

Mobil 1™



SCAN TO FIND OUT MORE



Mobil 1™

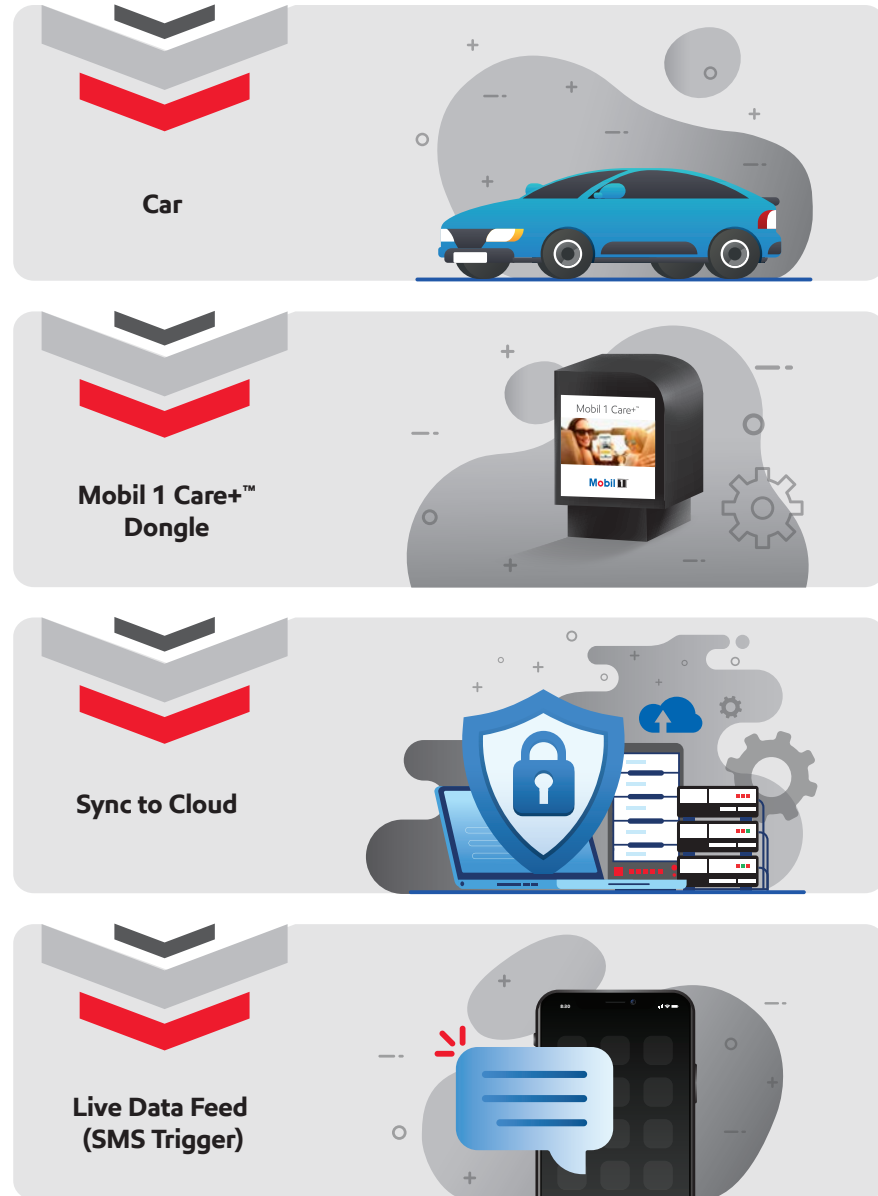
Mobil 1 Care+™

Your companion  
for a better drive.



## How It Works

Stay connected in every aspect of your car's health to help keep it in pristine condition.



## Easy Installation

Connect your dongle to your car in 5 simple steps.



No more breakdowns, hidden costs and unnecessary surprises.

Enjoy instant rewards and exclusive offers

Your one-stop place for all car health and servicing needs.

## NEW CONSUMER SIGN-UP BENEFITS

### EXCLUSIVE DEALS WITH MOBIL 1™ CAR SERVICING PACKAGES

Enjoy a welcome pack! • • • • • Worry-free drives • • • • • We have you covered!



Receive  
**Complimentary**  
1 year Mobil 1 Care+™ app  
subscription and dongle  
(U.P. \$208)



New to  
**Esso Smiles?**  
Sign up and receive fuel  
vouchers<sup>1,3</sup> total worth \$14  
LIMITED TIME OFFER



New to  
**Mobil 1 Care+™?**  
Sign up and receive fuel  
vouchers<sup>2,3</sup> total worth \$24



Top-up  
**\$89.90**  
anytime for Automobile<sup>4</sup>  
Association membership  
(U.P. \$177)



Includes  
**6 emergency**  
roadside assistance services<sup>5</sup>



And  
**family sharing**  
upgrade<sup>6</sup> for spouse and kids  
(U.P. \$32.10)



Enjoy  
**28%**  
nett discount on Etiqa  
car insurance renewal<sup>7</sup>



Receive  
**\$50**  
car servicing voucher<sup>7</sup>  
upon switching to Etiqa



Up to  
**12%**  
no-claim cashback<sup>7</sup>  
on NCD by Etiqa



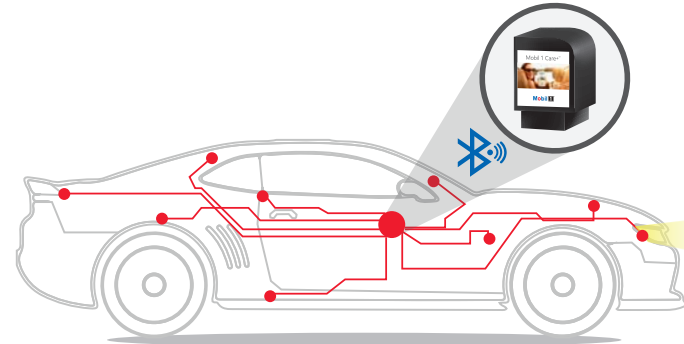
## About the Mobil 1 Care+™ Dongle

The dongle responds to and measures your car's health for analysis and recalibration.  
With one mobile app, do it all from preventive alerts to easy scheduling.

### Preventive Maintenance Alerts

Never experience another breakdown situation again. In the event a fault is detected, both you and your assigned workshop will receive a SMS or email notification

**before a  
breakdown  
happens.**



### 24-hr Roadside Assistance

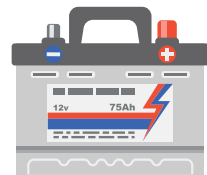


We offer **round-the-clock**

services that cover everything from towing to more seamless workshop processes, to roadside assistance with live location tracking via your smartphone's GPS.

### Battery Alerts

Consistently **monitors battery levels**



and alerts you when your car battery is running dangerously low or experiencing high battery drain.

### Fault Code Alerts

Receive

**fault code alerts**

from your car's Engine Control Unit (ECU) when technical errors arise. Both you and your assigned workshop will receive codes detailing errors for an efficient follow-up.

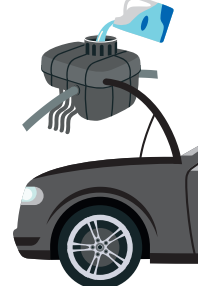


### Coolant Temperature Alerts

Monitors and tracks

**coolant temperature**

trends over past driving sessions to alert you of any potential engine faults—such as a faulty engine fan if the coolant temperature is too high.



### Monitoring of Fuel Efficiency



In-app data will display your current driving behaviour and guide you towards better

**fuel-efficient**  
driving techniques.

### Mileage Service Reminders

Get a consolidated view of your car's total mileage and receive an

**Email and SMS alert**

when you're due for servicing, before you hit 300km of mileage (~1-2 weeks worth of driving). Click on the secure link within and be redirected to a booking form to select a timeslot of your choice.

### Appointment Scheduler

Receive an SMS notification, click on the secure link and be redirected to a booking form to book your next

**servicing appointment.**



### Online Car Log



**Easily track and access**

information from previous service appointments with a recorded receipt, date of visit, service type, and more.

### Emergency Services



Get an easy view of

**essential contacts**

when you require emergency assistance.

## Car model compatibility

### Eligible Car Model

### Year of Manufacture

#### Audi

Audi A3	2013 - 2020
Audi A4	
Audi Q2	2015 - 2020
Audi Q3	
Audi Q5	2019 - 2020

#### BMW

BMW 1 Series	2010 - 2020
BMW 2 Series	2018 - 2020
BMW 3 Series	2010 - 2020
BMW 5 Series	
BMW GT	2012 - 2020

#### Honda

Honda Civic	
Honda City	2010 - 2020
Honda Accord	
Honda Vezel/HR-V	2012 - 2020
Honda Fit/Jazz	2015 - 2020
Honda Shuttle	
Honda Fit (Hybrid)	
Honda Shuttle (Hybrid)	2017 - 2020
Honda Vezel (Hybrid)	

#### Hyundai

Hyundai I30	2015 - 2020
Hyundai Accent	2013 - 2020
Hyundai Avante	
Hyundai Elantra	2012 - 2020

### Eligible Car Model

### Year of Manufacture

#### Hyundai

Hyundai I30	2015 - 2020
Hyundai Accent	2013 - 2020
Hyundai Avante	
Hyundai Elantra	2012 - 2020

#### Mazda

Mazda 3	
Mazda 5	
Mazda 6	2015 - 2020
Mazda Biance	
Mazda CX-3	
Mazda CX-5	

#### Mercedes Benz

Mercedes GLC	
Mercedes A Series	
Mercedes B Series	2011 - 2020
Mercedes C Series	
Mercedes E Series	

### Eligible Car Model

### Year of Manufacture

#### Nissan

Nissan Sylphy	
Nissan Qashqai	2012 - 2020
Nissan Teana	

#### Toyota

Toyota Altis	
Toyota Alphard	
Toyota Camry	
Toyota Estima/Previa	2010 - 2020
Toyota Harrier	
Toyota Sienta	
Toyota Vios	
Toyota Vellfire & Vellfire (Hybrid)	
Toyota Noah (Hybrid)	
Toyota Voxy (Hybrid)	2017 - 2020
Toyota Sienta (Hybrid)	
Toyota Prius (Hybrid)	2013 - 2020

#### Volkswagen

Volkswagen Golf	
Volkswagen Passat	2011 - 2020
Volkswagen Tiguan	
Volkswagen Jetta	

#### Volvo

Volvo S60	
Volvo S80	2015 - 2020
Volvo XC60	
Volvo V60	2016 - 2020



# Frequently asked questions

For more FAQs, please visit [www.mobil1careplus.com](http://www.mobil1careplus.com)

## 1. What should I do if I am installing my Mobil 1 Care+™ dongle and do not hear the 3 beeps after starting my car engine?

Unplug and plug the dongle back into your car, then proceed to close the app and relaunch it. The app will not load unless you first accept the Terms and Conditions (T&Cs) for the use of the app.

## 2. What do the different number of beeps mean?

3 beeps when starting engine	Normal Operation
8 beeps during drive	Error Code Reported
5 beeps per minute during drive	Abnormal Temperature Detected

## 3. Why am I unable to upload my car data to the cloud after successfully setting up and connecting my Mobil 1 Care+™ dongle?

Do ensure that you are in a location where you are able to obtain a strong mobile signal—underground car parks and lifts may block out signals. You should also check that your smartphone's Bluetooth is switched on.

## 4. Will keeping my Mobil 1 Care+™ dongle plugged in drain my car battery?

No, the dongle automatically goes into standby mode when the car engine is switched off. When switched on, minimal battery power is used.

## 5. What happens if my Mobil 1 Care+™ app freezes or won't respond?

If your app is frozen, try closing the app and re-launching it.

## 6. How long will my car data be stored in the Mobil 1 Care+™ dongle?

All car data in the dongle is stored up to 14 days, subjected to the frequency of travel. Data is then pushed into cloud storage.

## 7. Will I be able to opt-out of selected data points collected?

No, we are currently unable to allow a user to opt-out of specific data points collected. By downloading the app and the T&Cs, you are consenting to your data being collected for purposes of the programme.

## 8. How do I select my preferred method of programme communication?

On the main web portal interface, click on your profile image icon in the top right corner and select "Settings". Then, click the "Edit" button on the "Notifications" section to indicate your choice of notifications via SMS or email.

## 9. Will my Mobil 1 Care+™ app and dongle be automatically updated?

No, Car Owners (CO) will be prompted to install new software updates when an update is available. Do ensure that your dongle is connected to the app. You should always update your app to run the latest software. Updating your app gives you access to the latest features and improves app stability.

## 10. Will I be able to switch to a different workshop after registration?

Yes, you may switch to a different workshop from the list of participating Mobil 1™ workshop any time. Drop us an email and indicate your new choice of workshop for the switch.

## 11. Will my car warranty be voided if I install the Mobil 1 Care+™ dongle?

No, the Mobil 1 Care+™ dongle does not program anything back into the ECU. And as a result, it does not affect the ECU or car operation.

Unless the owner's handbook or manual states otherwise, it is unlikely that your respective agent will void your car warranty.

## 12. Will my car warranty be voided if I rectify any errors with the Mobil 1 Care+™ dongle?

No, error codes reported by the Engine Control Unit (ECU) indicates the problems that a car may have.

According to the Competition Commission of Singapore (CCS), Car Owner (CO) is allowed to engage external workshops for servicing and be warranted for car parts.

## 13. What should I do if I want to sell my car or transfer the Mobil 1 Care+™ to a friend or family member?

Only a reset of your dongle is required so you can use the same account. Do drop us an email to do so.

## 14. What should I do if I wish to discontinue my participation in the programme?

We're really sorry to hear that. Do drop us an email to notify us, and we're happy to hear your feedback.

## 15. Is there any warranty available for the Mobil 1 Care+™ dongle?

Yes, the warranty for the dongle is 1 year from dongle registration. If you would like to obtain a replacement of the dongle, drop us an email. We will arrange for a replacement if the warranty is still valid.

## Have a question?

Drop us an email at [support@mobil1careplus.com](mailto:support@mobil1careplus.com)

We will be in contact within 3-5 working days.

### Disclaimer of liability

Mobil 1 Care+™ (programme) is not intended to be, and should not be used as a substitute for regular car servicing. Mobil 1 Care+™ (programme) should be used to complement regular car servicing. Any reliance on any information provided by Mobil 1 Care+™ (programme) is solely at the user's risk. Always seek the advice of your car workshop professional with any questions you have regarding your car. If you suspect any care faults, we recommend that you consult your car workshop professional as soon as possible. Neither ExxonMobil Asia Pacific Pte Ltd, nor its servants, agents and authorized distributors, will be liable for any direct, indirect, incidental, special, consequential, or punitive damages arising out of your use of Mobil 1 Care+™ (programme).

# Terms and Conditions

## 1. Welcome offers for first time Esso app log in

- 3x \$3 off for \$50 Synergy™ fuels purchase
- 1x \$5 off for \$60 Synergy™ Supreme+ petrol purchase
- Upon download and successful login, the welcome eVouchers ("eVouchers") will be automatically credited (pushed) via the Esso app to the qualified first time log in member's account immediately

## 2. Welcome offers for first time Mobil 1 Care+™ log in

- 3x \$3 off for \$50 Synergy™ fuels purchase
- 3x \$5 off for \$60 Synergy™ Supreme+ petrol purchase
- The offers are available until 31 December 2020, unless otherwise stated.
- To qualify for the offers, a valid Smiles unique code has to be provided in member's account.
- Upon download and successful login, the welcome eVouchers ("eVouchers") will be automatically credited (pushed) via the Esso app to the qualified first time log in member's account 1 month after.

## 3. How to use eVoucher

- To qualify for the eVouchers, Esso Smiles members are required to download the Esso app and successfully login to their Esso Smiles account for the first time.
- Esso Smiles member who presents the eVouchers upon minimum gross spending, is entitled to the stated discount off the fuel purchased.
- Use of the eVouchers must be made by scanning the QR code of the eVoucher at the cashier's counter in the service station.
- Unused / used / expired eVouchers can be found under "My Rewards" page.  
[Other terms and conditions](#)
- The eVouchers are redeemable at any Esso service station in Singapore.
- The eVouchers cannot be exchanged for cash or credited into any account.
- The eVoucher cannot be used with any Esso Fleet, Speedpass or outdoor payment.
- The eVoucher can only be used once and cannot be used in conjunction with other offers, promotions, vouchers or discounts, unless otherwise stated.
- No change will be given for the balance amount if the value of this eVoucher is not fully redeemed.
- ExxonMobil Asia Pacific Pte Ltd reserves the right to make the final decision on any dispute arising out of or in connection with the use of this eVoucher.
- All other Esso Smiles driver rewards™ programme terms and conditions shall apply.
- Visit Esso website ([www.essosmiles.com.sg/about-smiles/esso-app](http://www.essosmiles.com.sg/about-smiles/esso-app)) to learn more!

## 4. Exclusive deal for Automobile Association membership

- Preferential rate one-year AA ordinary membership fee at \$89.90 (U.P \$177)
- Lifestyle privileges with AA merchant partners in Singapore and associated partners overseas.  
[Other terms and conditions](#)
- AA ordinary membership applicants must possess a valid Singapore driving license and meet AA membership criteria.
- Successful applicants are also eligible for lifestyle privileges with AA merchant partners in Singapore associated partners overseas.
- All AA memberships are personal, non-transferrable and tagged to the Mobil 1 Care+™ member who have successfully applied for the AA ordinary membership.
- All AA memberships are tagged to the applicant and not tagged to the car of both ordinary membership member as well as the family membership member (Spouse/Child below 21 years old).
- All AA membership arrangements shall be entirely between the Mobil 1 Care+™ member and AA directly, and payment by Mobil 1 Care+™ member for AA membership shall be collected by AA directly.
- ExxonMobil Asia Pacific Pte Ltd shall not be responsible for any issues arising between the Mobil 1 Care+™ and AA arising from the membership or services provided by AA to Mobil 1 Care+™ member.
- Visit AA website ([www.aas.com.sg/membership/membership-categories](http://www.aas.com.sg/membership/membership-categories)) to learn more!

## 5. Up to 6x 24-hour roadside assistance service

- The one-year AA ordinary membership entitles members to 6 times complimentary 24-hour roadside assistance service, including standard towing to any workshop in Singapore, tyre change, battery delivery and on-site replacement (excludes battery cost), jump starting, fuel delivery.
- Mobil 1 Care+™ member who requires roadside assistance service will call the dedicated hotline (found within app) to express their need for assistance.
- Mobil 1 Care+™ member will be informed of all cost involved for the roadside assistance services, and has to be agreeable before the tow truck is dispatched to the vicinity of the member.
- AA roadside assistance service arrangement shall be entirely between Mobil 1 Care+™ member and AA directly, and payment by Mobil 1 Care+™ member for additional or add-on fees on top of membership fees shall be collected by AA directly.
- ExxonMobil Asia Pacific Pte Ltd shall not be responsible for any issues arising between the Mobil 1 Care+™ and AA arising from the membership or services provided by AA to Mobil 1 Care+™ member.  
[Other assistance services \(included\)](#)
- Tow truck recovery fork to lift 2 front wheels of the passenger's car off the ground
- Towing to automobile locksmith for car door
- Towing from an accident
- Towing from multi-story carparks
- Towing from causeway points / ports/ Jurong Island (excludes any third party / venue charges)

## 6. Complimentary family sharing upgrade (U.P \$32.10)

- The complimentary upgrade is limited to the first 200 Mobil 1 Care™ members.
- The family membership plan is an extension of the one-year AA ordinary membership privileges to either a spouse or child below 21 years old, where they must possess a valid driving license as well.
- The tenure of the family membership runs concurrent with the Mobil 1 Care+™ member (principal member).
- Visit AA website ([www.aas.com.sg/membership/membership-categories](http://www.aas.com.sg/membership/membership-categories)) to learn more!

## 7. Exclusive deals for Etiqua car insurance renewal

- Get 28% nett discount off car insurance renewal.
- Enjoy 10% off all customizable car insurance add-ons.
- Receive \$50 servicing voucher off your car servicing fees at any participating Mobil 1 Care+™ workshops.
- Earn up to 12% no-claim cashback quarterly on your NCD for being a safe driver, and when you sync your Mobil 1 Care+™ weekly.  
[Other terms and conditions](#)
- All Etiqua discounts will be automatically applied upon checkout.
- Etiqua car insurance renewal arrangement shall be entirely between the Mobil 1 Care+™ member and Etiqua directly, and payment by Mobil 1 Care+™ member for Etiqua's car insurance shall be collected by Etiqua directly.
- ExxonMobil Asia Pacific Pte Ltd shall not be responsible for any issues arising between the Mobil 1 Care+™ and Etiqua arising from the purchase or services provided by Etiqua to Mobil 1 Care+™ member.
- Visit Mobil website ([www.mobil1careplus.com](http://www.mobil1careplus.com)) to get the list of Mobil 1 Care+™ participating workshops
- Visit Etiqua website ([www.www.etiqua.com.sg/mobil1careplus](http://www.www.etiqua.com.sg/mobil1careplus)) to learn more!