A close up of a logo

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**Kommu Internal Support FAQ Standard Operating Procedure**



Last edited: 30th July 2025

The objective of this document is to provide the correspondence in the Whatsapp support line with the appropriate reply.

**KommuAssist Device**

**Q: What is the price?**  
**A:** Same price RM3,999 for all car models. We offer a 0% interest-free monthly instalment plan from as low as RM167/month (24m) with installation included. Check it out at: <https://kommu.ai/products/>

**Q: What can KommuAssist do, how does KommuAssist work?**  
**A:** KommuAssist is an assistance system that helps you drive your car when you deem it safe to do so. It can control your vehicle’s gas, brakes and steering when you engage the system. Notable use cases will be highway assist and traffic jam assist. Here is the video format of what KommuAssist can do. https://www.youtube.com/watch?v=sjAl7ycy7FA&t=142s&ab\_channel=Kommu

**Q: Can I install it myself?**  
**A:** Yes, installation is purely plug and play. It is like installing a dashcam. Here is a generic video on how to install. https://www.youtube.com/watch?v=2EpnMwpINpE&t=95s&ab\_channel=Kommu  
  
**Q: What is the difference between KommuAssist and the original's car ACC & Lane Keep?**  
**A:** KommuAssist provides a more intelligent steering and speed control as opposed to the original ADAS because it learns from millions of minutes of human driving. For example, it will slow down humanely during a turn and avoid double parked cars on side walks. The differences cannot be put in words but it will be clear with a test drive. Book a test drive now [Integrate a test drive appointment]

**Q: Will installing KommuAssist void the warranty of the vehicle?**  
**A:** KommuAssist’s installation does not involve cutting the wires to the existing system nor it involves flashing the computers within the vehicle. It is just like installing a dashcam. This technically does not violate the warranty policy, but you should check with your owner’s manual to confirm. Rest assure ALL of our existing users till date have no warranty issues with their vehicle.  
  
**Q: Is this approved by JPJ or by the Ministry of Transport MOT?**  
**A:** JPJ or Ministry of Transport Malaysia does not have any regulatory framework on aftermarket ADAS. So that means we are technically not regulated and being used in a grey area. However, we are one of the committee members of Jawatankuasa Autonomous Vehicle that comprises JPJ, MARii, MiROS and MOT and is adhering to the guidelines set within the committee on the testing framework.

**Installation & Appointment (MCP integration with Calendar)  
Q: How to install KommuAssist on my own?**  
**A:** Here is a generic video on how to install. <https://www.youtube.com/watch?v=2EpnMwpINpE&t=95s&ab_channel=Kommu>  
  
**Q: Do you do installation outside of KL?**  
**A:** We have an installer in Bukit Mertajam Penang and Johor Bahru, the installation at these two locations will have a RM50 charge for installation. If you are interested in the installation location, [Insert location]

**Q: I want to install KommuAssist.**  
**A:** If you haven’t already, please pay first on our website at [kommu.ai](https://kommu.ai), and then schedule an appointment. If you have done so, please let us know what we can help you with?

**Q: Can I come to the office now? What are Kommu's operating hours? Are you open now?**  
**A:** - Kommu operates from Monday to Friday, 10 AM to 6 PM. On Saturdays, we are available strictly by appointment only. The office is closed on Sundays. For installations or device drop-offs, it is highly recommended to confirm your visit time with Kommu in advance, especially for Saturday appointments or if you are visiting near closing hours, to ensure staff availability.   
- Let me know the date and time of your planned visit. I will check if someone is available to receive you. If not, we’ll reschedule and confirm it on our calendar.

**Q: Where is the office? What is the address of the office?**

**A:** Use Waze to drive to Kommu Sdn Bhd, Block C Jalan PJU 10/2a, Petaling Jaya, Selangor: <https://waze.com/ul/hw284py3w4> C/105B, Block C, Jalan PJU 10/2a, Damansara Damai, 47830 Petaling Jaya, Selangor  
  
**Q: I have arrived at the location, where is the office?**

**A:** If you have already found a parking space, you can proceed to our office on the second floor beside the entrance to Warung Geprek.  
  
**Q: How long does the installation procedure take?**

**A:** The installation procedure takes 30 minutes, 15 minutes installation and 15 minutes of briefing.

**Vehicle Support**

**Q: What is the list of supported vehicles?**  
**A:** Here's our list of supported cars: <https://kommu.ai/support/>. If you don’t find your vehicle listed in the website, let us know if your car comes with an existing lane keep assist system and adaptive cruise control. We will support the vehicle based on demand.

**Q: I drive a Toyota (not Vios or Veloz). Is it supported?**  
**A:** Can your car’s ACC work below 45km/h?  
- If yes, it’s supported.  
- If not, it’s supported but without the stop & go function.

**Q: I drive a continental car.**  
**A:** Unfortunately, we can’t support your car because it is running Flexray signals (european cars) and not CAN bus signals (eastern cars), KommuAssist is only built for CAN bus vehicles due to controllability.

**Q: My car has no ACC or LKA.**  
**A:** Unfortunately, we can’t support your car due to the lack of Adaptive Cruise Control (ACC) and Lane Keep Assist (LKA) signals required to integrate with KommuAssist.

**Q: My car has both ACC and LKA. Is it supported?**  
**A:** If you have confirmed that your car is not listed in [*https://kommu.ai/support/*](https://kommu.ai/support/) and not a continental vehicle. Let us know, we will have a technical support team check the support for you. In the meantime, send us a photo of your steering wheel and please join our Facebook Kommunity group.  
  
**Q: Benefits of being a beta tester?  
A:** All eligible beta testers can enjoy a RM300 off the initial purchase.  
  
**Q: How to become a beta tester?  
A:** If you own a vehicle that we haven’t supported and would like to have it supported. You can perform a pre-order on our website with the special discount coupon taken from us after confirming the beta status. We will perform the support together with you, a money back guarantee will be given to you if the support isn’t successful.

**KA1 Hardware/Software Issues & Warranty  
Q: I want to repair or replace a part.**  
**A:** No problem. Let me check if your part is still under warranty. Please send me your dongle ID.

**Q: My device shows an error / Device cannot turn on.**  
**A:** Is the blue LED blinking behind the device?  
- If there is no blinking blue LED at all, we’ll check your warranty. Please provide us with your dongle ID. You can get your dongle ID by going to device settings.  
- If the green LED is blinking, try rebooting the device while the car engine is off.

**Q: Dongle ID is …**  
**A:** Thank you for the dongle ID. This is an automated generated message. A technical support will assist you with further actions during working hours. [*MCP call for driver profile from google sheet]*

**Q: It says “Getting Ready” and won’t enter the camera view.**  
**A:** The device needs GPS to start. Please go to an open-sky area or connect to a hotspot.

**Q: How do I fix the “vehicle not recognised” issue?**  
**A:** - This error occurs when the device cannot correctly identify your car model. Please tell us what is your exact car model

**Q: My car model is …**  
**A:** - Navigate to Settings > Software > Fix Fingerprint and type in the exact vehicle model, refer to below. Avoid typographical errors. After entering the model, reboot the KommuAssist device and restart your car engine to apply the changes.  
- Perodua Alza  
- Perodua Ativa  
- Perodua Myvi PSD  
- Proton S70  
- Proton X50  
- Proton X70  
- Proton X90  
- BYD Atto 3  
- Toyota Alphard 2020  
- Toyota Corolla TSS2 2019  
- Toyota Corolla Hybrid TSS2 2019

**Q: My device overheats.**  
**A:** The KommuAssist device is designed to automatically pause operation if its internal temperature exceeds 60 degrees CPU temperature to prevent internal damage. To cool it down, ensure your car's air conditioning is turned on and directed towards the device for a period. You can also try increasing the device's internal fan speed through its settings if available. If you anticipate parking your car outdoors under direct sunlight for an extended duration, it is strongly recommended to unplug the KommuAssist device from the OBD port and store it in a cool, shaded location like the dashboard drawer to prevent excessive heat exposure.

**Q: My camera isn’t working.**  
**A:** Please try rebooting the device. If a problem persists, this device requires a diagnostic from our HQ. Please let us know what your dongle ID is for us to check your warranty status.

**Q: Calibration is invalid.**  
**A:** Make sure your device is centered with 50% sky and 50% road in view when the camera view turns on, then go to settings > device > reset calibration.

**Q: I want to request a feature or report a bug.**  
**A:** Thank you! You can submit your bug or feedback directly to the tech team through this link: <https://discord.com/channels/1088366813823377460/1088385921826684969>

**Q: Can I turn off driver monitoring?**  
**A:** - The driver monitoring system is there to make sure you are paying attention while you are driving. It cannot be turned off.

**Q: The fan is noisy or not working.**  
**A:** - If it’s high-pitched or stuck, we'll replace the fan if it is under warranty. If yes, please provide your dongle ID for us to check for the warranty status.  
- If it’s just noisy, go to settings > personalised > reduce fan % to 10.

**Q: My screen has dead pixels / Screen is broken.**  
**A:** - Such an issue is typically covered under warranty. You would need to send the device back to Kommu for professional diagnosis and repair. To check if your warranty coverage is still active. Please let us know your dongle ID.

**Q: It says “Controls waiting to start.”**  
**A:** This error occurs when the device cannot correctly identify your car model. Please screenshot settings > software > fingerprint and send it here. Make sure it matches the correct format (case-insensitive, but spacing matters).

**Q: Controls mismatched warning appeared.**  
**A:** That usually happens if the device momentarily loses connection. Please resit all the connections, if problem persists, we may recommend changing the connector. If you want to check if your device is still covered under warranty, please let us know your dongle ID.  
  
**Q: CAN error message appeared.**  
**A:** - If it’s a Toyota and only happens when the engine turns off, that’s normal.  
- If not, check the connector. If needed, we can replace it under warranty. Please let us know your dongle ID.  
  
**Q: How to get the dongle ID?**  
**A:** - On your KommuAssist device, go to settings -> device.

**Q: I can’t retrieve drive logs in the Kommu app.**  
**A:** Please connect the device to the internet and wait a while for logs to upload. If a problem persists, we will escalate it to the app team.

**Q: The app says “Device has been claimed.”**  
**A:** Please go to settings > device and send me the Dongle ID. We will have our app team check what the problem is.

**Q: My device needs a part replaced. What’s the cost?**  
**A:** Let us know what your dongle ID is for the tech team to check if your part is under warranty. Here are some example prices:  
- Controller Board: RM270  
- Motherboard: RM250  
- Kommu Power: RM30  
- Vehicle Connector: RM150  
- Kommu Relay: RM50  
- Fan: RM30  
- Mount: RM25  
- Screen: RM150  
- Front Case: RM80  
- Back Case: RM120  
- Electrostatic sticker: RM5  
(RM8 shipping applies for local delivery, we will have a technical team assist you if it’s an international shipment)  
- You can make a payment to:

514208667737

Maybank  
Kommu Sdn Bhd  
Please send slip for reference

**Q: Can you install the part for me?**  
**A:** Yes, we charge a workmanship fee (e.g., RM75 for reinstallation of the whole system). I’ll arrange the appointment once payment is confirmed.

**Q: The device is draining my car battery. Any solutions?**  
**A:** - Set power-off timer to minimum 10 minutes in device settings.  
- Disconnect the device when parked for extended periods.  
  
**Q: Do I need a SIM card or a memory card?**  
**A:** - No SIM required unless continuous internet is needed.  
- No memory card slot; device has built-in 64GB storage.  
  
**Q: What should I send for warranty service?**  
**A:** - Only send the faulty item (no wiring or accessories).  
- Label as “warranty return” and declare value as “300 MYR” to avoid customs tax on return items.  
  
**Q: My device uploads are missing or not recording drives. Why?**  
**A:** - Ensure Wi-Fi or hotspot connection is stable.  
- Check device is not in standby and server maintenance isn't ongoing.  
- If you have made sure the above is done, please send us your dongle ID for checking.

**Q: How do I perform a software update on my KommuAssist device, especially if it's not updating automatically or if I need a forced update?**  
**A:** Ensure your device is connected to Wi-Fi (Settings -> Connect Wifi). - Turn off your car engine. - Go to Settings -> Software -> Check for updates. Once "last update check" shows "now", the latest software has been downloaded. Reboot the device. Verify the software version.  
  
**Q: My KommuAssist device is stuck on an older software version and won't update to the latest?**  
**A:** This can happen if the software update process encounters corruption. You should perform a forced update by following the steps: Ensure your device is connected to Wi-Fi and the car ignition is off during the process. Go to Settings -> Software -> Branch. Type “pre-release” and let it reboot.

**Q: Can I have a Shipment Address?**  
**A:**Shipment Address:

Name : Wong Kean Wei  
Contact no : 0149676780  
Address: 77, Jalan SA1, Seri Aman Heights, 47000 Sungai Buloh, Selangor

| **No.** | **Event** | **Action** |
| --- | --- | --- |
| 1 | EU wants to repair/replace/buy new parts | 1. Check [KA Inventory](https://docs.google.com/spreadsheets/d/11eE_xlzMILBkW9W1te96Q3x3TLa0Wihpk1Ypy0gU1jk/edit?gid=0#gid=0) to see if this item is still within the warranty period.  2. If still under warranty, proceed to **Installation & Appointments.** If not, suggest a price under **Price List & Shipment Fees,** ask for payment & proof of transactionand then proceed to **Installation & Appointments** or shipment of device. |

**Would you like to come for a test drive?**

**https://calendly.com/kommuassist/test-drive**