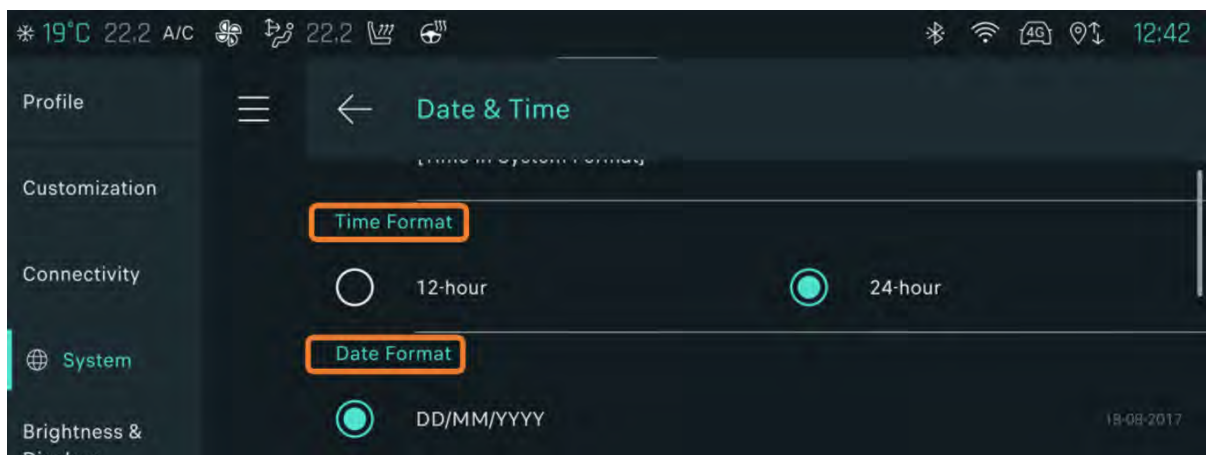


B. Manual. You will then need to configure the 3 options below:





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



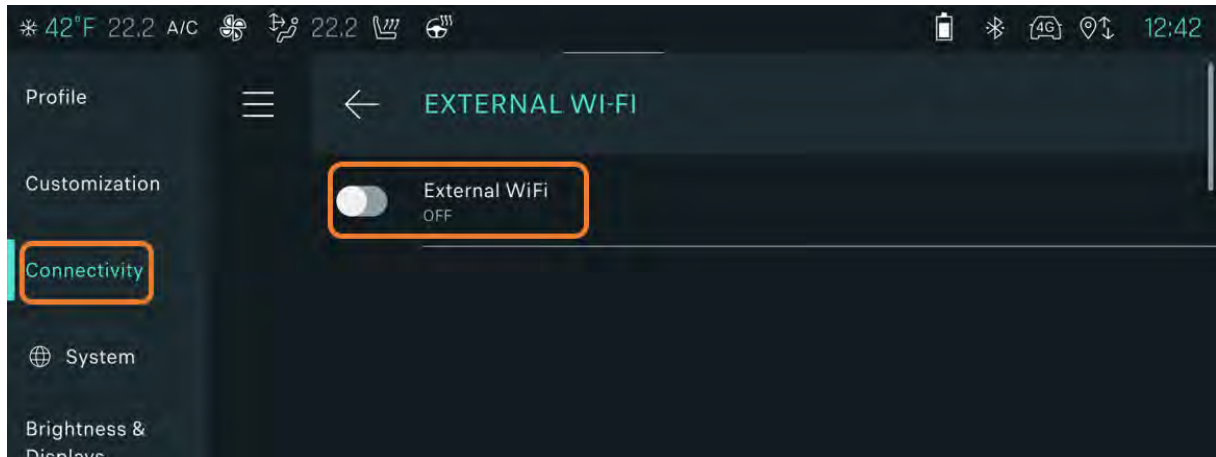
### 13.6. How to connect my vehicle to WIFI

How do I connect my vehicle to WIFI? [\[13.3 - WIFI connection procedure\]](#)

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

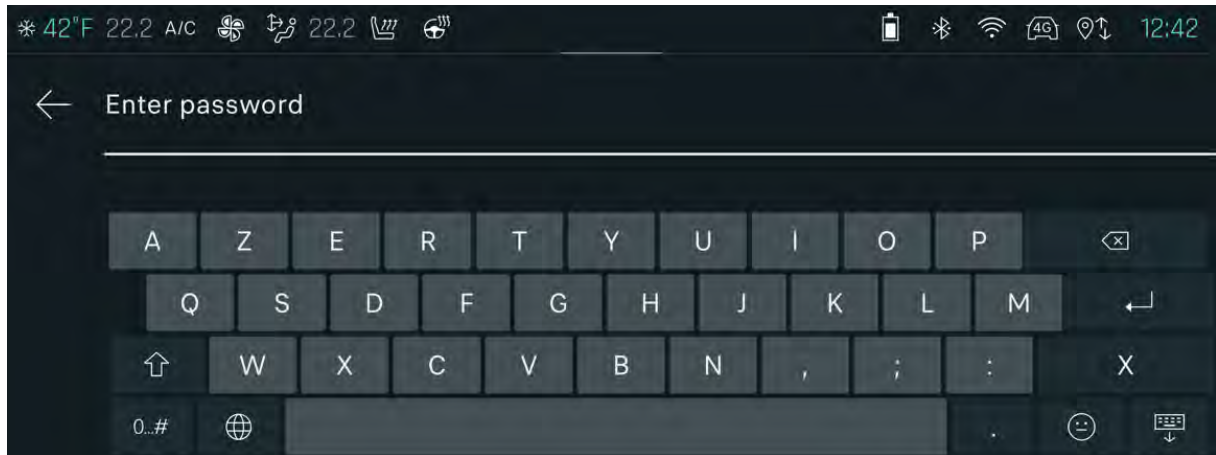


Select the available WIFI



Enter the password and validate



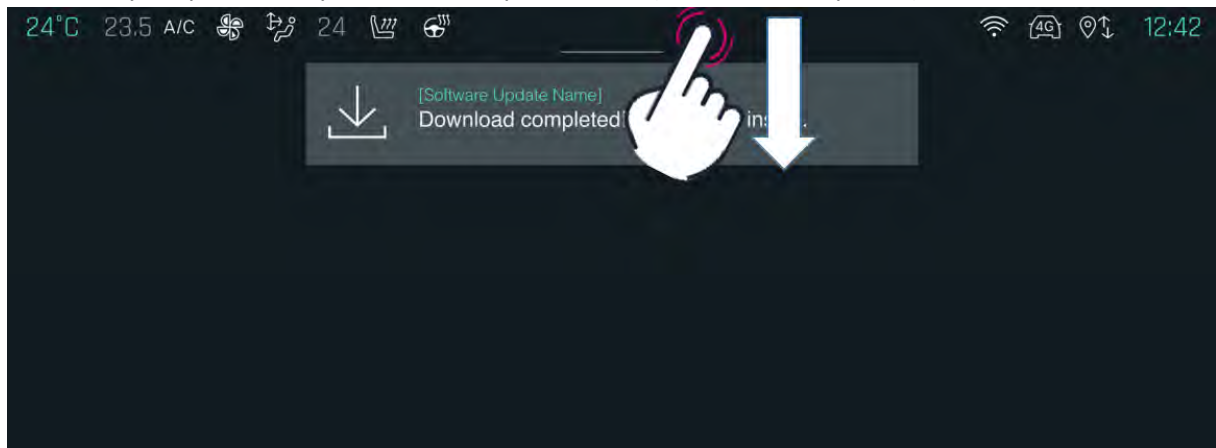


The network is now connected

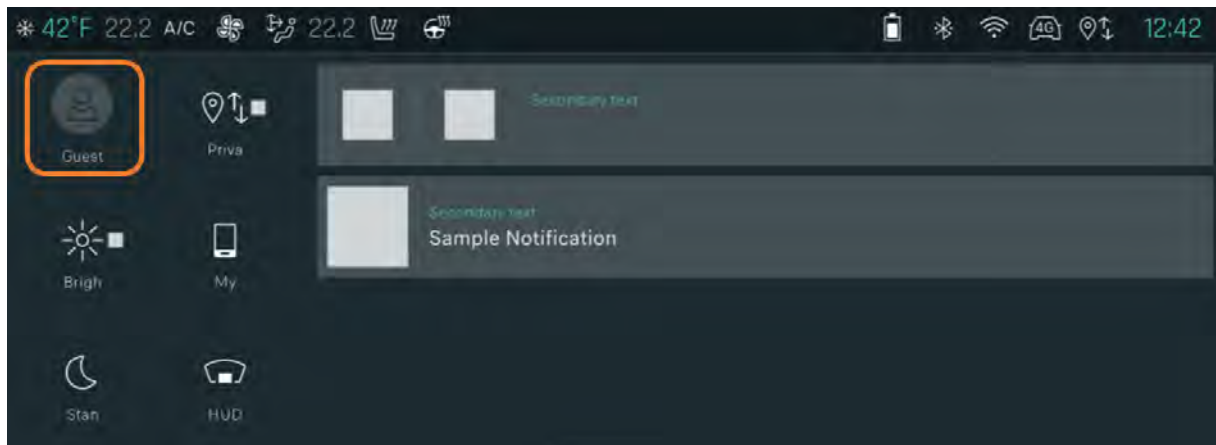


### 13.7. How to associate a phone with my profile

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



Click on your profile



Then go to Associate device

You must make sure that Bluetooth is activated and the phone in visible mode that it is detected

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



You will then have to give your GDPR agreement 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").

## A. APPENDIX : VARIABLE (URL/MARQUE)

Variable	Pays	Contenu				
MARQUE	-	Peugeot	Citroën	DS	Opel	Vauxhall
FORMULAIRE	FR	<a href="https://peugeot-fr-fr.custhelp.com/app/ask">https://peugeot-fr-fr.custhelp.com/app/ask</a>	<a href="https://citroen-fr-fr.custhelp.com/app/ask">https://citroen-fr-fr.custhelp.com/app/ask</a>	<a href="https://dsautomobiles-fr-fr.custhelp.com/app/ask">https://dsautomobiles-fr-fr.custhelp.com/app/ask</a>		
MARQUE Services Store	-	<u>Peugeot Service Store</u>	<u>Citroën Service Store</u>	<u>DS Automobiles Service Store</u>		
	FR	<a href="https://services-store.peugeot.fr/">https://services-store.peugeot.fr/</a>	<a href="https://services-store.citroen.fr/">https://services-store.citroen.fr/</a>	<a href="https://services-store.dsautomobiles.fr/">https://services-store.dsautomobiles.fr/</a>		
MyMarque		MyPeugeot	My Citroën	MyDS	MyOpel	MyVauxhall
URL MYMARQUE		<a href="https://www.peugeot.fr/marque-et-technologie/services-connectes/application-smartphone-mypeugeot-app.html">https://www.peugeot.fr/marque-et-technologie/services-connectes/application-smartphone-mypeugeot-app.html</a>	<a href="https://www.citroen.fr/mar-citroen/application-mycitroen-et-mise-a-jour-gps/application-smartphone-mycitroen-app.html">https://www.citroen.fr/mar-citroen/application-mycitroen-et-mise-a-jour-gps/application-smartphone-mycitroen-app.html</a>	<a href="https://www.dsautomobiles.fr/ds-connect/myds-app.html">https://www.dsautomobiles.fr/ds-connect/myds-app.html</a>		
VIDEO MYMARQUE	FR		<a href="https://www.youtube.com/watch?v=SD88PpWvZjI">https://www.youtube.com/watch?v=SD88PpWvZjI</a>			
	EN		<a href="https://www.youtube.com/watch?v=yo8lDudRcy4">https://www.youtube.com/watch?v=yo8lDudRcy4</a>			
GUIDE MYMARQUE	FR	<a href="https://peugeot-fr-fr.custhelp.com/euf/assets/images/KB/SERVICES%20CONNECTES/MYPEUGEOT/Sequence%20MYM%20ACFR%20-%20html%2010%20Mo.swf">https://peugeot-fr-fr.custhelp.com/euf/assets/images/KB/SERVICES%20CONNECTES/MYPEUGEOT/Sequence%20MYM%20ACFR%20-%20html%2010%20Mo.swf</a>	<a href="https://citroen-fr-fr.custhelp.com/euf/assets/images/KB/SERVICES%20CONNECTES/MYCITROEN/tuto/Sequence%20MYM%20ACFR%20-%20html%2010%20Mo.swf">https://citroen-fr-fr.custhelp.com/euf/assets/images/KB/SERVICES%20CONNECTES/MYCITROEN/tuto/Sequence%20MYM%20ACFR%20-%20html%2010%20Mo.swf</a>	<a href="https://dsautomobiles-fr-fr.custhelp.com/euf/assets/images/KB/SERVICES%20CONNECTES/MYDS/Sequence%20MYM%20AD.swf">https://dsautomobiles-fr-fr.custhelp.com/euf/assets/images/KB/SERVICES%20CONNECTES/MYDS/Sequence%20MYM%20AD.swf</a>		

## FAQ – Services Connectés

CGV MYMARQUE	FR	<a href="https://ap-mym.servicesgp.mpsa.com/webview/cgu?culture=fr-FR">https://ap-mym.servicesgp.mpsa.com/webview/cgu?culture=fr-FR</a>	<a href="https://ac-mym.servicesgp.mpsa.com/webview/cgu?culture=fr-FR">https://ac-mym.servicesgp.mpsa.com/webview/cgu?culture=fr-FR</a>	<a href="https://ds-mym.servicesgp.mpsa.com/webview/cgu?culture=fr-FR">https://ds-mym.servicesgp.mpsa.com/webview/cgu?culture=fr-FR</a>	<a href="https://op-mym.servicesgp.mpsa.com/webview/cgu?culture=fr-FR">https://op-mym.servicesgp.mpsa.com/webview/cgu?culture=fr-FR</a>	<a href="https://vx-mym.servicesgp.mpsa.com/webview/cgu?culture=en-GB">https://vx-mym.servicesgp.mpsa.com/webview/cgu?culture=en-GB</a>
TrackMyMarque		TrackMyPeugeot	TrackMy Citroën	-	-	-
SOS & Assistance	FR	Peugeot Connect SOS & Assistance	CITROËN Connect Box	DS Connect Box		
	UK		Emergency & Assistance system			
SOS & Assistance		<a href="https://www.peugeot.fr/marque-et-technologie/services-connectes.html">https://www.peugeot.fr/marque-et-technologie/services-connectes.html</a>	<a href="http://www.citroen.fr/univers-citroen/technologie/citroen-connect-box-avec-pack-sos-et-assistance-inclus.html">http://www.citroen.fr/univers-citroen/technologie/citroen-connect-box-avec-pack-sos-et-assistance-inclus.html</a>	<a href="http://www.dsautomobiles.fr/ds-connect/ds-connect-box.html">http://www.dsautomobiles.fr/ds-connect/ds-connect-box.html</a>		
CARTO MARQUE		<a href="https://www.peugeot.fr/marque-et-technologie/services_connectes/mise-a-jour-cartographie-gps.html">https://www.peugeot.fr/marque-et-technologie/services_connectes/mise-a-jour-cartographie-gps.html</a>	<a href="https://www.citroen.fr/marques/citroen/applications-et-cartographies/mises-a-jour-des-cartographies.html">https://www.citroen.fr/marques/citroen/applications-et-cartographies/mises-a-jour-des-cartographies.html</a>			
MAPS HERE	FR	<a href="https://peugeot.navigaton.com/home/fr_FR/PeugeotEMEA/EUR">https://peugeot.navigaton.com/home/fr_FR/PeugeotEMEA/EUR</a>	<a href="https://citroen.navigaton.com/home/fr_FR/CitroenEMEA/EUR">https://citroen.navigaton.com/home/fr_FR/CitroenEMEA/EUR</a>			
LifeStyle		<a href="https://boutique.peugeot.com/">https://boutique.peugeot.com/</a>	<a href="https://lifestyle.citroen.com/">https://lifestyle.citroen.com/</a>	-	-	-
NAVCO URL	FR	<a href="https://www.peugeot.fr/marque-et-technologie/navigation-3d-connectee-et-services-associes.html">https://www.peugeot.fr/marque-et-technologie/navigation-3d-connectee-et-services-associes.html</a>	<a href="https://www.citroen.fr/univers-citroen/technologie/citroen-connect-nav.html">https://www.citroen.fr/univers-citroen/technologie/citroen-connect-nav.html</a>	<a href="https://www.dsautomobiles.fr/ds-connect/pack-ds-connect-nav.html">https://www.dsautomobiles.fr/ds-connect/pack-ds-connect-nav.html</a>		
ZAR URL	FR	<a href="https://www.peugeot.fr/marque-et-technologie/services-connectes/alertes-zones-de-danger.html">https://www.peugeot.fr/marque-et-technologie/services-connectes/alertes-zones-de-danger.html</a>	<a href="https://www.citroen.fr/univers-citroen/technologie/citroen-connect-nav.html">https://www.citroen.fr/univers-citroen/technologie/citroen-connect-nav.html</a>	<a href="https://www.dsautomobiles.fr/ds-connect/pack-ds-connect-nav.html">https://www.dsautomobiles.fr/ds-connect/pack-ds-connect-nav.html</a>		
ConnectedCAM	-	-	ConnectedCAM Citroën™.	DS ConnectedCAM™	-	-