

I Can't Start My Car

KINTO Share vehicles are equipped with an ignition lock system to help prevent theft. What that means is that if a KINTO Share vehicle is turned off and left unlocked for more than 5 minutes, **the vehicle can no longer be started unless you unlock the vehicle again from the KINTO Share application.**

Keep Your Phone With You at All Times

Another anti-theft measure that KINTO Share vehicles have is an auto-lock system. **We highly recommend you keep your personal phone on you at all times**, as the KINTO Share application is your only method of unlocking the car. If the vehicle detects that the driver is away from the car, the car may auto-lock itself. You can easily unlock the vehicle again with the KINTO Share application.

In the instance that the vehicle auto-locks with your phone inside of the vehicle, you will need to request help from Roadside Assistance at **1-888-869-6828**.

I Have Issues Connecting My Phone to The Car

If you are reading this guide that means you have somehow accessed the vehicle despite your connectivity issues..... In the case that you are still experiencing issues, we recommend you try the following:

- Close the app fully and re-open it
- Restart your phone
- Delete the app and re-install it