

# MICHELIN Track Connect User Manual

Version 04022019



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## 1. Contents of Michelin Track Connect Kits

### 1.1. Complete Kit

The Complete Kit includes all the items required to connect your MICHELIN Pilot Sport Cup 2 Connect tires to your smartphone. In the kit you will find:

- 4 sensors, one to be placed in each of your tires
- a storage bag containing the receiver that provides the interface between the sensors and your smartphone and the accessories needed to plug the receiver into your vehicle (1 short cable and 1 long cable depending on the location of the sources of electricity in your vehicle and a cigarette lighter / USB adapter if your vehicle does not have a USB port)
- a phone holder

The MICHELIN Track Connect application can be downloaded from your mobile's "store" (App Store, Play Store, etc.).

### 1.2.4 Sensors Kit

The receiver contained in the Complete Kit can be used for more than one vehicle. Therefore the *4 Sensors Kit* only includes the 4 sensors needed to connect another of your vehicles compatible with the MICHELIN Track Connect offer or other wheel sets for the same vehicle.

### 1.3. Information about the receiver

**Make sure you unplug the receiver between two track days to prevent it from draining your vehicle's battery.**

#### Precautions:


- Temperature range for using the kit: -20°C / +35°C
- Naked flames, such as candles, must not be placed on the device
- If you wish to clean the device, use a soft, dry cloth

#### Technical specifications of the car charger:

- Model: JC202
- Input: DC 12V-24V  $\overline{\overline{\overline{\quad}}}$  1.7A
- Outputs 1&2: DC 5V  $\overline{\overline{\overline{\quad}}}$  2.4A
- Total power: 17W
- The cigarette lighter power supply is intended for use only with Information Processing Equipment.

**Technical specifications of the receiver:**

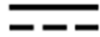
Model MTC-V1

Input: DC 5V  500mA

**Meaning of the symbols on the back of the receiver:**



Barred bin: the device must not be thrown away with normal waste. It must be recycled.



Direct current.



CE: Product complies with EU requirements.

This device is compliant with the Industry Canada RSS applicable to radio devices exempt from a license. The device is authorized for use subject to the two following conditions:

- 1- it must not cause interference,
- 2- the user must accept any radio-electric interference suffered, even if the interference is likely to compromise its use.

The SRRC, FCC and IC IDs are on the back of the receiver.

## 2. Installation of Michelin Track Connect Kits

To ensure that the MICHELIN Track Connect system works correctly, the installation of the sensors in the tires and the synchronization of the sensors with your smartphone must be done by a professional. **In all cases, the user must place the receiver either under the central armrest between the two front seats or in the center console storage cubby between the two front seats. This position optimizes the reception of the signals emitted by the four sensors.** **Make sure you unplug the receiver between two track days to prevent it from draining your vehicle's battery.**

### 3. Mobile application

The MICHELIN Track Connect application can be downloaded from your mobile's "store" (App Store, Play Store, etc.). It is this application that will enable you to benefit from the information coming from your tires and the related advice.

**The language in which the App is configured is the default language in which the telephone itself is configured. If the App has not been translated into the language in question, the application will automatically be configured in English.**

#### 3.1. First connection

After downloading the MICHELIN Track Connect mobile application, you must create an account to be able to use the various functionalities.

Select the button **REGISTER** at the bottom of the home screen and enter the information needed to create your account:

- E-mail address
- Name
- First name

Then choose a password and confirm the password by entering it a second time. For the password to be valid, it must contain at least 8 characters

including at least one upper case and one lower case letter, as well as one special character such as ! or @ or # or \$ or % or ^ or & or \*.

Lastly, accept the general user terms and conditions and the personal data protection policy, accept or refuse to receive commercial offers from Michelin and then confirm using the arrow at the bottom right of the screen.

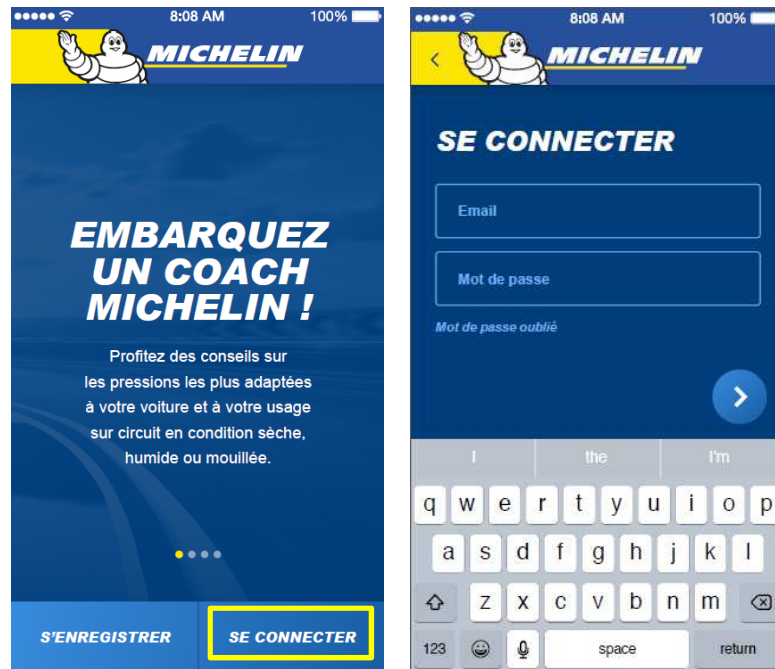
The application will ask you to confirm your preferences concerning the units of measure used in the different menus for the pressure, temperature and distances.

Once you have completed this final step: Congratulations! You are a member of the MICHELIN Track Connect community and you can start to configure your vehicle(s) (see paragraph 3.2.1 Configuring a vehicle).



NOTE: If you log out from your account and you wish to log in again (see paragraph 3.8.4 Log out / Log in) simply:

- Select the button **LOG IN** at the bottom of the app's home screen
- Enter the e-mail address and password used when creating the account,
- confirm the information with the arrow at the bottom right.



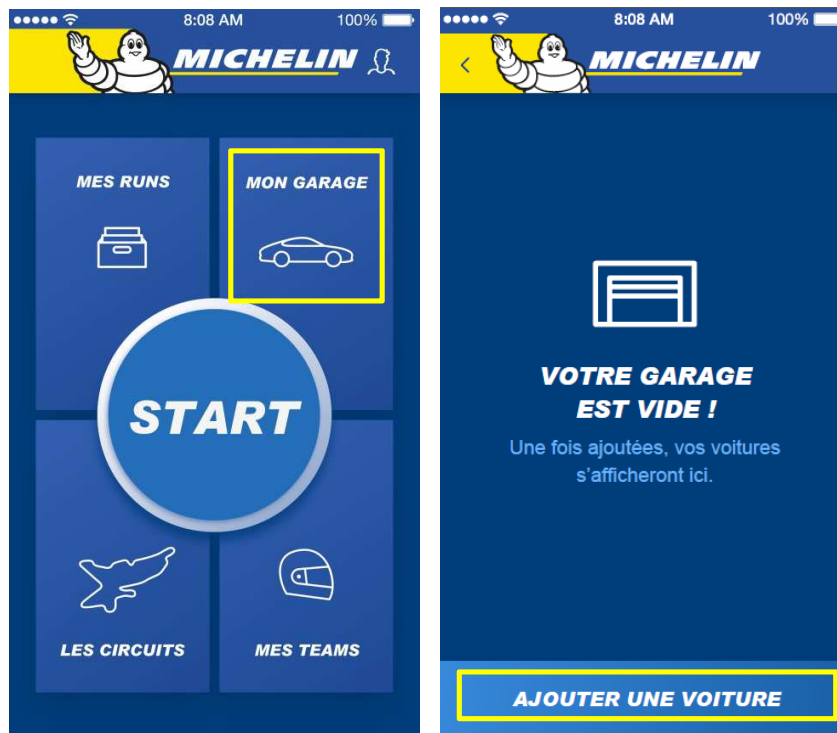


## 3.2. My Garage

You can use this menu to set up your vehicles and configure the position of your tires on your vehicles.

### 3.2.1. Configuring a vehicle

You must add a vehicle to your garage before being able to use MICHELIN Track Connect. To do so, go to the menu **MY GARAGE**. When using the system for the first time, a message will inform you that your garage is empty. Select the button **ADD A CAR** to configure your first car.



You are then asked for several pieces of information:

- Make of vehicle (choose from the list).
- Model of vehicle (choose from the list).
- Type of vehicle (choose from the list).
- Year of manufacture of the vehicle: this does not correspond to the year of your car, but to its generation. For example, if a vehicle was launched in 2012 (Phase 1) and its re-styled version (Phase 2) came out in 2017, you need to choose between 2012 and 2017.
- Horsepower of the vehicle to be chosen from the list (only the original horsepower stated by the manufacturer may be selected).
- Dimensions of the tires (choose from the different options proposed).
- Receiver, you can choose to either synchronize your receiver with your telephone yourself or to entrust this operation to the professional who installs the tires.



If you want to configure the receiver yourself, **make sure that Bluetooth is activated on your phone, that the box is on** (connected with the indicator light flashing) **and that the telephone and receiver box are close to each other** (less than 2 meters). Then press Select on the RECEIVER line, and press **ADD A RECEIVER** at the bottom of the screen.

On iOS (Apple system) this step is enough to identify Bluetooth objects near your telephone, while on Android you must press **SCAN!**. **Then select the reference starting with MTC, checking that it corresponds to the reference on the back of your receiver.** It starts with MTC.

The declaration of the sensors must be done at the premises of the professional who fits the tires on your vehicle.

Confirm the addition of your vehicle by pressing ADD THE CAR at the very bottom of your screen:



NOTE: You can add as many vehicles as you wish in **MY GARAGE** if these vehicles are compatible with the MICHELIN Track Connect offer. To do so, repeat the operations described above for each of the vehicles you want to add. Note that the same receiver can

be associated with more than one vehicle. Only the 4 *Sensors Kits* are required to connect your other vehicles (see Paragraph 1.2 4 Sensors Kit).

### 3.2.2. Managing the position of my tires

Once your *Complete Kit* has been installed and initialized by a professional you may wish to change the position of your tires on the vehicle to manage wear and tear, particularly on a race track where vehicles always go around in the same direction.

To ensure that the physical position of the sensors on the vehicle matches the position declared in the application, you can switch the position of the sensors in the application from left to right or from front to rear and vice versa.

To do so, select the menu **MY GARAGE** and then the vehicle concerned by the switch. Then use the double arrows to switch the position of your tires.



NOTE: Switching from front to rear is only possible for vehicles with exactly the same size tires on the front and rear.

### 3.2.3. Requesting the addition of a vehicle not featured in the list

If you cannot find your vehicle in the list of vehicles compatible with MICHELIN Track Connect, you can ask for the vehicle to be added directly via the application.

To do so, go into the menu **MY GARAGE** and:

- select **ADD A CAR**,
- select **I CANNOT FIND MY CAR**,
- Complete the various fields (Make, Model, Type, Year, Horsepower)
- Confirm your request by selecting **SEND THE REQUEST** at the bottom of your screen.

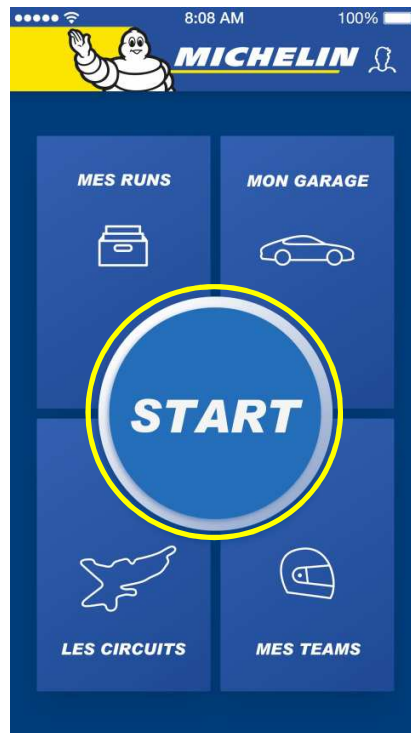


Your request has now been submitted to the teams at Michelin. The request will be examined before being accepted or rejected. The request in no way obliges the teams at Michelin to create the vehicle. It is the responsibility of the future user to check that their vehicle(s) are compatible before buying the MICHELIN Pilot Sport Cup 2 Connect tires and the MICHELIN Track Connect Kit.

NOTE: This type of request can also be made via the menu **MY PROFILE** (see Paragraph 3.8 Managing your profile and staying informed)

### 3.3. Getting started - connected driving

The *START* button at the center of the home screen allows you to get started with your connected driving experience. **For your receiver and your telephone to be able to communicate, make sure that Bluetooth is activated on your phone and that the receiver has been correctly synchronized with your phone (see Paragraph 3.2.1 Configuring a vehicle).** Press *START* to access the configuration menu for your driving session.



### 3.3.1. On-track use

#### 3.3.1.1. Before driving on a track

If you have configured several vehicles in the **MY GARAGE** menu, first select the vehicle that you are preparing to use. If you have only configured one vehicle, it appears by default at the top of the screen on the line MY CAR.

As you are preparing to drive on a track:

- select the button CIRCUIT,
- Enter the track that you are on if it has not been detected by the app (if the track you are on is not on the list, see Paragraph 3.7.3 Requesting the addition of a new track),
- Select the track conditions from the suggestions (Dry, Damp temperate, Damp cold weather and Wet)

The lines made up of red / orange / green segments indicate for each axle (Front and Rear) the most suitable tire pressures recommended for the selected vehicle and the stated use. The green area corresponds, for both axles, to the optimal operational range. The orange areas around the green area indicate that the driver needs to pay special attention, while the red areas indicate inappropriate levels of pressure that could harm the integrity of the tire or the vehicle. Note that an abnormally low pressure (lower red area) must be checked as quickly as possible.



Start your driving session by pressing **GO!** at the bottom of the screen and use the **Warm-Up** mode to monitor the rise in temperature of your tires before starting a run. (See paragraph 3.3.1.4 Warm Up mode)

**REMINDER: When driving on tracks, it is recommended to always begin a run at the pressures recommended by the manufacturer and to stop after a few laps to adjust the pressure based on the application's recommendations for warm tires. Starting an on-track run when cold with pressures that are too low can harm the integrity of the tire or the vehicle.**

### 3.3.1.2. During the run

Having pressed **GO!** on the previous screen, an information window will appear for 2 to 3 seconds to indicate that the synchronization of the box and the phone is underway. Once this synchronization step is completed, only the 4 blue dials are visible.

Start driving (at more than 30km/h) to 'wake up' your sensors... The pressures and temperatures of your tires appear on the different dials.

NOTE: This synchronization step takes a few seconds. **Check again that the Bluetooth on your telephone is activated and that the receiver is turned on and positioned between the two front seats** (see paragraph 2 Installation of MICHELIN Track Connect Kits).



#### With the phone in portrait mode...

The pressure and temperature information appears on the 4 dials representing your 4 tires. The color of the dials refers to the red / orange / green pressure ranges available before starting to drive.

In other words, if the dials are green it means that your tires are within the ideal pressure range for your car for the stated conditions and use.

While driving, your tires will warm up and the pressure will increase, so it is quite possible that you will see the colors change as the session continues.

If you have any doubts about how the tire pressures are changing, particularly if they go down, always ask a professional. A single inspection is often enough to prevent a puncture or any other problem that might cause a loss of pressure.



A stopwatch in the top left corner of your screen is automatically set off based on the GPS coordinates of the start line declared in the App. Note that this virtual line may not always correspond to the actual start line of the track itself. This changes nothing regarding the quality of the measurement.

As for your benchmark time, it appears in the top right corner. At the end of each lap an indicator lets you know if you are faster or slower than this benchmark time.

If you are ahead, the indicator is green and starts with a minus sign and shows you how far ahead you are.

If you are behind, the indicator is red and starts with a plus sign and shows you how far behind your best time you are. In the example opposite, the user is 0.718 seconds slower than their best time.



At the end of your session press the STOP button at the center of your screen.

**With the phone in landscape mode:**



A handling gauge indicates how changes in tire pressure influence changes in your vehicle's balance.

This is called under- and over-steering. A vehicle that under-steers more and more will require you to turn the wheel more to bring the vehicle into the turn and reach the apex. You will get the impression that the vehicle is "sliding at the front". A vehicle that over-steers more and more will tend to pivot more easily, with the ultimate risk being a spin if the tendency to over-steer is very pronounced. You will get the impression that the vehicle is "sliding at the back".

As in portrait mode, a stopwatch in the top left corner of your screen is automatically set off based on the GPS coordinates of the start line declared in the App. Note that this virtual line may not correspond to the actual start line of the track itself. This changes nothing regarding the quality of the measurement.

As for your benchmark time, it appears in the top right corner. At the end of each lap an indicator lets you know if you are faster or slower than this benchmark time.

If you are ahead, the indicator is green and starts with a minus sign and shows you how far ahead you are.



If you are behind, the indicator is red and starts with a plus sign and shows you how far behind you are.

At the end of your run, press the **STOP** button at the center bottom of your screen.

### 3.3.1.3. After driving on-track

When you stop recording the data for your run by pressing the **STOP** button, you can access the detailed information about your session, about the Warm Up or your Run. To go from one to the other use the Warm Up and Run buttons:



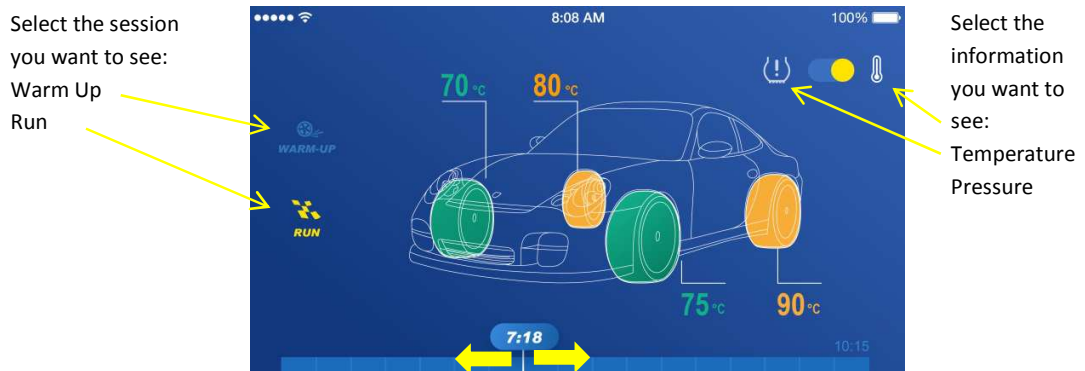
You can see:

- The recommendations for adjusting the pressure tire by tire. Between 2 runs, these recommendations are valid if you return to the track within 30 minutes after stopping. Select ADJUST MY PRESSURES to access the pressure gauge function to monitor the change in pressure on your phone as you adjust them. (See paragraph 3.5 Pressure gauge function).
- The change in pressure or temperature of your tires between the start and end of your driving session and the time spent in the optimal pressure or temperature range for your tires by switching between the pressure gauge and the thermometer and vice versa:



- An overview of your times during the Run. Your best time is displayed in yellow. You can also replay your run. For more information about this option, refer to paragraph 3.4.3 Replay my run.

By switching to landscape mode, you can analyze how the pressure and temperature of your tires changed during the session, whether for your Warm Up or your Run.



Use your finger to slide the cursor along the timeline to see the changes in pressure or temperature during your driving session.



Once you have adjusted your pressures, the 4 dials will be in the green zone and indicate OK.

Press **GO!** at the bottom of the screen to start your Run and start driving.



**REMINDER:** When driving on tracks, it is recommended to always begin a run at the pressures recommended by the manufacturer and to stop after a few laps to adjust the pressure based on the application's recommendations for warm tires. Starting an on-track run when cold with pressures that are too low can harm the integrity of the tire or the vehicle.

NOTE: The weather conditions may make it particularly difficult to heat up your tires. In this case, the app will notify you after 4 warm up laps if you haven't reached the ideal temperature range.

Don't question your ability as a driver, the weather and the track are two very important factors. The Warm Up mode will automatically switch to Run mode after indicating that it was difficult to heat the tires up.



Continue your run or adjust your pressures if required by following the recommendations provided when you press STOP.

### 3.3.2. On-road use

#### 3.3.2.1. Before driving on a road

If you have configured several vehicles in the **MY GARAGE** menu, first select the vehicle that you are preparing to use. If you have only configured one vehicle, it appears by default at the top of the screen on the line MY CAR.

As you are preparing to drive on a road, select the ROAD button. The lines made up of red / orange / green segments indicate for each axle (Front and Rear) the most suitable tire pressures recommended for the selected vehicle and the stated use. The green area corresponds, for both axles, to the optimal operational range. The orange areas around the green area indicate that the driver needs to pay special attention, while the red areas indicate inappropriate levels of pressure that could harm the integrity of the tire or the vehicle. Note that an abnormally low pressure (lower red area) must be checked as quickly as possible.



Start your run by pressing **GO!** at the bottom of the screen.

**REMINDER: On-road, it is recommended to always check the pressure of your tires when they are "cold", meaning after driving less than 3 km at slow speed (in an urban area) or if the vehicle has been stopped for at least two hours. Otherwise, you must add 0.3 bars to your pressure. In on-road mode, the start of the green area for each of the axles corresponds to the pressure when cold recommended by the manufacturer.**

### 3.3.2.2. When driving on-road

Having pressed **GO!** on the previous screen, an information window will appear for 2 to 3 seconds to indicate that the synchronization of the box and the phone is underway. Once this synchronization step is completed, only the 4 blue dials are visible.

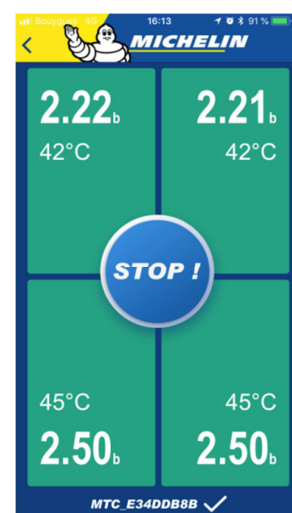
Start driving (at more than 30km/h) to 'wake up' your sensors... The pressures and temperatures of your tires appear on the different dials.

Note: this synchronization step takes only a few seconds. **Check again that the Bluetooth on your telephone is activated and that the receiver is turned on and positioned between the two front seats** (see Paragraph 2. Installation of MICHELIN Track Connect Kits).



Start driving (at over 30km/h) to 'wake up' your sensors... The pressure and temperature information for your tires appears on the dials. The color of the dials refers to the red / orange / green pressure ranges available before starting to drive. In other words, if the dials are green it means that your tires are within the ideal pressure range for your car for the stated conditions and use.

While driving, your tires will warm up and the pressure will increase, so it is quite possible that you will see the colors change as you drive. If you have any doubts about how the tire pressures are changing, particularly if they go down, always ask a professional. A single inspection is often enough to prevent a puncture or any other problem that might cause a loss of pressure.

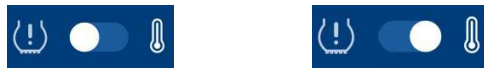


At the end of your session press the STOP button at the center of your screen.

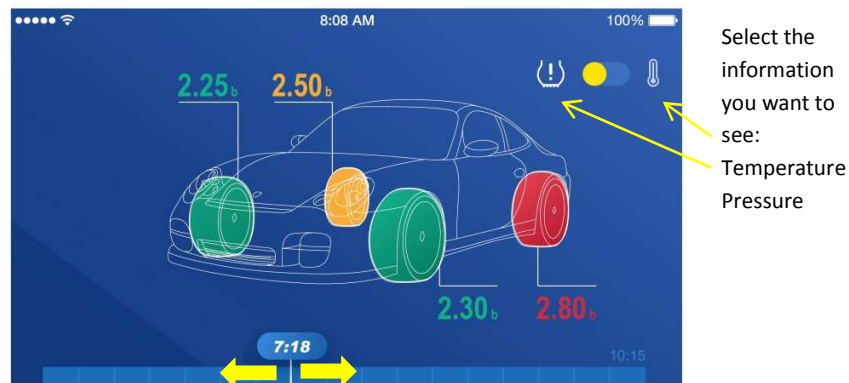
**NOTE: In on-road mode, the Warm Up mode, the stopwatch and the handling gauge are not available.**

### 3.3.2.3. After driving on-road

Once you stop recording the data from your session by pressing the **STOP** button, you can access the detailed information about your session. You can see the change in pressure or temperature of your tires between the start and end of your driving session and the time spent in the optimal pressure or temperature range for your tires by switching between the pressure gauge and the thermometer and vice versa:



By switching to landscape mode, you can analyze how the pressure and temperature of your tires changed during the on-road session.

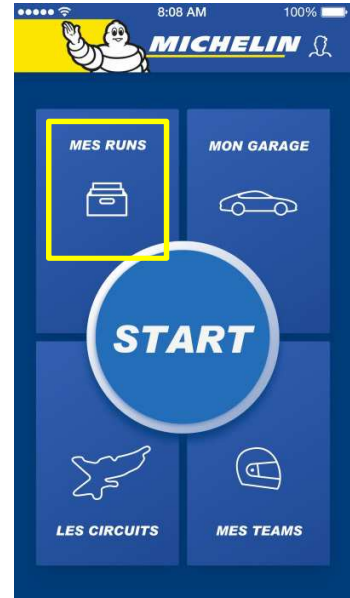


Use your finger to slide the cursor along the timeline to see the changes in pressure or temperature during your driving session.



### 3.4.Consulting your history

The **MY RUNS** menu at the top left of your screen allows you to recover all the information about your runs, whether on-road or on-track.



#### 3.4.1. My latest outing

Once you are in the **MY RUNS** menu, at the top of the screen you will find the summary corresponding to your outing: MY LATEST OUTING. You can access the corresponding information by selecting: DETAILS OF MY RUNS. All the runs (or sessions) made during this outing will appear one above the other.

Each of the tabs summarizing these runs states the time at the start of the run, the vehicle



used, the duration of the run and the best time (if on-track), and the track conditions (if on-track) during the run.

You can quickly identify your fastest run. The benchmark time then appears in yellow. You can access all the details of one of these runs by selecting it from the list and obtain information about:

- the pressure adjustments that the App indicated to you at the end of the Run or Warm Up,
- the replay of your Run or Warm Up (see Paragraph 3.4.3 Replay my run),
- the pressure of your tires at the start of your Run or Warm Up and how it changed while driving,
- the temperature of your tires at the start of the Run or Warm Up and how it changed while driving.

### 3.4.2. My history

You might wish to consult the data about your sessions on a specific track. To do so, once you are in the **MY RUNS** menu, you will find the heading MY HISTORY under MY LATEST OUTING.

All your runs are listed by track in the same way as all the outings made on-road are recorded under the ROAD tab.

You can access all the detailed information about these outings by selecting them one by one. As above, you can then find the information about all the runs in each outing by selecting them from the list.



This information corresponds to:

- the pressure adjustments that the App indicated to you at the end of the Run or Warm Up,
- the replay of your Run or Warm Up (see Paragraph 3.4.3 Replay my run),
- the pressure of your tires at the start of your Run or Warm Up and how it changed while driving,
- the temperature of your tires at the start of the Run or Warm Up and how it changed while driving.

Note: In on-road mode, only the information about pressure and temperature at the start and end of the run is available.

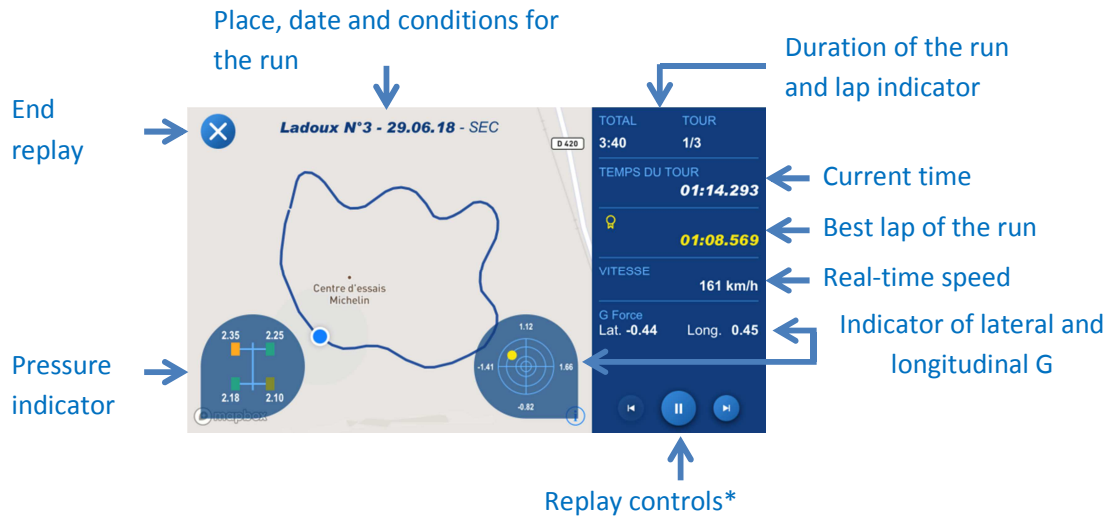
### 3.4.3. Replay my run

At the end of a run, either immediately after stopping your session or at a later stage from your history in the **MY RUNS** menu (see paragraph 3.4.1 My latest outing or 3.4.2 My history), you can replay your run.

To do so, go to the bottom of the advice page where the adjustment recommendations and the list of times achieved appear and select **REPLAY MY RUN**.



Press the *Play* button at the bottom right of the screen to launch the replay. The dot moving around the track represents your vehicle and you can retrieve the following information:



\*The Play / Pause functions are controlled by the same button. The arrows around the Play / Pause button are used to go from one lap to the next either backwards or forwards.

### 3.5. Pressure gauge function

The pressure gauge function is only available when driving on a track after a Warm Up or after a Run, no longer than 30 minutes after stopping your vehicle to avoid adjusting the pressures of tires that have cooled down.

In Warm Up mode, once you have reached the right temperature, the following window appears and you can access the pressure gauge function by selecting ADJUST MY PRESSURES.



In Run mode, once you have pressed STOP, you will receive adjustment recommendations, you can access the pressure gauge function by selecting ADJUST MY PRESSURES.

As you adjust the pressures the dials will become greener and finally indicate OK.



A number preceded by a “minus” sign indicates that you need to lower the pressure of your tires by the amount indicated. The white bars will disappear as you deflate your tire.

Stop deflating the tire when the indicator is green, and the word OK appears.

A number preceded by a “plus” sign indicates that you need to raise the pressure of your tires by the amount indicated. The white bars will appear as you inflate your tire.

Stop inflating the tire when the indicator is green, and the word OK appears.

## 3.6. My Teams

The MY TEAMS menu at the bottom right of the home screen enables you to create teams with your friends. You can monitor the progress of each member by going to a track on the same or different days, whether you are together or not (see paragraph 3.7.1.3 Team records).

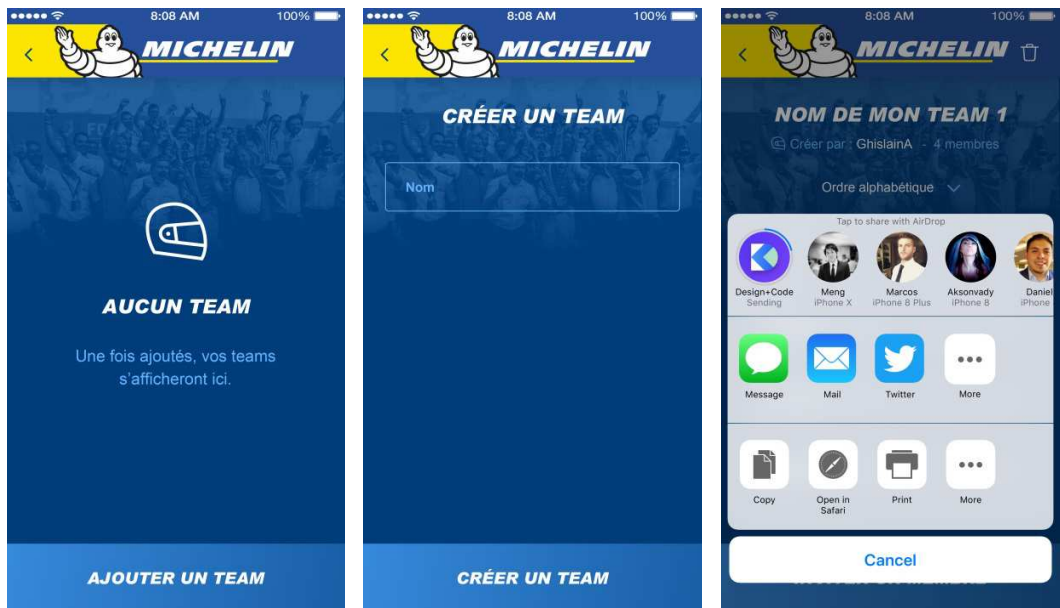


### 3.6.1. Creating a Team

To create a Team, open the MY TEAMS menu. The first time you open the menu a message will indicate that no teams are registered.

Select the button ADD A TEAM, name it and confirm the creation by selecting CREATE A TEAM.

Start by inviting the members of your Team by selecting the button INVITE A MEMBER. A window will open with all the applications installed on your phone that you can use to send an invitation: text message, email, etc.



The next times simply select ADD A TEAM and follow the same instructions to name this Team and invite members.





### 3.6.2. Managing a Team

As the owner of a TEAM, you can manage your TEAM(S). To do this, select the Team you want to modify. You can:

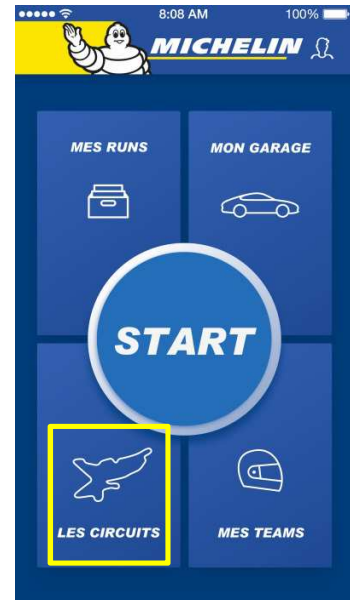
- Change the name,
- Invite other members,
- Delete members,
- Change the members' role (Member or Administrator) by selecting the members
- Or delete the Team

An administrator has the same rights as an owner, except that they can neither change a Team's name nor delete it.

Each member is free to leave a team when they want.

### 3.7.The Circuits

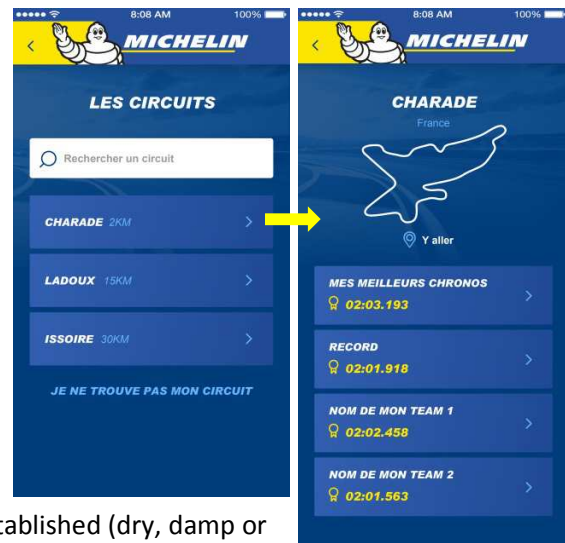
You can use this menu at the bottom left of your screen to find information about the tracks and to be directed to the track you want to go to.



#### 3.7.1. Information about the tracks

To obtain information about a track, select the track you are interested in from the list. Depending on the track, there might be more or less information available depending on the visit rates. For some tracks you will only find their length, while for others you will be able to see the best times achieved on them in 3 categories:

- Your own records
- The all-time records for the track set by all MICHELIN Track Connect users
- The records set within the teams you belong to (see paragraph 3.6 MY TEAMS).



For each of these three categories, you can choose to filter the times based on the conditions in which the times were established (dry, damp or wet track) and based on the vehicles used to set the records. To do this, select the funnel



at the top right of the screen.

### 3.7.1.1. *Your best times*

For a given track, in this section you will find the list of your best times based on weather conditions and for each of your vehicles if you have registered more than one vehicle in the MY GARAGE menu.



### 3.7.1.2. *Records*

For a given track, in this section you can see all the best times achieved by MICHELIN Track Connect users. They are listed anonymously.

With no filter, all the times are shared whatever the track conditions and the vehicles used.

You can refine your selection to only see records set with a specific vehicle or specific track conditions (dry, damp, wet).

You can use this to see your ranking compared with other MICHELIN Track Connect users.



### 3.7.1.3. Team records

For a given track, in this section you can see the times achieved by you and the other members of the team(s) you belong to. The information is accessible for each vehicle and weather condition.

For each time achieved within a team, the team member's nickname is sent to the other team members. (More information about managing teams in paragraph 3.6 MY TEAMS).

You can use this to compare your ranking with the other members in your team.



### 3.7.2. To be directed to a track

To be directed to a track, select the track that interests you from the list and then press **GO**.

You will receive a message asking you to choose your favorite route guidance application among the ones already installed on your telephone. Select your application and benefit from the directions without having to enter the slightest bit of information concerning the



destination.

### 3.7.3. Requesting the addition of a new track

If you cannot find the track you are looking for in the list of tracks available in the application, you can make a request directly via the application.

To do so:

- go right to the bottom of the list and select **I CANNOT FIND MY TRACK**,
- enter the name of the track that you wish to add and the country it is in,
- confirm your request by selecting **INDICATE THE TRACK** at the bottom of your screen.

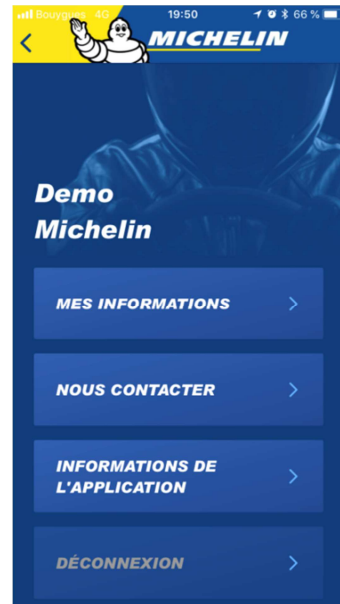


Your request has now been submitted to the teams at Michelin for validation.

NOTE: This type of request can also be made via the menu MY PROFILE (see Paragraph 3.8.2. Contact the Michelin teams).

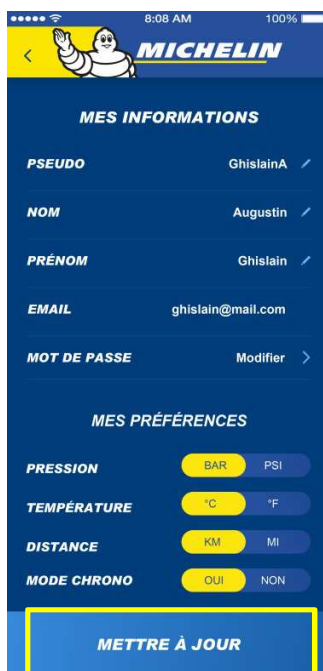
### 3.8.Managing your profile and staying informed

You can access the **MY PROFILE** menu via the icon at the top right of the *MICHELIN* banner on the home page. Here you can find all your personal information, information about the application, contact the Michelin teams and log out from the application.



### 3.8.1. My information

You can view and modify the information used to configure your account at any time, except for the e-mail address you use to log in. This will remain unchanged.



Remember to press UPDATE if you have made one or more changes to save them.

### 3.8.2. Contact the Michelin teams

You can ask questions or share your comments by calling Michelin Consumer Care or by using the application.

To do so, select the **MY PROFILE** menu, then CONTACT US.

Choose the subject of your request from the possible choices and then enter your message.

Finalize your request by sending the message. The teams at Michelin will process your request.



### 3.8.3. Information about the application

Under this heading you can find information about the version of the application you are using and access the general terms and conditions of use.

### 3.8.4. Log out / Log in

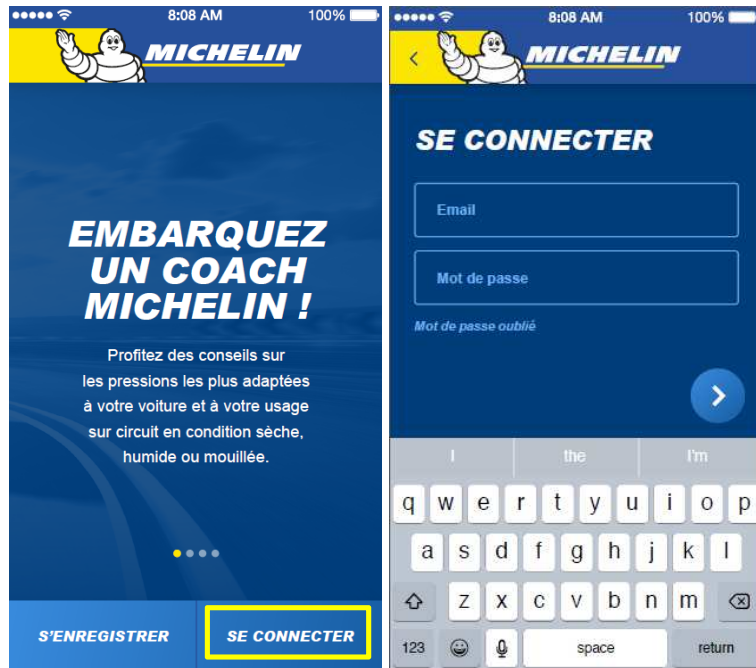
Once you are in the **MY PROFILE** menu, select LOG OUT at the bottom of your screen to log out from the App.

CAUTION: Any unsynchronized information will be lost. This means that the information generated while not logged in (lack of mobile network during a run or when creating a vehicle, for example) will be lost.

To log in again, simply:

- select the **LOG IN** button at the bottom of the App's home screen,
- Enter the e-mail address and password used when creating the account,
- confirm the information with the arrow at the bottom right.





### 3.8.5. Change the password

When logging in again, if you have forgotten your old password, select *Password forgotten* and follow the instructions that you receive by e-mail. The e-mail to reset your password will be sent to the address used to create the account.