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1



Chapter 1 Before Starting the SUZUKI CONNECT App



1-1-1. About this manual

This manual explains the main services and methods for using SUZUKI CONNECT.

The following symbols are used in this manual:

 **WARNING**,  **CAUTION**, *NOTE:* Pay particular attention to messages highlighted by these symbols.

 WARNING	Indicates a potential hazard that could result in death or serious injury.
 CAUTION	Indicates a potential hazard that could result in minor or moderate injury.
<i>NOTE:</i>	Indicates special information to make maintenance easier or instructions clearer.

 PR	Functions that can be used by a Primary User.
 SE	Functions that can be used by a Secondary User whom Primary User allows to use.

1-1-2. Precautions

- Information printed is valid as of October 2024.
- Unauthorised reproduction of this manual is prohibited.
- The application screens described in this manual are images. These may differ from the actual specification due to application version upgrades.
- The provision of services and contents for these are subject to change or discontinuation without notice. Additionally, related functions, operation methods, screens, etc. are subject to change without notice.
- For the latest information on SUZUKI CONNECT, see the SUZUKI CONNECT website on your country.
- Since SUZUKI CONNECT uses telecommunications, the app may not work properly or the service may not be available depending on the radio wave environment of the location of use.
- The vehicle location information may be inaccurate. Also, depending on the GPS reception environment, it may not be possible to display the correct location, or it may take time to update location information.
- If there is a change in the communication method used by the telecommunications service provider, SUZUKI CONNECT may not be available.
- If the ignition is not turned on for 9 days or longer, some operations such as remote operation will not be available.
- While driving, talking via, operating, and looking at a mobile phone is dangerous as it could distract your attention from the vehicle operation which could lead to a serious accident. If you must operate the phone, stop in a safe place first.
- Please refrain from operating your smartphone or watching the screen while walking.
- SUZUKI CONNECT may use your vehicle location and vehicle information to provide services. Also, the personal information of registered customers may be used to send notifications. For more information, see the SUZUKI CONNECT Privacy Policy (<https://wb01cs.sc.eur.connect.suzuki/portal/countryList?type=policy>).
- To use SUZUKI CONNECT, you must check the Privacy Policy and Terms and Conditions.
- If the contractor is a minor, please only use this service after obtaining the consent of their legal representative.

1-1-2. Precautions

- If you want to sell/transfer your vehicle, please cancel the SUZUKI CONNECT contract by yourself. For details, see ⇒ 4-1-1. Cancelling the contract.
- Call charges will be incurred when you call My Dealer and Roadside Assistance via SUZUKI CONNECT App.
- If you have any questions about SUZUKI CONNECT, please check the “Frequently Asked Questions” page on the SUZUKI CONNECT website.

1-1-3. How to read this manual

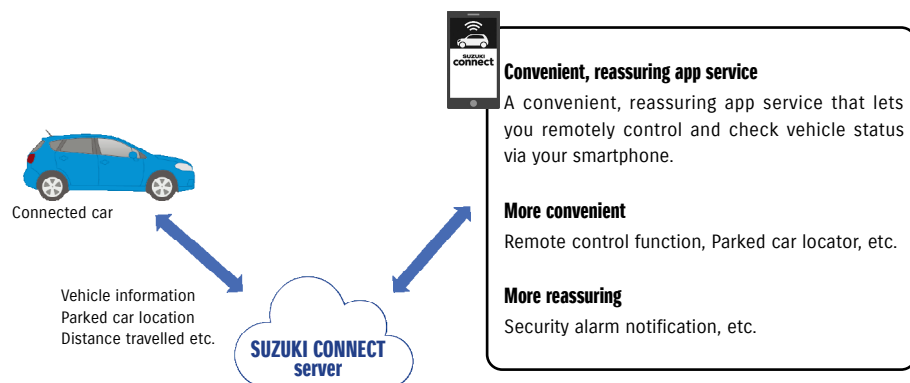
The diagram illustrates the layout of a manual page with the following callouts:

- Title:** Main titles are set for each function and purpose, and detailed explanations are given under sub-titles.
- Chapter title:** Chapter 2 How to use the SUZUKI CONNECT App.
- Operational procedure:** Shows the screen for each operational step.
- Operation instructions:** Gives detailed instruction for each operation.
- Warning, Caution, Advice:** Please read 1-1-1 About this manual (Page 8).
- Reference information:** Information on items that contain related content.

1-2-1. Overview of SUZUKI CONNECT

SUZUKI CONNECT lets users operate convenient functions via a smartphone app when away from the vehicle. Information on vehicle problems can also be shared with designated dealers who can remotely check the cause so that appropriate steps can be taken. SUZUKI CONNECT offers customers a new level of convenience and reassurance.

SUZUKI CONNECT Conceptual Diagram



1-2-2. Procedure of the contract

To use SUZUKI CONNECT services, you need to create a SUZUKI CONNECT Account and contract SUZUKI CONNECT services.

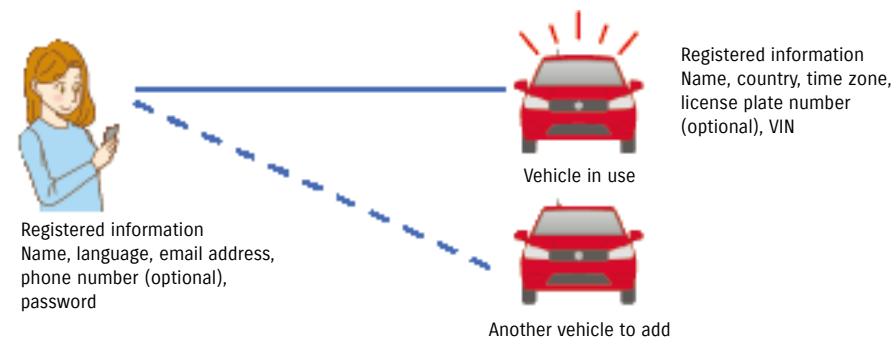
Contract process

< Primary Users >

1. Create a new account
 - You will receive a "SUZUKI CONNECT Registration Form" from the dealership staff when the vehicle is contracted.
 - Scan the QR code on the SUZUKI CONNECT Registration Form with your smartphone to access to the SUZUKI CONNECT member's website. After confirming and agreeing to the Privacy Policy and Terms and Conditions, choose whether to use your vehicle location on SUZUKI CONNECT, and enter the required information to create an account.
Information to be registered as account information: Name, language, email address, phone number, password.
2. Register vehicle information
 - Next, enter the contract information into the SUZUKI CONNECT member's website and register the vehicle information.
Information to be registered as vehicle information: Name, country, time zone, license plate number (optional), VIN
3. Download the SUZUKI CONNECT App
4. SUZUKI CONNECT App Initial Settings
 - Log in to the SUZUKI CONNECT App using the email address (user ID) and password you registered in Step 1.
 - Start the app and carry out the initial settings. At this time, the connection between the vehicle and the app will be tested.
 - When Home screen is displayed on the app, the process is complete. (⇒ 2-1. Home screen)

If you have multiple vehicles

SUZUKI CONNECT allows you to register multiple vehicles for one person's account (membership information). If you have another SUZUKI Connected Car, you can add this vehicle to the account (membership information) you have already registered, and omit the account creation procedure.



1-2-2. Procedure of the contract

NOTE:

- On the SUZUKI CONNECT member's website, you can check vehicle information, and membership information you entered when registering as a member.

- SUZUKI CONNECT member's website URL

⇒ <https://wb01cs.sc.eur.connect.suzuki/portal/userlogin>

The page will open when you read the QR code with your smartphone's camera.



- SUZUKI CONNECT Privacy Policy URL

⇒ <https://wb01cs.sc.eur.connect.suzuki/portal/countryList?type=policy>

* You must log in with your registered user ID (email address) and password.

1-2-3. Primary User and Secondary User

With SUZUKI CONNECT, a Primary User can invite their family or somebody who uses the vehicle together as "Secondary Users". Primary User can send an invitation from the app settings. The functions Secondary Users can use are set by Primary User.

Functions available to Secondary Users

Basic functions available to Secondary Users	<ul style="list-style-type: none"> • Check status remotely (fuel level, cruising range, average fuel consumption, etc.) • Security Alarm Notifications • Warning Light Notifications
Services that can be used by a Secondary User with a Primary User's permission	<ul style="list-style-type: none"> • Remote Door Lock • Parked Car Locator • Driving History • Geofence / Curfew Alerts • Engine On (Engine Start) Notifications • Maintenance Notifications • Recall / Service Campaign Notification

Secondary User registration process

<Primary User>

1. Invite somebody as a Secondary User
 - The Primary User chooses which functions of the SUZUKI CONNECT App the Secondary User can use, then invites them.
 - ⇒ 2-7-6. Secondary User Settings


<Person invited by a Primary User: Secondary User>

1. Open the email sent by the Primary User, and register as a member.
 - An email will be sent from SUZUKI CONNECT containing a URL for registering as a member.
 - After opening the email and agreeing to the Privacy Policy and Terms and Conditions, you will be registered as a member.
 - Information to be registered: name, email address, password, language to be used in SUZUKI CONNECT.
2. Download the SUZUKI CONNECT App
3. SUZUKI CONNECT App Initial Settings
 - Log in to the SUZUKI CONNECT App using the email address (user ID) and password you registered in Step 1.
 - After logging in, carry out Initial Settings, then when the app's Home screen is displayed, Initial Settings will be completed.
 - ⇒ 2-1. Home screen

NOTE:

- The maximum number of people you can set as Secondary Users is 4, including those with invitations sent.
- A Secondary User, even after being invited by a Primary User and receiving an invitation email, will not be registered as a Secondary User until they have completed membership registration.
- Even after a person who has been invited to be a Secondary User by a Primary User has registered, the Primary User can delete the Secondary User using the app's settings. Also, a Secondary User can remove themselves from the app's settings.
- Secondary Users can also check and edit their account information registered on the member's website.
- SUZUKI CONNECT member's website URL
 ⇒ <https://wb01cs.sc.eur.connect.suzuki/portal/userlogin>
 The page will open when you read the QR code with your smartphone's camera.
- SUZUKI CONNECT Privacy Policy URL
 ⇒ <https://wb01cs.sc.eur.connect.suzuki/portal/countryList?type=policy>

* To check and edit account information, you must log in with your registered user ID (email address) and password.



1-3-1. Compatible models

Model name	Year of manufacture
S-CROSS	From October, 2021
S-CROSS	From May, 2024
SWIFT	From December, 2023
VITARA	From April, 2024

1-4. Installing and activating the SUZUKI CONNECT App

1-4-1. Preparation before starting to use the app

Please prepare the following:

- User ID (email address), password
You can create these by registering as a member on the SUZUKI CONNECT member's website.
- Smartphone
Required to use the app.

1-4-2. Installing the app

The SUZUKI CONNECT App supports smartphone devices with the following OS versions. (Excluding tablets and smart watches)

iOS	Version 14.0 or later
Android	Version 8.0 or later

You can install the SUZUKI CONNECT App from here:

For iPhone



For Android



- Google Play and the Google Play logo are trademarks or registered trademarks of Google Inc.
- App Store and iPhone are trademarks of Apple Inc., registered in the US and other countries.

1-4-3. Procedure on first setup

1

Tap the SUZUKI CONNECT App installed on your smartphone.

2

3

Select the language to be used in the SUZUKI CONNECT App.

4

The tutorial will be displayed. Tap [>] to display the next screen. Tap [Skip] to display the screen in step 8.

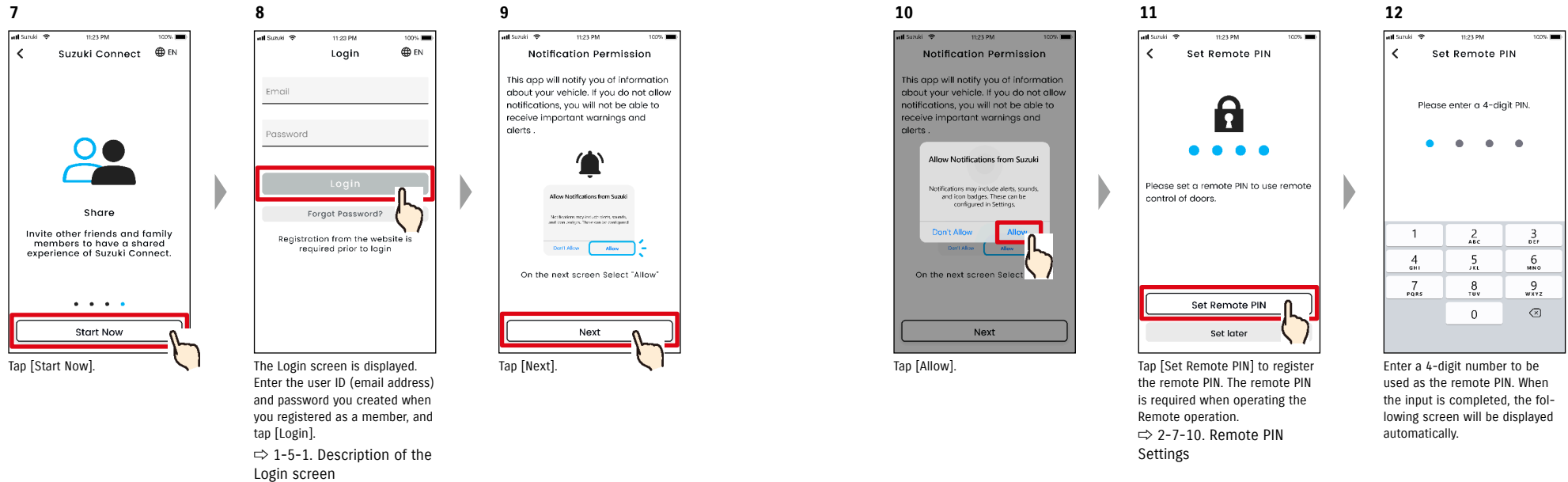
5

Tap [>].

6

Tap [>].

1-4-3. Procedure on first setup



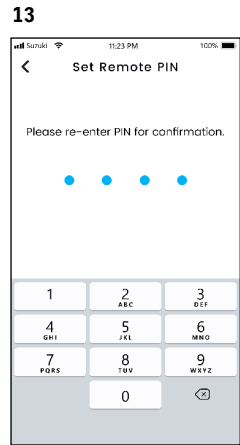
NOTE:

- The screens in steps 9 and 10 are only displayed in the iOS app. In the Android app, the screen in step 11 will be displayed when you tap [Login] on the screen in step 8.
- If you do not require notifications, tap [Don't Allow].
- If you want to receive notifications after tapping [Don't Allow], go to [Application Settings] on your smartphone.
⇒ 3-3. Smartphone settings
- SUZUKI CONNECT Privacy Policy URL
⇒ <https://wb01cs.cs.eur.connect.suzuki/portal/countryList?type=policy>

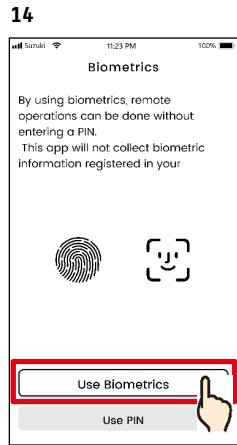
NOTE:

- Please register the remote PIN in advance as you will be required to enter it for remote operation.
- To register a remote PIN after tapping [Set later], go to [Settings] in the SUZUKI CONNECT App.
⇒ 2-7-10. Remote PIN Settings
- SUZUKI CONNECT Privacy Policy URL
⇒ <https://wb01cs.cs.eur.connect.suzuki/portal/countryList?type=policy>

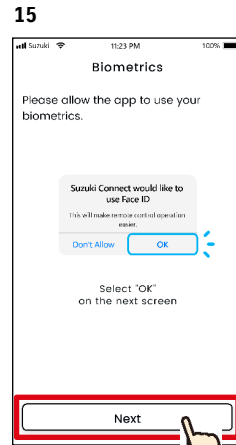
1-4-3. Procedure on first setup



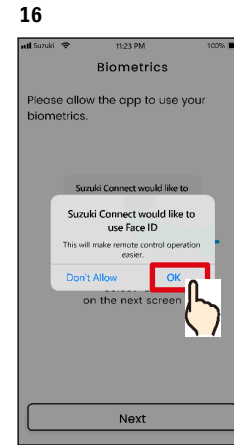
To confirm, re-enter the 4-digit number entered in step 12. If the entered numbers match, the following screen will be displayed automatically.



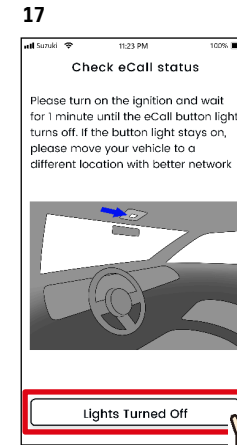
Tap [Use Biometrics].



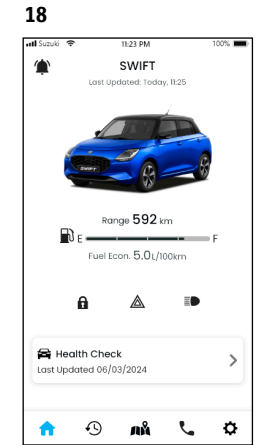
Tap [Next].



Tap [OK].



Check the status of the eCall button. Once you have checked that the indicator is not lit, tap [Lights Turned Off].



The Home screen of the SUZUKI CONNECT App will be displayed and you can use the app.

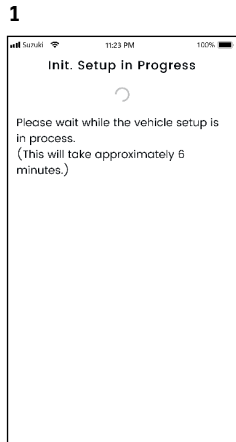
NOTE:

- The screens in steps 14 to 16 are displayed only on smartphones equipped with fingerprint or face authentication functions.
- If you do not want to use biometrics, tap [Use PIN].
- If you want to use biometrics after tapping [Use PIN], go to [Application Settings] on your smartphone.
 - ⇒ 3-3-2. iOS device users
- SUZUKI CONNECT Privacy Policy URL
 - ⇒ <https://wb01cs.sc.eur.connect.suzuki/portal/countryList?type=policy>

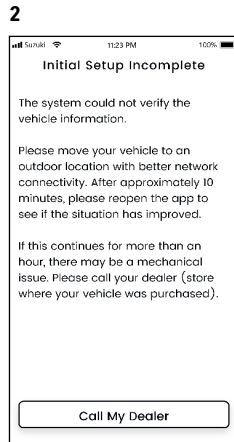
1-4-3. Procedure on first setup

When the message "Initial Setup in Progress" appears (CASE.1)

After the screen of step 15 (Allow Biometrics) on the previous page, the following screens may be displayed. This may be because the Data Communication Module cannot ascertain if the contract is fully completed. If so, please follow the procedure shown below.



When this screen is displayed, the Data Communication Module is not running.

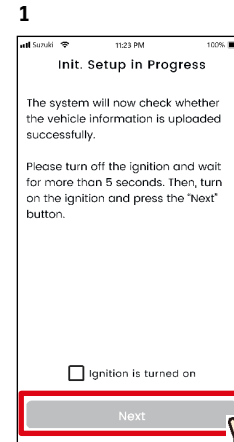


Such screen may be displayed after the screen displayed in step 1. In this case, the initial settings have not been completed, so follow the steps shown on the right.

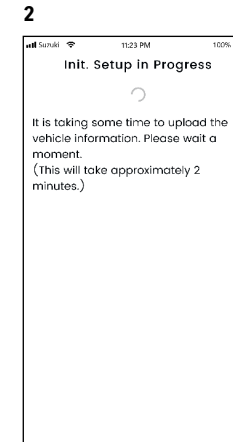
1. If one hour or longer has passed since the contract was completed on the member's website, tap [Call My Dealer] to contact your dealer.
2. If less than an hour has passed since the contract was completed on the member's website, please try the following:
 - Move the vehicle to an outdoor location with better communication conditions.
 - Stop the engine and restart it after 5 seconds or more.
 - Close the app and then reopen it.

When the message "Initial Setup in Progress" appears (CASE.2)

After the screen of step 15 (Allow Biometrics) on the previous page, the following screens may be displayed. If information is not received from the vehicle after the contract is set up, the following screens may be displayed. If so, please follow the procedure shown below.

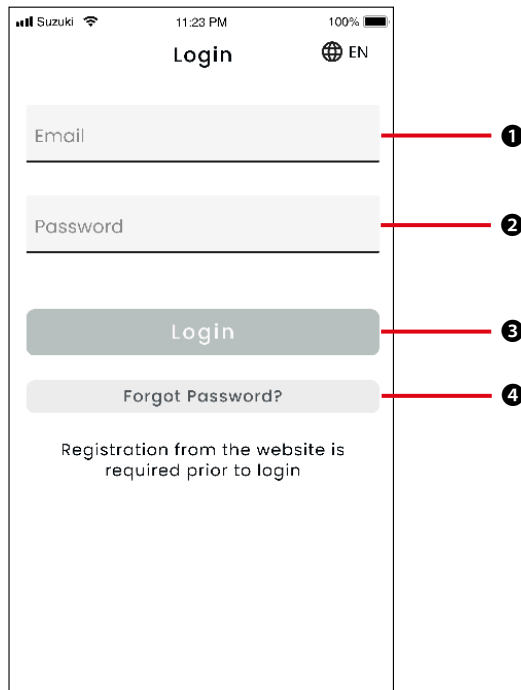


When this screen is displayed, stop the engine once, wait 5 seconds or longer, and then restart it. After that, check [ignition is turned on] and tap [Next].



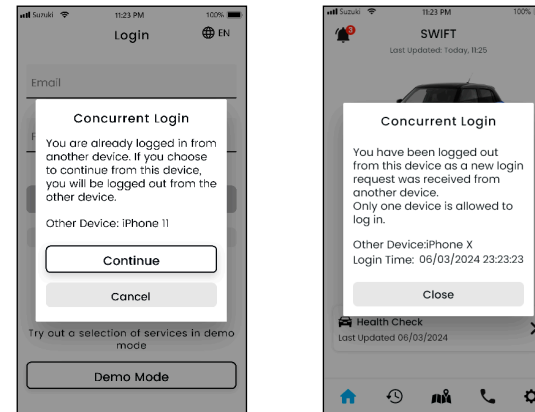
When this screen is displayed, please wait for around 2 minutes.

1-5-1. Description of the Login screen



1-5-2. Simultaneous use on multiple smartphones

The SUZUKI CONNECT App cannot be used on multiple smartphones at the same time with the same user ID and password. If you are logged in to a smartphone and you log in with another smartphone, the following screen will be displayed and you will be logged out from the smartphone that you were already logged in to.



If there is a device that is already logged in, you will see a screen like this. Tap [Continue] to log in.

A screen like this will be displayed on the device that was already logged in, which can be logged out by tapping [Close].

Functions

1	User ID (email address)	Enter your user ID. The user ID is the email address that you registered as a member.
2	Password	Enter your password. The password is the password you registered when you registered as a member.
3	Login	Log in to the app. After entering the user ID and password, you will be able to tap the login button.
4	Forgot Password?	Reset your password. ⇒ 3-2-1. If you forget your password.

NOTE:

- If the user ID or password is incorrect, an error will be displayed.
- Once you log in, you don't have to log in again. However, if you do not use the app for 30 days or more, you will be automatically logged out.

CAUTION

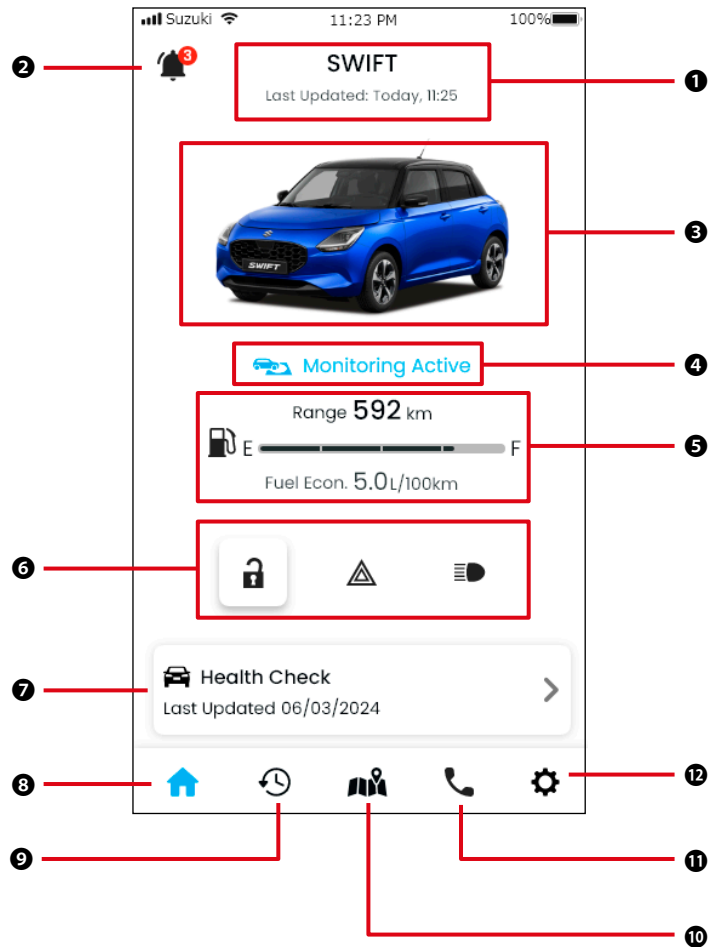
- You will not be able to receive notifications for the SUZUKI CONNECT App on the smartphone that has been logged out.
- Your user ID and password are personal information. Please manage these so they do not become known to avoid unknown login by other person.

2

Chapter 2 How to Use the SUZUKI CONNECT App

2-1-1. Description of the Home screen

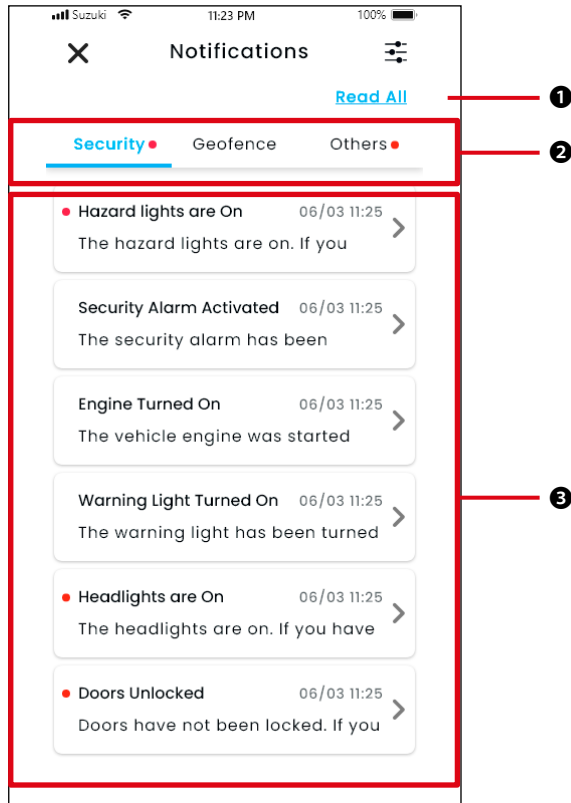
When you start the SUZUKI CONNECT App, the Home screen will be displayed.



Functions		
1	Model Name	The model name of the vehicle using SUZUKI CONNECT is displayed. If multiple vehicles are registered, [V] will be displayed on the right side of the model name, which can be used to select vehicles. ⇒ 3-1-1. How to switch vehicles
2	Notifications	Check the notifications that have arrived in the SUZUKI CONNECT App.
	Status Notifications	After the getting out of the vehicle, a notification will be sent if you have forgotten to lock the door or turn off the Hazard Lights or Headlights. ⇒ 2-2-3. Status Notifications
	Security Alert	A notification will be sent if the security alarm is activated or the engine starts within a set time period. ⇒ 2-2-5. Security Alerts
	Geofence / Curfew Alert	Notifications will be sent when the monitored vehicle leaves or enters a set area, or is away at a set time. ⇒ 2-7-8. Geofence/Curfew Alerts
	Other notifications	A notification will be sent when inspection periodic maintenances approach, or recalls or service campaigns are announced for your vehicle. ⇒ 2-2-6. Recall / Service Campaign Notification ⇒ 2-2-7. Maintenance Notifications
3	Vehicle image	An image of the vehicle in use is displayed.
4	Geofence operation status	When Geofences are in operation, "Monitoring Active" is displayed. Tap this to display a list of Geofences. ⇒ 2-7-8. Geofence/Curfew Alerts
5	Vehicle Status	The vehicle's remaining fuel, cruising range, and average fuel consumption are displayed.
6		Whether the vehicle's doors are locked or unlocked, the Hazard Lights are on or off, and the Headlights are on or off are displayed. ⇒ 2-2-3. Status Notifications
7	Health Check	A screen where you can check whether warning lights are lit on the vehicle's instrument panel is shown. When one of the vehicle's warning lights turns on, a notification will be sent to your smartphone. ⇒ 2-3. Health Check
8	Home	The Home screen will be displayed
9	Driving History	A screen where you can check the vehicle's Driving History, such as duration, distance, etc., will be displayed. ⇒ 2-5. Driving History
10	Vehicle Location	A screen where you can check where the vehicle is parked will be displayed. You can also share the vehicle's location to other people. ⇒ 2-6. Parked Car Locator
11	Support	If you get into trouble such as a vehicle breakdown, you can call your Service Dealer or Roadside Assistance. ⇒ 2-4. Support
12	Settings	A screen where you can carry out various settings such as Notification Settings, Secondary User invitations, Driver Authentication etc. will be displayed. ⇒ 2-7. Settings

2-2-1. Description of the Notification screen

Notifications screen



Types of notification

Security	Real Time Alerts	When a warning light turns on, a notification will be sent to your smartphone. ⇒ 2-2-2. Warning Light Notification
	Status notifications	After getting out of the vehicle, a notification will be sent if you have forgotten to lock the door or turn off the Hazard Lights or Headlights. ⇒ 2-2-3. Status notifications
	Security Alerts	A notification will be sent to your smartphone if the security alarm is activated or the engine starts within a previously set time period. ⇒ 2-2-5. Security Alerts
Geofence	Geofence Alerts	A notification will be sent to your smartphone when the monitored vehicle leaves or enters a set area, or is away at a set time. ⇒ 2-7-8. Geofence/Curfew Alerts
Others	Remote operation notifications	A notification of whether a remote operation worked properly or not will be sent to your smartphone. ⇒ 2-2-4. Remote Operation Completed Notifications
	Recall / Service Campaign Notification	A notification will be sent your smartphone when a recall or service campaign is announced. ⇒ 2-2-6. Recall / Service Campaign Notification
	Maintenance Notifications	A notification will be sent to your smartphone when periodic maintenance is approaching. (Please refer to the owner's manual for the schedule of periodic maintenance.) Please call to a dealer for detail when you receive it. ⇒ 2-2-7. Maintenance Notifications

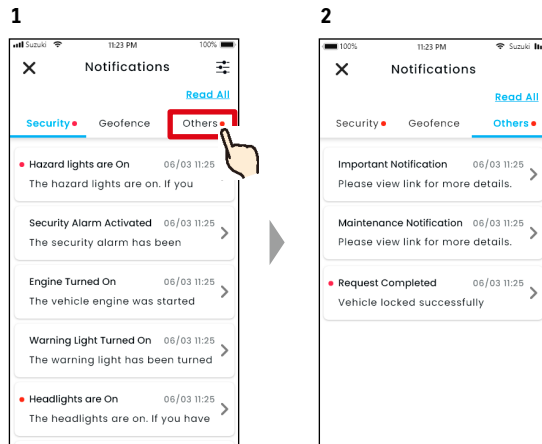
①	Read All	Mark all unread notifications as "read." * This button will be shown when you have unread notifications.
②	Category	Switch notification category - Security - Geofence - Others
③	Notification display area	The title of each notification, the date and time it was received, and the beginning of the text are displayed. Tap the notification to see the details.

* If there is an unread notification in a category, a red dot will be added to the corresponding tab.

* Any unread notifications will be marked with a red dot.

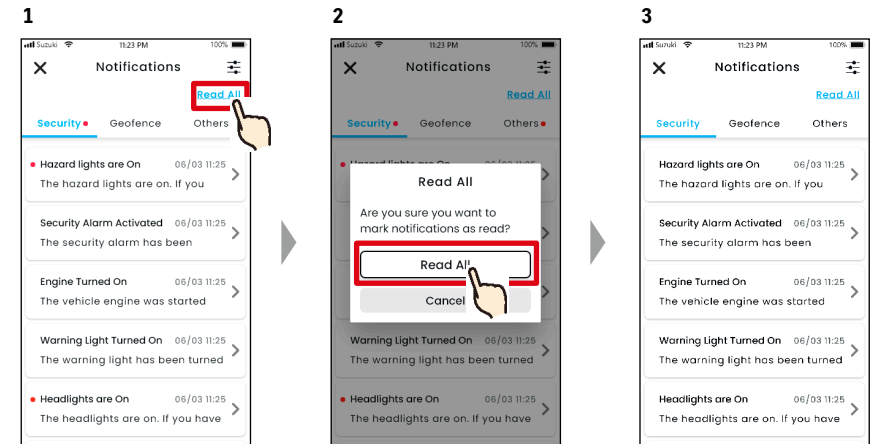
2-2-1. Description of the Notification screen

Switch notification types



Select the category you want to display on the Notification screen.

Mark all unread notifications as “read.”

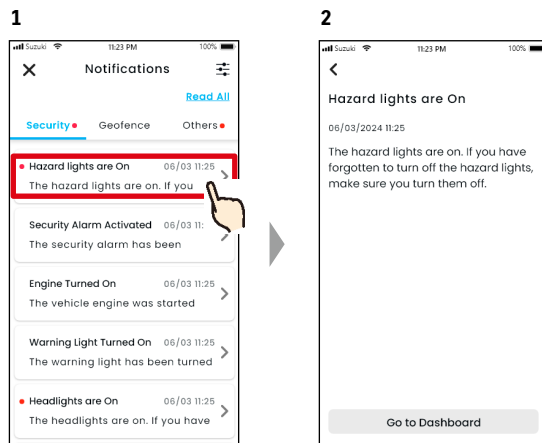


Tap “Read All” on the Notifications Screen.

Tap “Read All.”

All red dots showing unread status will be erased.

Read the details of a notification



On the Notifications screen, tap the notification you wish to check in detail.

The detail screen is displayed.

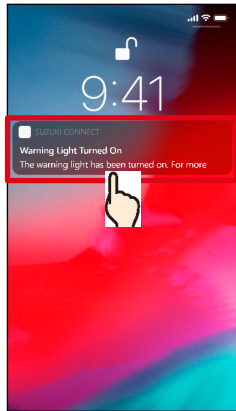
NOTE: ● Notifications marked as read cannot be returned to “unread” status.

2-2-2. Warning Light Notification

When a warning light is turned on, a notification will be sent to your smartphone. You can also check the status of warning lights from the Home screen of the SUZUKI CONNECT App.

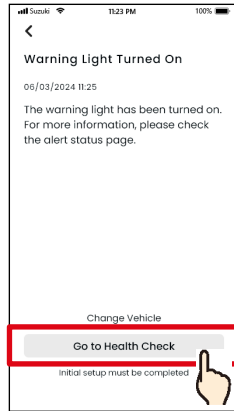
From the Health Check Screen, you can contact SUZUKI dealer and also check the information for the lit warning light on the app.

1 Push notification screen



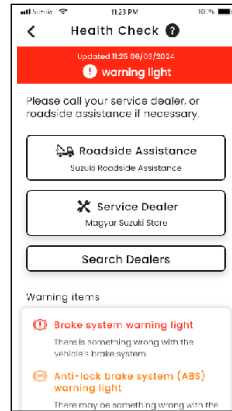
Tap the displayed notification.

2

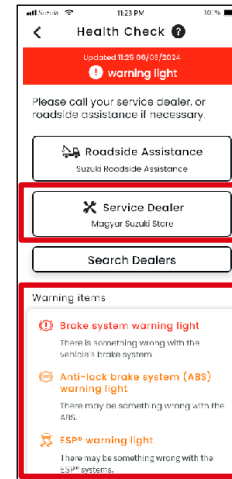


Tap [Go to Health Check] to display the Health Check screen.

3



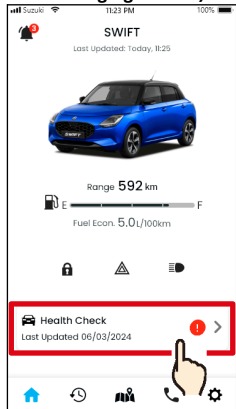
The Health Check screen is displayed.



● Tap to contact SUZUKI dealer.

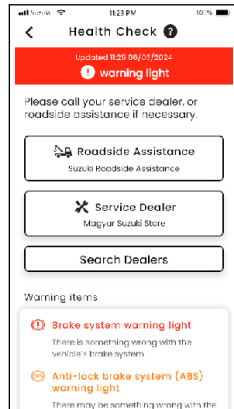
● You can check the information (image, name) of the warning light that has come on.

1 Home screen (when the warning light is on)



In the Home Screen, tap [Health Check].

2



The Health Check screen is displayed.

WARNING ● Only check and operate the screen of your smartphone after stopping the vehicle in a safe place.

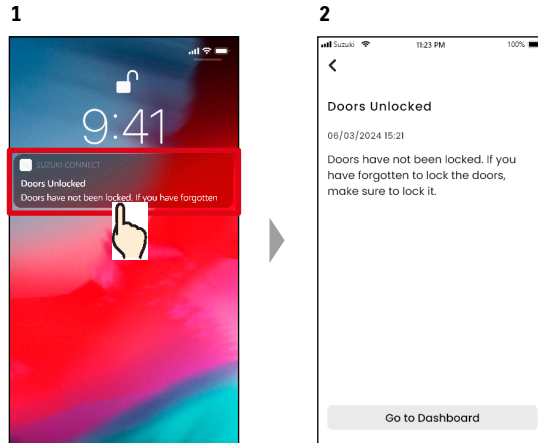
CAUTION ● Some notifications may not reach the smartphone even if the warning lights comes on.

NOTE: ● Additional fee might be required depending on your contract with Roadside Assistance. Please contact to SUZUKI Distributor in your country for details.

2-2-3. Status Notifications

If you forget to lock the door or turn off the hazard lights or headlights when you leave the vehicle, a notification will be sent to your smartphone.

- Once a short while has passed after the door is closed and the engine is stopped, and the remote control key is not detected in the vehicle, a notification will be sent to your smartphone.
- If you have forgotten to lock the doors, you can lock the doors without returning to the vehicle using remote operation of the SUZUKI CONNECT App.
- If you forget to turn off the hazard lights or headlights, there is no remote function so you need to return to the vehicle to turn them off.

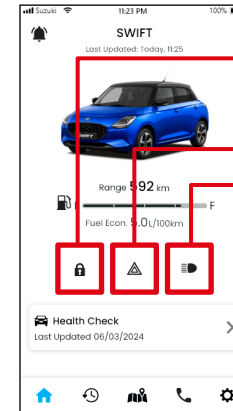


You can check the details by tapping the displayed notification.

NOTE:

- Status Notifications are sent in the following circumstances.
 - Doors Unlocked
 - The ignition is off.
 - Remote control key is not in the car.
 - Hazard Lights are On, Headlights are On
 - The ignition is off.
 - Remote control key is not in the car.
 - Both smartphone and vehicle are each within communication range.
- When operating the remote control door lock with the SUZUKI CONNECT App, the security alarm does not activate.
- Status Notification (Headlights are On) is sent when rear combination lights are on, even if headlights are off.
- Status Notifications are displayed even if you do not start the SUZUKI CONNECT App (push notifications).
- Even if the push notification display disappears, you can check the details from the SUZUKI CONNECT App Notifications screen.
 - ⇒ 2-2-1. Description of the Notifications screen
- Users can also choose not to receive notifications.
 - ⇒ 2-7-7. Notification Settings
- If notifications are not received, SUZUKI CONNECT App notifications may not be allowed in the smartphone OS settings, so please check the Android or iOS settings.

Home screen icon status display



- Whether the doors are locked or unlocked is displayed here. If you receive a Status Notification (Door Unlocked), by tapping here, you can lock the doors without having to return to the vehicle.
- Whether the hazard lights are on or off is displayed here.
- Whether the headlights or rear combination lights are on or off is displayed here.

Read the details of a notification

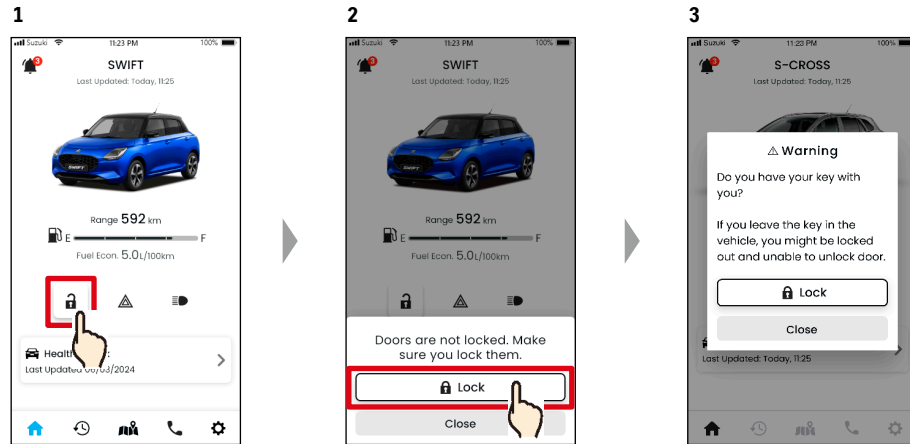
	Doors Locked. <button displayed> You can unlock the doors by remote operation.
	Doors Unlocked. <button displayed> You can lock the doors by remote operation.
	Doors Locked. <button not displayed> You cannot unlock the doors by remote operation.
	Doors Unlocked. <button not displayed> You cannot lock the doors by remote operation.
	Engine On You cannot unlock or lock the doors by remote operation.
	Remote door lock is underway.
	Hazard Lights are Off.
	Hazard Lights are On.
	Engine On. You cannot check whether the hazard lights are on or off.
	Headlights and rear combination lights are Off.
	Headlights or rear combination lights are On.
	Engine On. You cannot check whether the headlights and rear combination lights are on or off.

* The hazard lights, headlights and rear combination lights cannot be turned on or off by remote operation.

Door lock remote operation PR SE

If you forget to lock the doors when you leave the car, you will receive a Status Notification so you can lock the doors. You can also unlock the doors if it is within ten minutes after locking them.

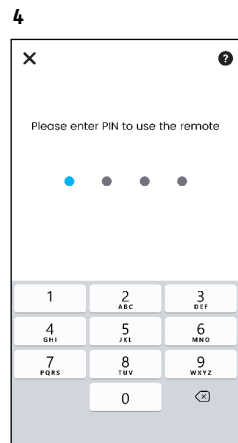
Receive Status Notification (Door Unlocked), and remote lock the doors



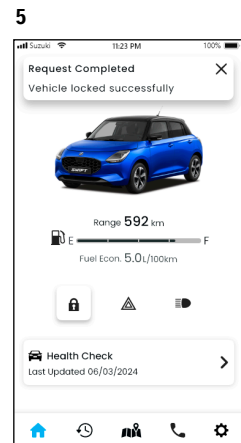
1 Tap [Lock] on the Home screen.

2 When the remote door lock check screen is displayed, tap [Lock].

3 A warning screen is displayed. Check contents and tap [Lock].



4 To remotely operate the door lock, you must input your PIN.
⇒ 2-7-10. Remote PIN Settings

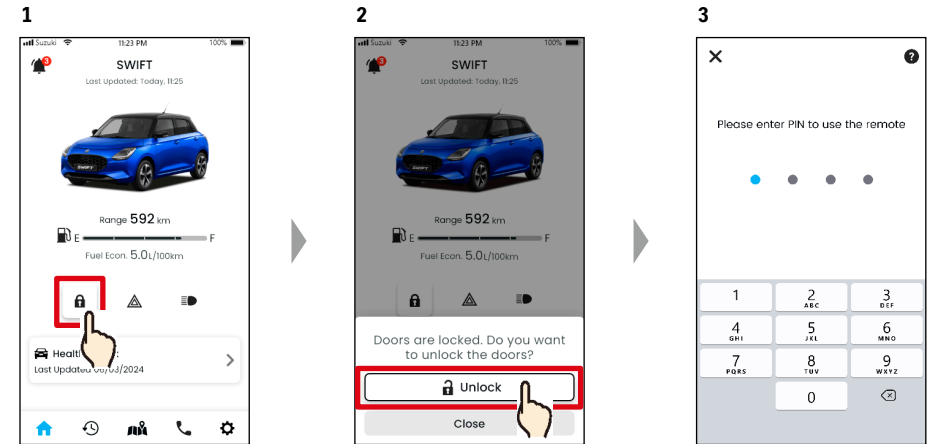


5 The door will be locked remotely. Also, a notification of the result of the remote operation will be sent to your smartphone.

Door unlock remote operation PR SE

If ten minutes have not passed since you locked the doors remotely, it can be cancelled by using remote operations, and the doors can be unlocked again.

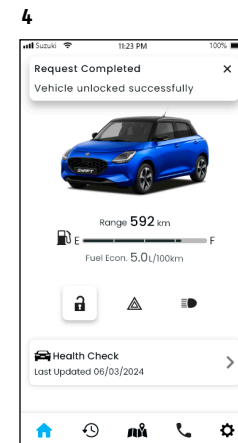
Receive Status Notification (Door Unlocked), and remote lock the doors



1 Tap [Lock] on the Home screen.

2 When the remote door lock operation cancel check screen is displayed, tap [Unlock].

3 To cancel the remotely operated door lock, you must input your PIN.
⇒ 2-7-10. Remote PIN Settings



4 The doors will be unlocked. Also, a notification of the result of the remote operation will be sent to your smartphone.

WARNING

- When you lock the door remotely after receiving a Status Notification, make sure that there are no children or pets in the vehicle before remote operation. There is a risk children or pets may be trapped in the vehicle.

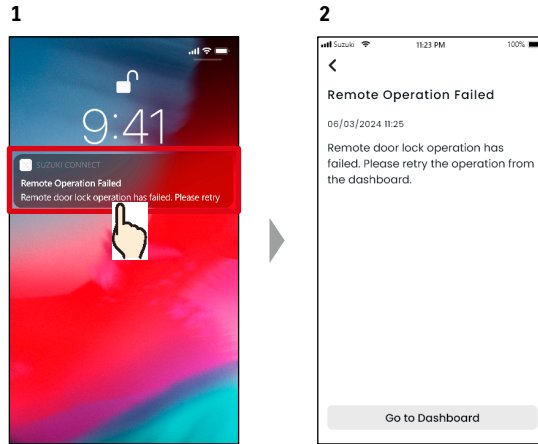
NOTE:

- Only the user who locked the doors by remote operation can unlock the doors.
- This must be done within 10 minutes of operating the remote door lock.

2-2-4. Remote Operation Completed Notifications PR SE

A notification of the result of the remote operation will be sent to your smartphone.

- You can check the results of remote operations such as locking doors.

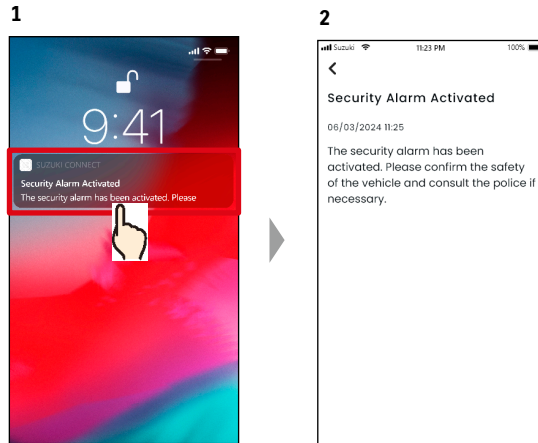


You can check the details by tapping the displayed notification.

2-2-5. Security Alerts

Security alarm notifications

- A notification will be sent to your smartphone when a security alarm is activated.
- For example, if you park your vehicle in a car park and the door is pried open and the security alarm is triggered while you are shopping, you will be notified by your smartphone, and you will be able to know that something has happened to your vehicle even if you are far away.



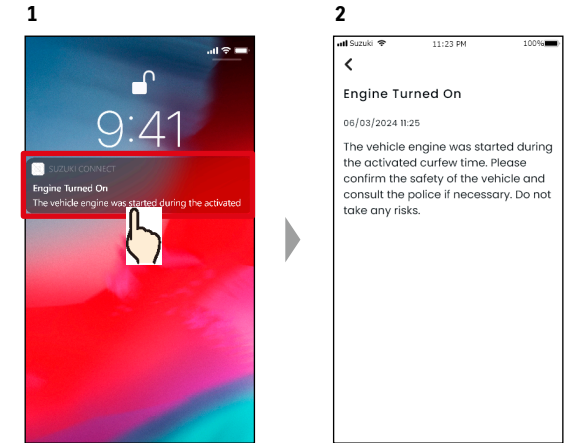
You can check the details by tapping the displayed notification.

Engine On (Engine Start) Notifications PR SE

- You can preset the time period and day of the week in which you want to be notified that the engine has started*, and when it is detected that the engine has started within those conditions, a notification will be sent to your smartphone.
⇒ 2-7-7. Notification Settings

- For example, specify a time period when you do not use the vehicle, such as when you are sleeping or at work. If the engine starts* within the set time, a notification will be sent to your smartphone to let you know something has happened to your vehicle even if you are far away.

* You will also be notified when the ignition is turned on.

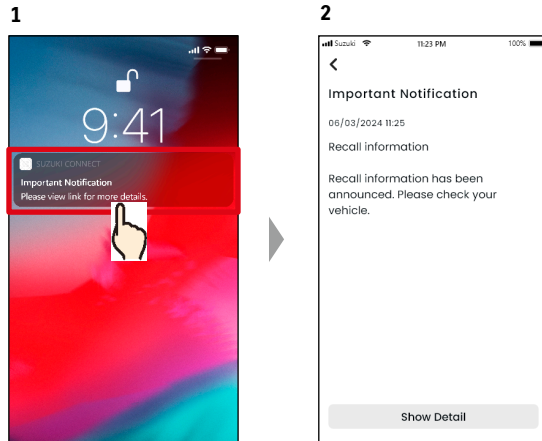


You can check the details by tapping the displayed notification.

- NOTE:**
- This notification is displayed even if you do not start the SUZUKI CONNECT App (push notification).
 - Even if the push notification display disappears, you can check this from the Notifications screen.
⇒ 2-2-1. Description of the Notifications screen
 - A Primary User can select not to receive Engine On (Engine Start) Notifications. A Secondary User can select not to receive Security Alarm Notifications and Engine On (Engine Start) Notifications.
⇒ 2-7-7. Notification Settings
 - The security alarm cannot be used in cars sold in Israel.

2-2-6. Recall / Service Campaign Notification PR SE

A notification will be sent to your smartphone when a recall or service campaign is announced. Please call to a dealer for detail when you receive it.

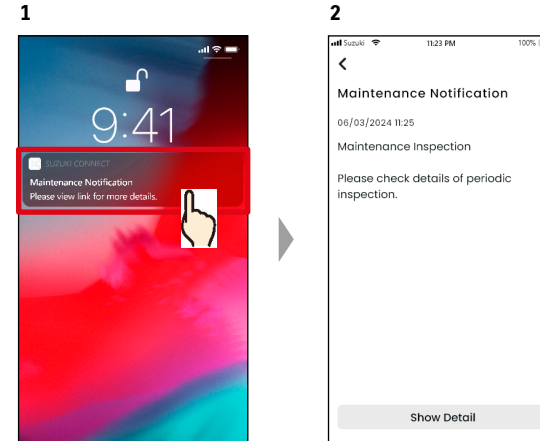


1 You can check the details by tapping the displayed notification.

2 Tap [Show Detail] to see the details of the Recall / Service Campaign Notification.

2-2-7. Maintenance Notifications PR SE

A notification will be sent to your smartphone when periodic maintenance is approaching. (Please refer to the owner's manual for the schedule of periodic maintenance.) Please call to a dealer for detail when you receive it.



1 You can check the notification details by tapping the displayed notification.

2 Tap [Show Detail] to see the details of the Maintenance Notification.

NOTE:

- This notification is displayed even if you do not start the SUZUKI CONNECT App (push notification).
- Even if the push notification display disappears, you can check this from the Notifications screen.
 - ⇒ 2-2-1. Description of the Notifications screen
- Secondary Users who have been authorised by a Primary User can be set to not receive recall notifications.
 - ⇒ 2-7-7. Notification Settings
- Recall / Service Campaign Notifications will also be sent to the e-mail address registered as the Primary User's ID.

NOTE:

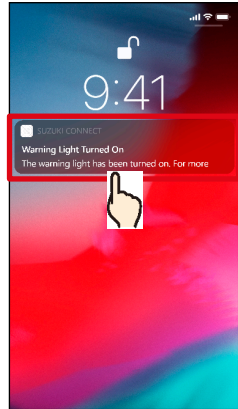
- Even if the push notification display disappears, you can check the details from the SUZUKI CONNECT App Notifications screen
 - ⇒ > 2-2-1. Description of the Notifications screen
- You can be set to not receive Maintenance Notifications.
 - ⇒ 2-7-7. Notification Settings

2-3-1. Health Check

When a warning light is turned on, a notification will be sent to your smartphone. You can check in the app for a description and advice for the warning light that has been turned on, and contact your Service Dealer or Roadside Assistance.

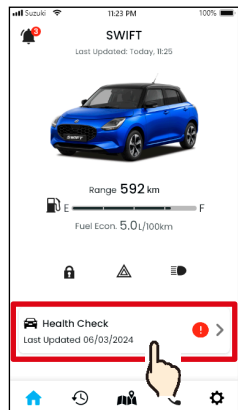
Warning Light Notification

1 Push notification screen



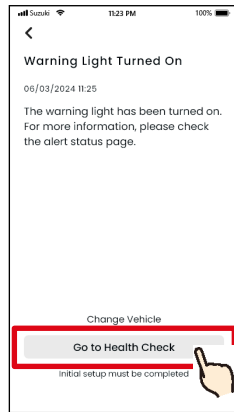
Tap the push notification on your smartphone.

1 Home screen



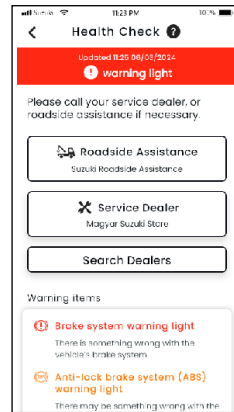
Tap [Health Check] on the Home screen. When warning lights are turned on, this will be marked with a badge.

2



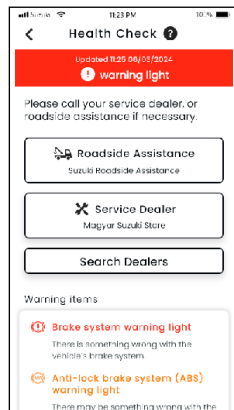
Tap [Go to Health Check] to display the Health Check screen.

3



The Health Check screen is displayed.

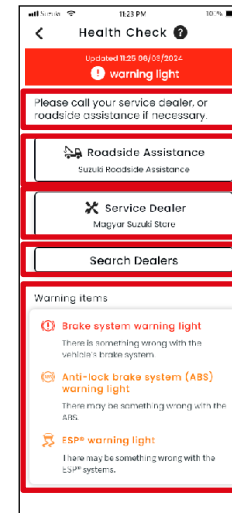
2



The Health Check screen is displayed.

NOTE: ● This notification is also sent to the registered email address.

Health Check screen (when a warning light is on)



- Recommended action for a customer is displayed.
- Tap to telephone Roadside Assistance. This button will only be displayed if Roadside Assistance was provided as a part of an offer from SUZUKI Dealer when you purchased the vehicle.
- The Primary User can tap to telephone the registered Service Dealer. If no Service Dealer is registered, this button will not be displayed. ⇨ 2-7-4. My Dealers
- Tap to display the Search Nearby Dealers screen.
- Information (mark, name) of the warning light that has been turned on will be displayed.

⚠ WARNING

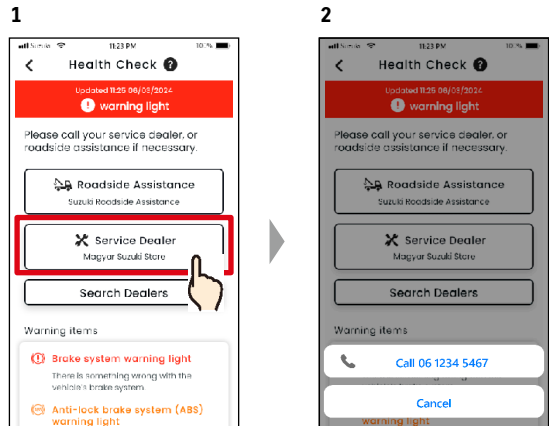
- Only check and operate the screen of your smartphone after stopping the vehicle in a safe place.

⚠ CAUTION

- Some notifications may not reach the smartphone even if the warning light comes on.

2-3-1. Health Check

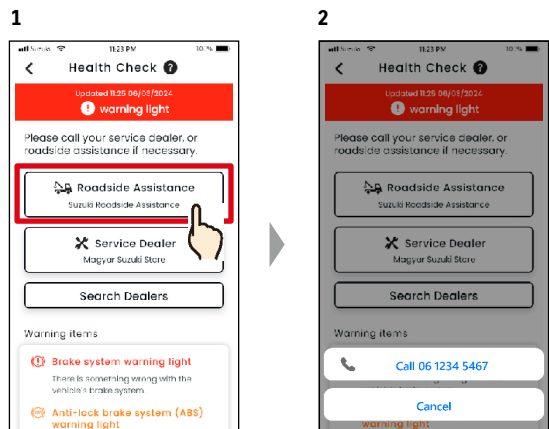
Telephone My Service Dealer



1 Tap [Service Dealer] on the Health Check screen.

2 The Service Dealer can be phone called.

Telephone Roadside Assistance

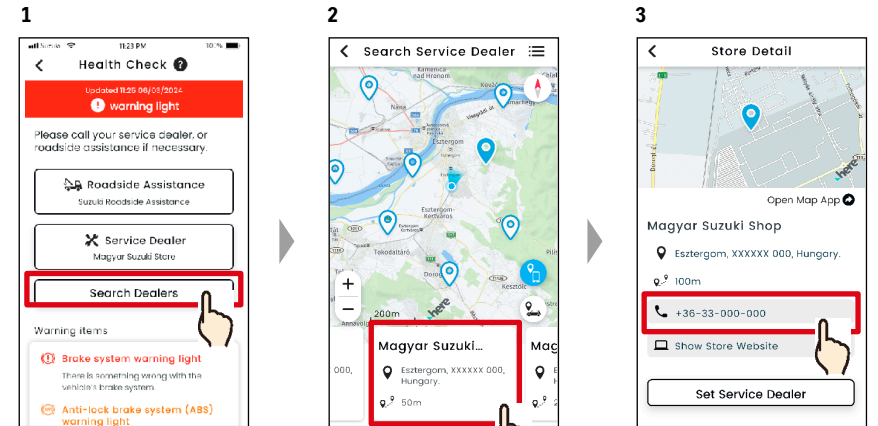


1 Tap [Roadside Assistance] on the Health Check screen.

2 Roadside Assistance can be phone called.

NOTE: ● Telephone calls from the SUZUKI CONNECT App to Roadside Assistance and My Service Dealer will incur call charges (borne by the user).

Search nearby dealers / telephone dealer



1 Tap [Search Dealers] on the Health Check screen.

2 The Search Nearby Dealers screen will be displayed. Tap the dealer name to display their details.

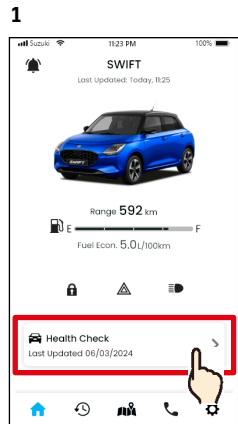
3 Tap the telephone number to call the dealer.

NOTE: ● Please see “2-7-4. My Dealers” for details on searching Service Dealers.
⇒ 2-7-4. My Dealers

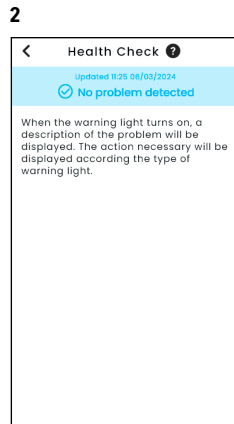
2-3-1. Health Check

If no warning light is lit

Even if no warning light is lit, you can confirm that no warning lights are lit from the Home screen.



Tap [Health Check] on the Home screen.



You can check the current status of the warning lights.

2-4-1. Support

You can contact My Service Dealer or Roadside Assistance easily via the SUZUKI CONNECT App. Also, you can search for Service Dealers in the smartphone's immediate vicinity.

Telephone My Service Dealer

1 Tap [Phone icon] on the Home screen.

2 When this screen is displayed, tap [Service Dealer].

3 My Service Dealer can be phone called.

Telephone Roadside Assistance

1 Tap [Phone icon] on the Home screen.

2 When this screen is displayed, tap [Roadside Assistance].

3 Roadside Assistance will be contacted.

WARNING

- Check and operate the screen of your smartphone only after stopping the vehicle in a safe place.

NOTE:

- If no Service Dealer is registered, the "My Service Dealer" button will not be displayed. The Primary User can register, change, and delete the Service Dealer in Settings. ⇨ 2-7-4. My Dealers
- Telephone calls from the SUZUKI CONNECT App to My Service Dealer will incur call charges (borne by the user).

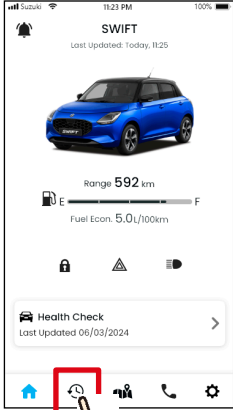
NOTE:

- Additional fee might be required depending your contract with Roadside Assistance. Please contact to SUZUKI Distributor in your country for the detail.
- The telephone Roadside Assistance button will only be displayed if Roadside Assistance was provide as a part of a offer from SUZUKI Dealer when you purchased the vehicle.
- Telephone calls from the SUZUKI CONNECT App to Roadside Assistance will incur call charges (borne by the user).

2-5-1. Driving History PR SE

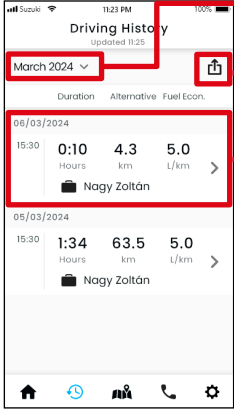
You can check duration, distance, etc. in the app.

1



Tap [📅] on the Home screen.

2

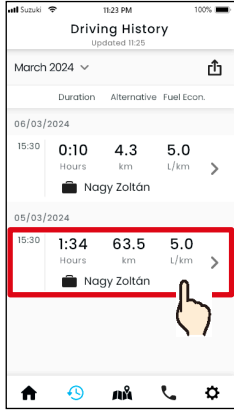


- Change the displayed month. You can check the driving information for the past 18 months including the current month.
- Trips in the displayed month can be output individually as CSV files.
- Driving information for each trip (from starting the engine to stopping). You can check the driving information details by tapping here.

The Driving History screen is displayed.

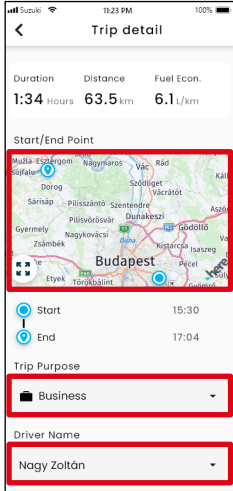
Driving History details

1



On the Driving History screen, tap the Trip for which you want to check the details.

2



The Driving History Detail screen is displayed.

The following items can be confirmed on the Driving History Details screen.

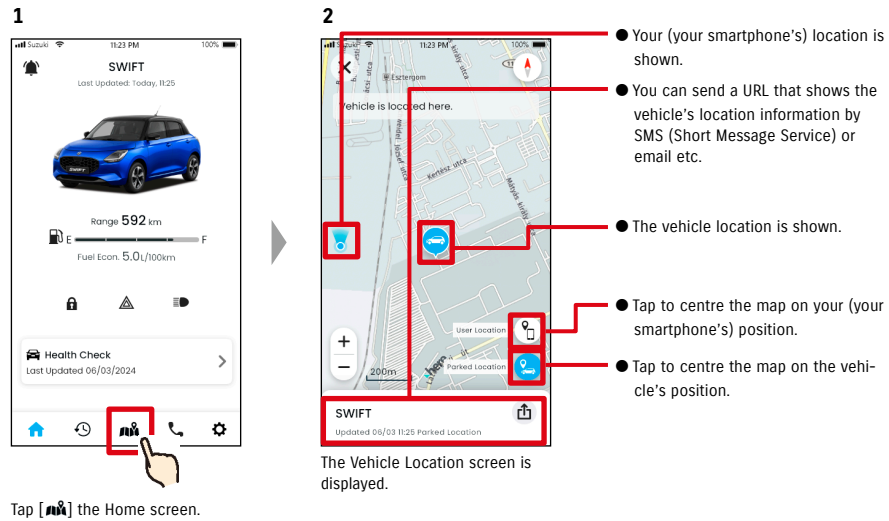
- Duration
- Distance
- Average Fuel Consumption
- Driving Start/End points
- Trip Purpose
- Driver Name

- You can check the driving start/end points on the map. Tap [📏] to enlarge the map.
- The Trip Purpose can be registered and changed. Tap here to choose private or business.
- The Driver Name can be registered and changed. Tap here to choose or enter the Driver Name.

NOTE: ● SUZUKI CONNECT Privacy Policy URL
⇒ <https://wb01cs.sc.eur.connect.suzuki/portal/countryList?type=policy>

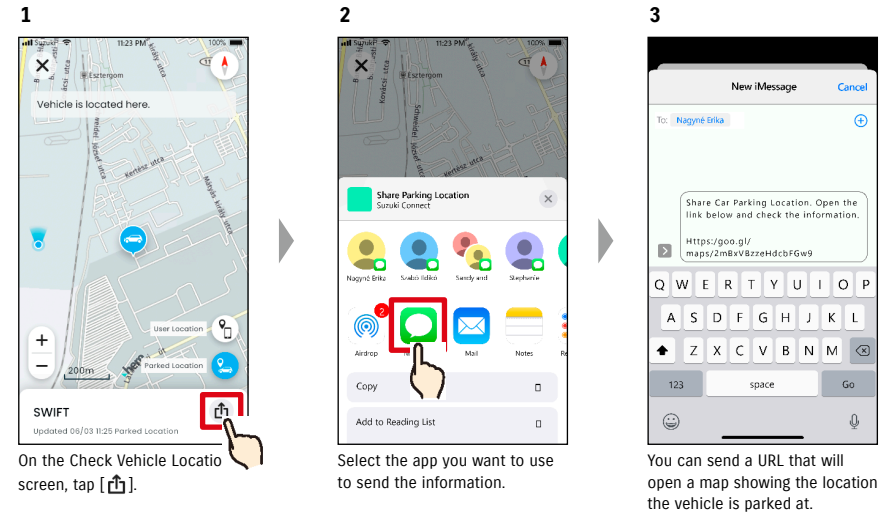
2-6-1. Parked Car Locator

You can check the location of your parked vehicle where the engine last stopped on the map from your smartphone.



2-6-2. Share Parked Car Location

You can send the URL showing the vehicle location using a message app (SMS (Short Message Service), or email, etc.) By sharing vehicle location, you can meet up easily, even in locations that are difficult to describe in words.



CAUTION

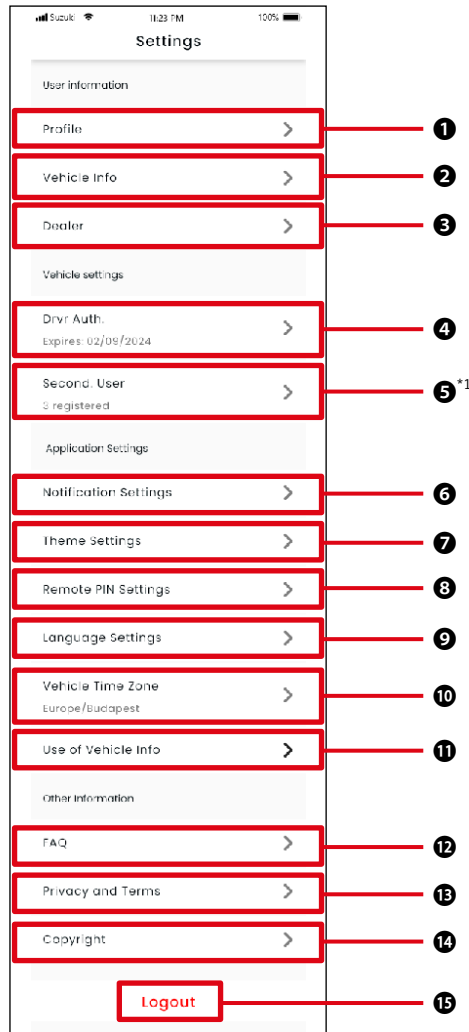
- Check Vehicle Location cannot be used under the following conditions.
 - If your smartphone or vehicle is out of communication range.
 - If Driver Authentication has not been set. ⇒ 2-7-5 Driver Authentication
 - If the ignition has not been turned on for 9 days or more.
- Information on height such as the floor number in a multi-storey car park cannot be identified.
- The position may not be displayed correctly in places where the GPS signal environment is poor, such as in an underground car park.
- SUZUKI CONNECT Privacy Policy URL
⇒ <https://wb01cs.sc.eur.connect.suzuki/portal/countryList?type=privacy>

NOTE:

- SUZUKI CONNECT Privacy Policy URL
⇒ <https://wb01cs.sc.eur.connect.suzuki/portal/countryList?type=privacy>

2-7-1. Settings screen

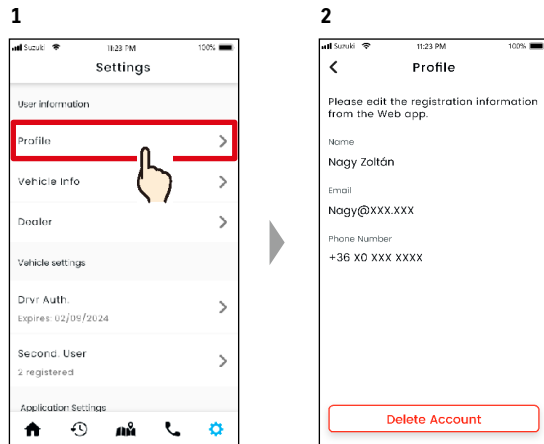
You can check the various settings, registration information or Terms and Conditions for the SUZUKI CONNECT App.



Settings		
1	Profile	You can check registered information such as the user's name and email address. ⇒ 2-7-2. Profile You can delete the account. ⇒ 4-2-1. Deleting the account
2	Vehicle Information	You can check information of the vehicle subscribed to SUZUKI CONNECT such as the total mileage and the license plate number. ⇒ 2-7-3. Vehicle Information
3	My Dealers	You can check, change, and delete the user's Preferred Dealer and Service Dealer. ⇒ 2-7-4. My Dealers
4	Driver Authentication	To ensure that SUZUKI CONNECT is used safely, we will periodically check that the app user is using the SUZUKI CONNECT App. ⇒ 2-7-5. Driver Authentication
5	Secondary User Settings ^{*1}	You can invite another person to share the use of the car as a Secondary User, and you can also manage the privileges given to the Secondary User. ⇒ 2-7-6. Secondary User Settings
6	Notification Settings	You can configure notifications such as Status Notifications, Security Alert and Geofence Notifications. ⇒ 2-7-7. Notification Settings ⇒ 2-7-8. Geofence/Curfew Alerts
7	Theme Settings	You can choose the appearance of the SUZUKI CONNECT App from light mode and dark mode. ⇒ 2-7-9. Theme Settings
8	Remote PIN Settings	You can set/change the remote PIN. The remote PIN is used for identity verification and remote operations. ⇒ 2-7-10. Remote PIN Settings
9	Language Settings	You can select the language to be used in the SUZUKI CONNECT App. ⇒ 2-7-11. Language Settings
10	Vehicle Time Zone	You can select the time zone to be used in the SUZUKI CONNECT App. ⇒ 2-7-12. Time Zone Settings
11	Use of Vehicle Information	You can set the type of vehicle information, such as vehicle location, to be used by the app. ⇒ 2-7-13. Use of Vehicle Information
12	FAQ	You can check frequently asked questions such as how to use the SUZUKI CONNECT App. ⇒ 2-7-14. Frequently Asked Questions
13	Privacy and Terms	You can check the Terms and Conditions and Privacy Policy. ⇒ 2-7-15. Terms and Conditions / Privacy Policy
14	Copyright	You can check the copyright information. ⇒ 2-7-16. Copyright
15	Logout	Log out from the SUZUKI CONNECT App. ⇒ 2-7-17. Logout

*1 Will not be displayed on the setting screen if there is no vehicle that is not subscribed to SUZUKI CONNECT as a Primary User.

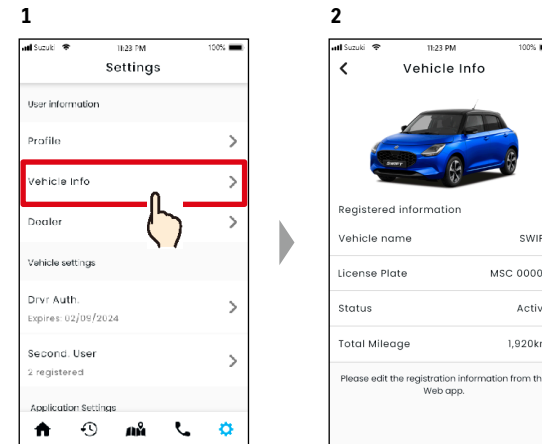
2-7-2. Profile



1 Tap [Profile] on the Settings screen.

2 Your membership registration information will be displayed. Tap [Delete Account] to delete your account.
⇒ 4-2-1. Deleting the account

2-7-3. Vehicle Information



1 Tap [Vehicle Info] on the Settings screen.

2 Information of the vehicle such as the total mileage and license plate number are displayed.

NOTE: ● You can also delete your account from the SUZUKI CONNECT member's website.
⇒ 4-2-1. Deleting the account

NOTE: ● Profile and vehicle information cannot be changed from the SUZUKI CONNECT App. You can change the registration information on the member's website.

2-7-4. My Dealers

If you search in the app and register dealers that you use often for check-ups and maintenance, you can telephone them via the app. You can also change and delete them from My Dealers.

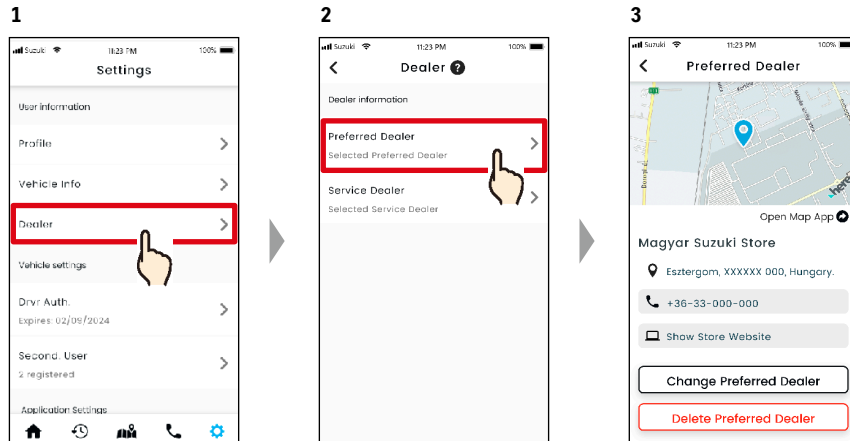
My Preferred Dealer and My Service Dealer

My Preferred Dealer	My Preferred Dealer is the dealer a SUZUKI CONNECT customer telephones when they have questions about their vehicle or the SUZUKI CONNECT App. The default setting of the Preferred Dealer is the dealer where the vehicle was bought.
My Service Dealer	My Service Dealer is the dealer a customer telephones for vehicle maintenance and check-ups. My Service Dealer can also be registered from "Support". ⇒ 2-4-1. Support

* Secondary Users cannot register, change or delete My Preferred Dealer and My Service Dealer.

* My Preferred Dealer and My Service Dealer can also be set the same dealer.

Check My Dealer

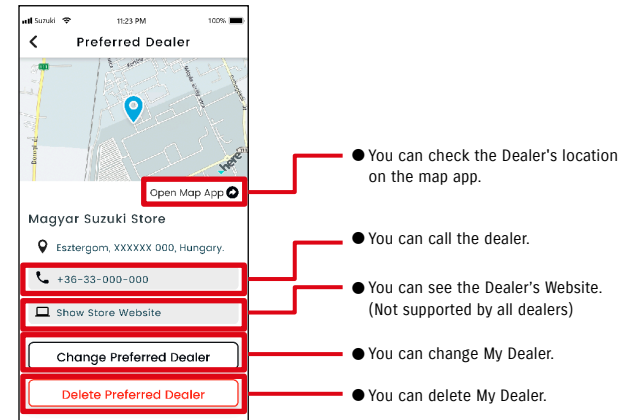


1 Tap [Dealer] on the Settings screen.

2 Tap the dealer for which you want to show the details.

3 The My Dealer details screen will be displayed.

My Dealer Details



● You can check the Dealer's location on the map app.

● You can call the dealer.

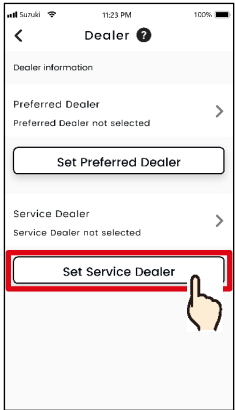
● You can see the Dealer's Website. (Not supported by all dealers)

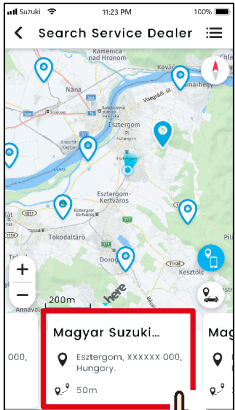
● You can change My Dealer.

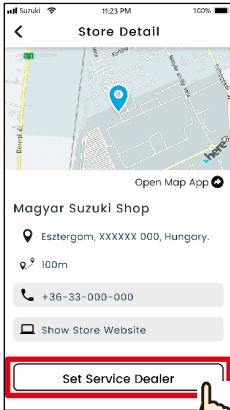
● You can delete My Dealer.

2-7-4. My Dealers

My Dealers search and settings PR

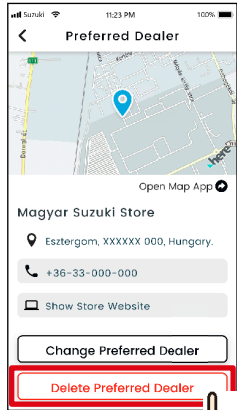
- 

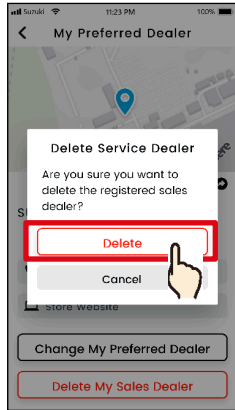
Tap [Set Preferred Dealer] or [Set Service Dealer] in the My Dealers screen.
- 

The Search Service Dealers screen will be displayed.
- 

Tap the dealer name to display their details. Tap [Set Service Dealer / Set Preferred Dealer] to set the selected dealer as My Preferred / Service Dealer.

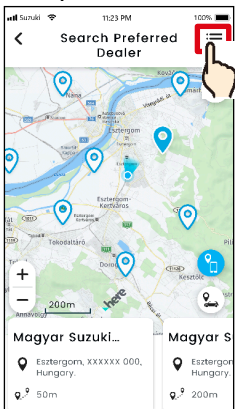
Delete My Dealer PR

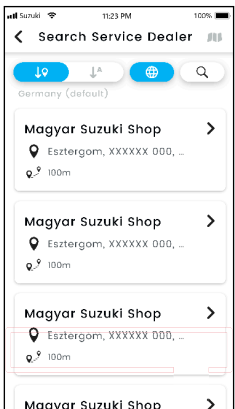
- 

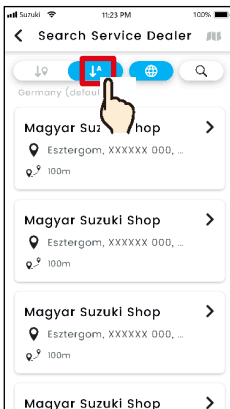
Tap [Delete Preferred Dealer / Delete Service Dealer] in the My Preferred / Service Dealer details screen.
- 

The confirmation screen will be displayed. Tap [Delete] to delete the set dealer.

Other ways to search dealers. PR

- 

Tap [☰] to switch to the screen where you can select a dealer from a list.
- 

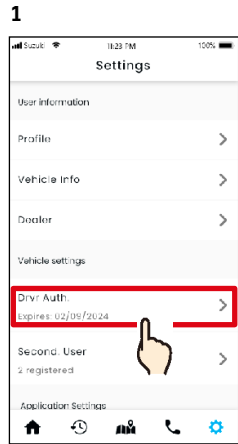
Dealers are listed in order of closeness from the smartphone's location.
- 

Tap [↓] to switch to an alphabetical list. And tap [🔍] for a keyword search.

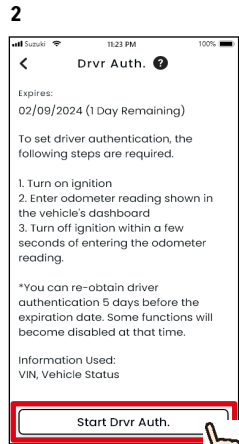
NOTE: ● If you delete My Dealer, you will not be able to telephone the dealer who was set as My dealer from the SUZUKI CONNECT App.

2-7-5. Driver Authentication

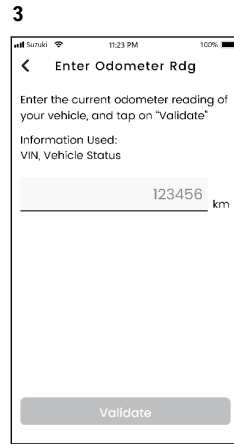
To make sure that the SUZUKI CONNECT App is used safely, periodical driver authentications are required to check if the app is used by the Primary User. Please get in the vehicle you are using to authenticate.



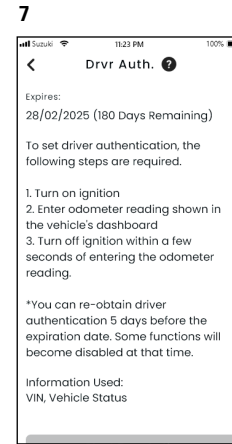
On the Settings screen, tap [Drvr Auth.] .



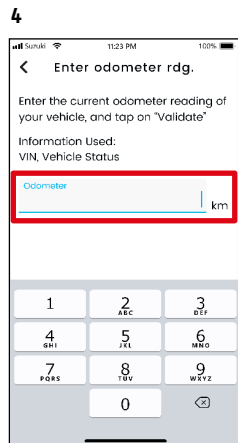
Turn on the ignition and tap [Start Drvr Auth.] .



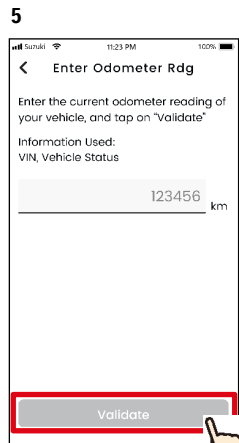
The Enter odometer reading screen will be displayed.



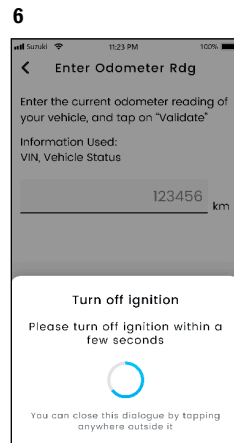
You will be returned to the Driver Authentication screen and the authentication will be completed.



With the vehicle engine running, enter the odometer value.



When you have finished entering, tap [Validate].



Turn off the ignition within a few seconds.

CAUTION ● Be sure to do this when the vehicle is parked in a safe place.

NOTE:

- If Driver Authentication fails 10 times within 24 hours, it cannot be re-authenticated until the next day.
- Driver Authentication is valid for 180 days, and when it expires, the following functions will not be available.
 - Remote operation (Door Lock)
 - Parked Car Locator (display last parked location of vehicle on map, share last parked location of vehicle)
- * The following functions will not be available from the 175th day after the last Driver Authentication.
 - Driving History (detailed driving information display)
 - Check total mileage
- You can set the Driver Authentication from 5 days before the expiration date.

2-7-6. Secondary User Settings PR

A Primary User can invite their family or somebody who uses the car together as "Secondary Users" from the SUZUKI CONNECT App. The person who received an invitation email from a Primary User can use the SUZUKI CONNECT App as a Secondary User once they have registered as a member on the member's website. Secondary Users can be invited, have their invitation status checked, deleted, and their SUZUKI CONNECT App privileges can be edited here.

For an explanation of Secondary Users, see ⇨ 1-2-3. Primary User and Secondary User

Invite a Secondary User

1 Tap [Secondary User] on the Settings screen.

2 Tap [Add User] to start inviting a Secondary User.

3 Tap [from Contacts], and your smartphone's contacts will be shown, from which you can select the person to be invited as a Secondary User. If you select a user from your contacts, their name and email address will be entered automatically.

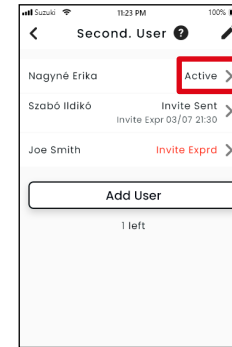
4 Select the SUZUKI CONNECT App functions you want to authorise for use. Tap [Send invitation mail] and an invitation email will be sent to the person you want to invite as a Secondary User.

5 The person you sent the Invitation Mail to will be added to the Secondary User list, and marked with "Invitation Sent".

NOTE:

- The email address is only used for sending Invitation Mails.
- For the input name, when the person invited as a Secondary User is registered as a member, the registered name and email address will be displayed.

Secondary User's status



● The Secondary User's Status is displayed.

Active	Registered as a Secondary User.
Invitation Sent	Invited as a Secondary User The validity period of the Invitation Mail is shown below.
Invitation Expired	The validity period of the Invitation Mail has expired. If you want to invite this person as a Secondary User, please send another Invitation Mail.

Re-invite a Secondary User

The Primary User can resend an Invitation Mail to users whose status displayed on the Secondary User List screen is "Invitation Sent" or "Invitation Expired".

1 Select the person to whom you want to re-send an Invitation Mail on the Secondary User List screen.

2 Tap [Resend Invitation].

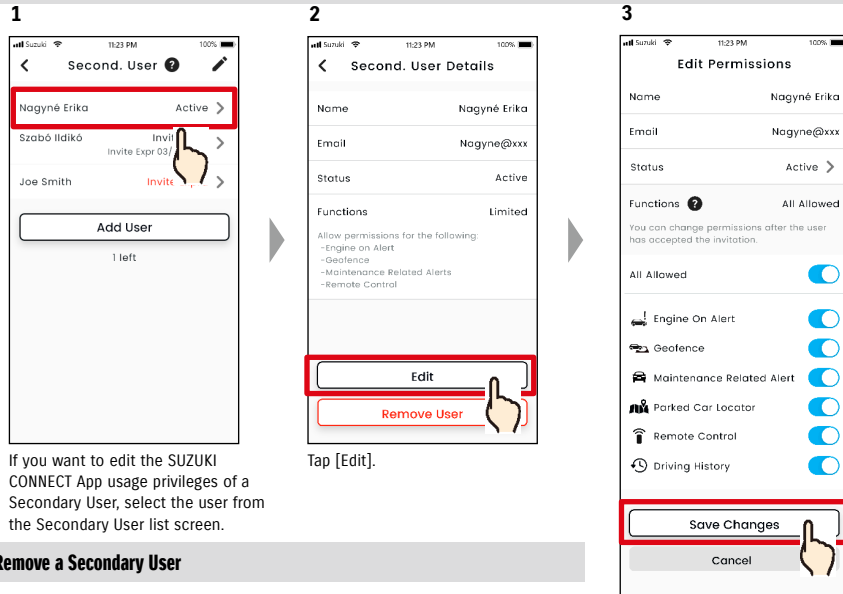
3 Re-enter the email address and tap [Resend] to resend an Invitation Mail to the person you want to re-invite as a Secondary User.

NOTE:

- The maximum number of people you can set as a Secondary User is 4, including those with invitations sent.
- The validity period of an Invitation Mail is 24 hours from when the Primary User sends the Invitation Mail.
- SUZUKI CONNECT Privacy Policy URL
⇨ <https://wb01cs.sc.eur.connect.suzuki/portal/countryList?type=policy>

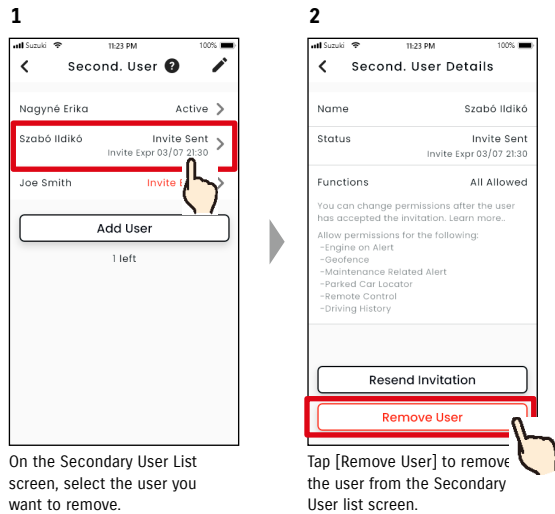
2-7-6. Secondary User Settings PR

Edit the SUZUKI CONNECT App usage privileges granted to a Secondary User



If you want to edit the SUZUKI CONNECT App usage privileges of a Secondary User, select the user from the Secondary User list screen.

Remove a Secondary User



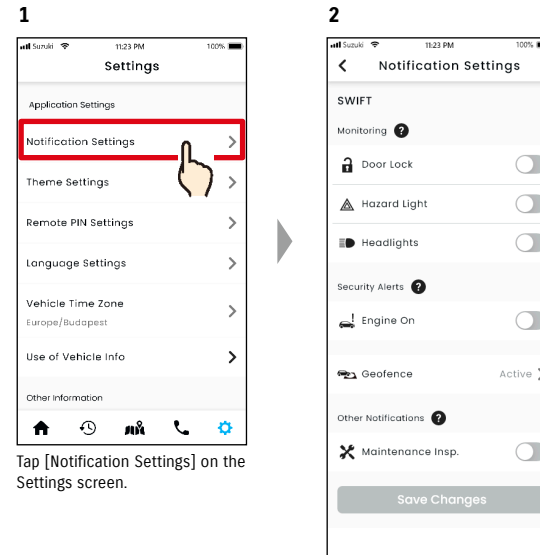
On the Secondary User List screen, select the user you want to remove.

Tap [Remove User] to remove the user from the Secondary User list screen.

NOTE: ● When a Primary User removes a Secondary User, an email is sent to the removed Secondary User's address telling them that they have been removed by the Primary User.

2-7-7. Notification Settings

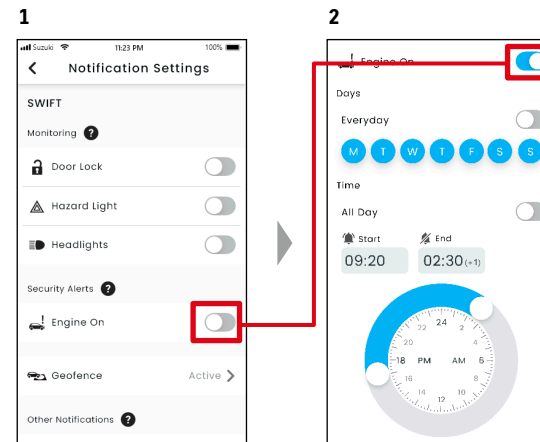
You can change settings for Status Notifications, Security Alerts, Geofence Alert, etc.



Tap [Notification Settings] on the Settings screen.

The Notification Settings screen is displayed.

When Engine On (Engine Start) Notifications are turned on, the screen for setting the time band is displayed.

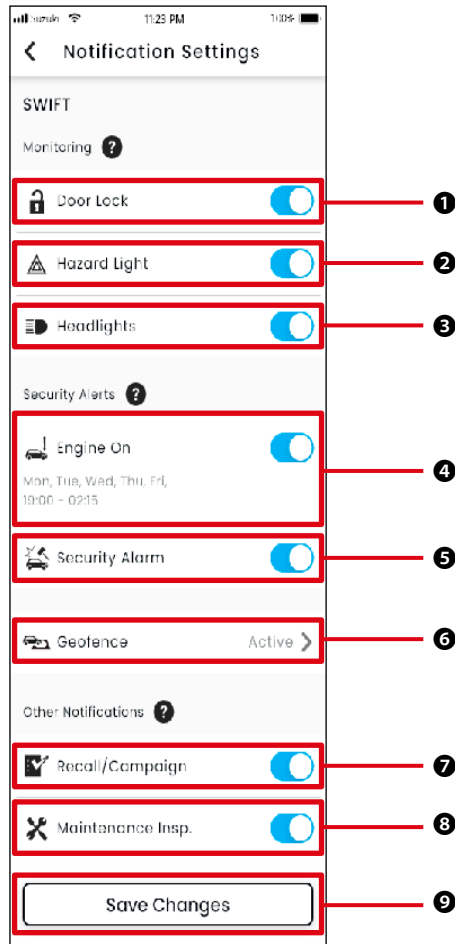


Turn on [Engine On] on the Notification Settings screen.

Set the day of the week and the time period for Engine On (Engine Start) Notifications.

2-7-7. Notification Settings

Notification Settings screen



About the Notification Settings screen

①	Doors Unlocked	Set Status Notifications (Doors Unlocked) ON or OFF.
②	Hazard Lights	Set Status Notifications (Hazard Lights are On) ON or OFF.
③	Headlights	Set Status Notifications (Headlights are On) ON or OFF.
④	Engine On ^{*1}	Set Engine On (Engine Start) Notifications ON or OFF. When Engine On (Engine Start) Notifications are turned on, the screen for setting the days of the week and the time period for Engine On notifications is displayed.
⑤	Security Alarm ^{*2 *4}	Set Security Alarm Notifications ON or OFF.
⑥	Geofence ^{*3}	Set Geofence/Curfew Alerts. ⇒ 2-7-8 Geofence/Curfew Alerts
⑦	Recall/Campaign ^{*1 *2}	Set Recall/Service Campaign Notification ON or OFF.
⑧	Maintenance Inspection ^{*1}	Set Maintenance Notification ON or OFF.
⑨	Save Changes	Save your changes to Notification Settings.

*1: For Secondary Users who have not been authorised by the Primary User, the operation button is greyed out and the notifications cannot be turned ON or OFF.

*2: For the Primary User, the operation button is not displayed and the notifications cannot be turned ON or OFF.



*3: Secondary Users who have not been authorised by the Primary User cannot change settings.

*4: "Security Alarm" is not displayed for cars sold in Israel.


2-7-8. Geofence/Curfew Alerts

Geofence/Curfew Alerts are a useful feature for when you want to monitor the driving status of a family member etc. you are sharing the vehicle with.

Types of Geofence Alert

<p>Area Left</p> 	<p>Notification via smartphone when a monitored vehicle leaves a set area during a set time period.</p>
<p>Area Entered</p> 	<p>Notification via smartphone when a monitored vehicle enters a set area during a set time period.</p>

Curfew Alert

<p>Curfew Alert</p> 	<p>Notification via smartphone of absence at a set time period from a set area.</p>
---	---

NOTE:

- Geofence/Curfew Alerts are a function that can be used by Primary Users and Secondary Users who have been authorised to use Geofence/Curfew Alerts by a Primary User.

Geofence/Curfew Alert

PR

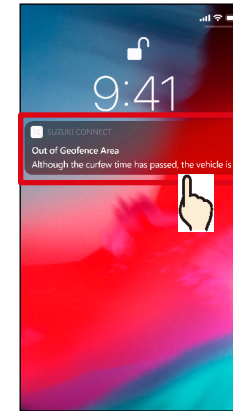
SE

If the vehicle enters or leaves a set Geofence area, or is absent from the Curfew Alert time and area, a notification will be sent to the smartphone of the user set to be notified. This is helpful in knowing, for example, when your family member etc. will be returning home.

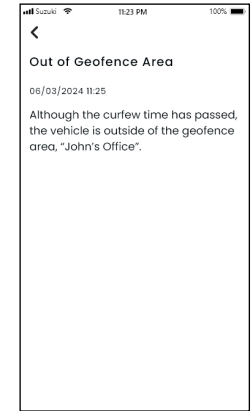
Geofence Alert

- If the monitored vehicle leaves/enters a set area, a notification will be sent to the smartphone of the user set to be notified.
*The time period to receive the Geofence Alert can also be set.

1



2

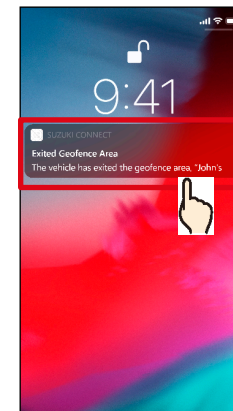


You can check the notification details by tapping the displayed notification.

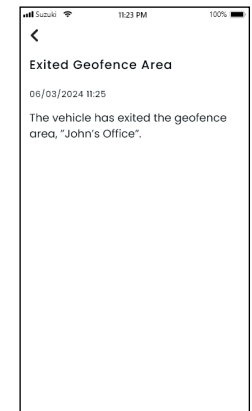
Curfew Alert

- If the monitored vehicle is absent from the Curfew Alert area and during the specified time period, a notification will be sent to the smartphone of the user set to be notified.

1



2



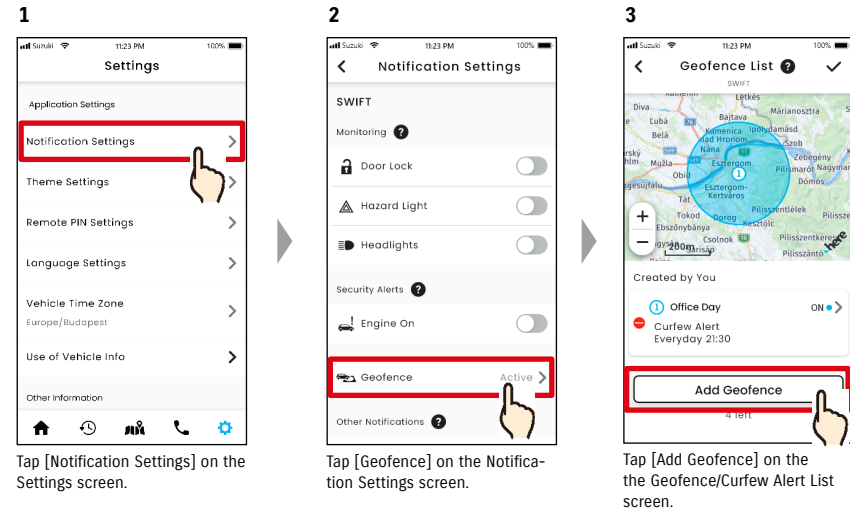
You can check the notification details by tapping the displayed notification.

Geofence/Curfew Alert PR SE

Geofence/Curfew Alert Settings PR SE

Primary Users and Secondary Users who can use Geofence/Curfew Alerts can set the area and time of Geofence/Curfew Alerts.

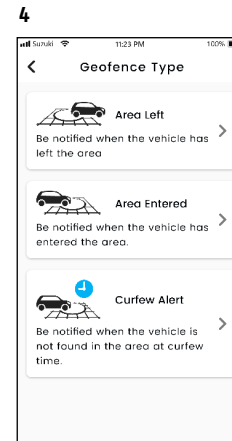
Geofence/Curfew Alert Settings



Tap [Notification Settings] on the Settings screen.

Tap [Geofence] on the Notification Settings screen.

Tap [Add Geofence] on the Geofence/Curfew Alert List screen.



The Geofence type and Curfew Alert Selection screen is displayed. Select the type of Geofence/Curfew Alert to be set.

NOTE:

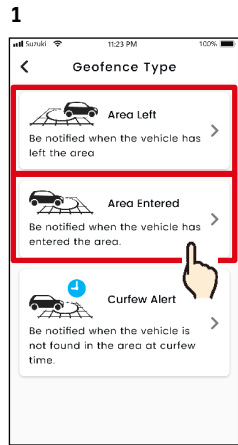
- The notification contains the type of Geofence/Curfew Alert and the name of the Geofence. If you are using multiple vehicles, the model name and license plate number (if registered) are displayed.
- This notification is displayed even if you do not open the SUZUKI CONNECT App (push notification)
- Even if the push notification disappears, you can check it from [Notifications] on the the app Home screen.

NOTE:

- The maximum number of settings that can be made is 5 per vehicle, which includes Geofence (Area Left, Area Entered), and Curfew Alerts.
- SUZUKI CONNECT Privacy Policy URL
⇒ <https://wb01cs.sc.eur.connect.suzuki/portal/countryList?type=policy>

Geofence/Curfew Alert Settings

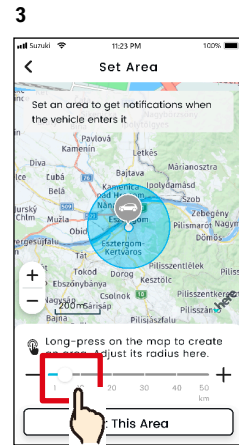
Geofence Settings (Area Left/Area Entered) operation procedure



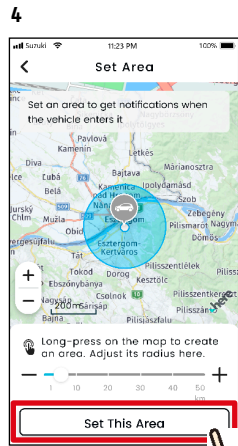
1 Tap [Area Left] or [Area Entered] on the Geofence type and Curfew Alert Selection screen.



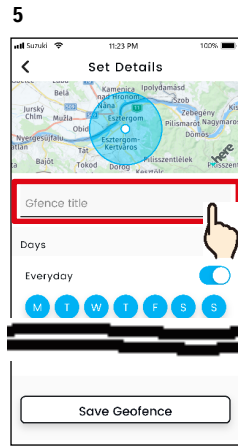
2 Long-press a point on the map to create a circular Geofence area centered on that point.



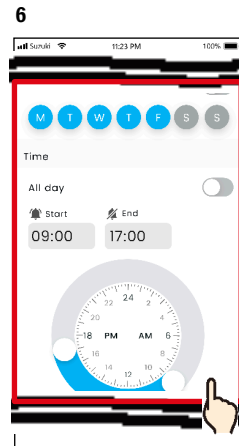
3 Move the slider from right to left to change the size of the circle.



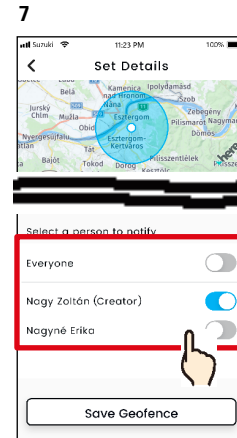
4 Tap [Set This Area] to confirm the set area.



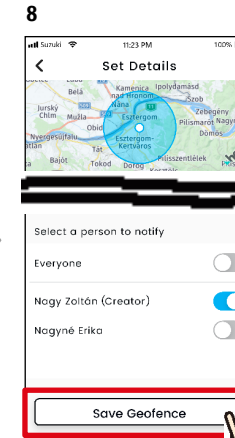
5 Enter the name of the Geofence Alert.
*If no name is entered, it will be set to the date of creation.



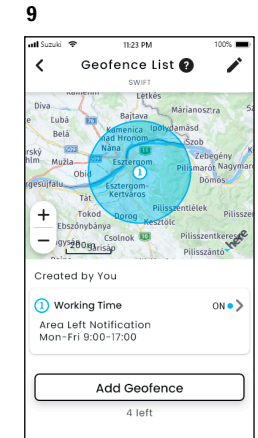
6 Set the days of the week and time period during which you want to monitor the vehicle.



7 Select the user who will receive the Geofence Alert. The Primary User and Secondary Users who have been allowed to use Geofence Alert by a Primary User are shown here.



8 Tap [Save Geofence] to set the Geofence.



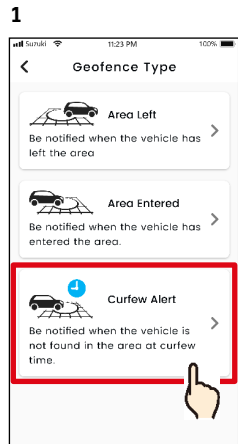
9 The set Geofence is added to the Geofence/Curfew Alert Settings list screen.

NOTE:

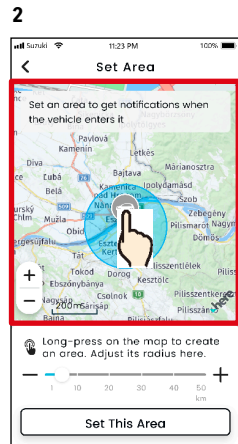
- In "Geofence (Area Left)", the SUZUKI CONNECT system detects whether the vehicle has left the set area within the set time period, and in "Geofence (Area Entered)", whether the vehicle has entered the set area within the set time period. When detected, a notification is sent to the smartphone of the user set to be notified.
- SUZUKI CONNECT Privacy Policy URL
⇒ <https://wb01cs.sc.eur.connect.suzuki/portal/countryList?type=policy>

Geofence/Curfew Alert Settings

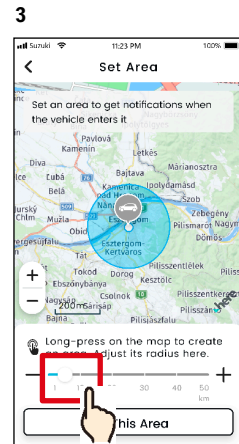
Curfew Alert Setting operation procedure



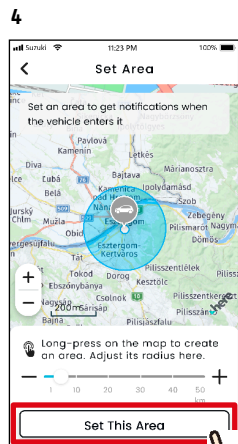
Tap [Curfew Alert] on the Geofence type and Curfew Alert Selection screen.



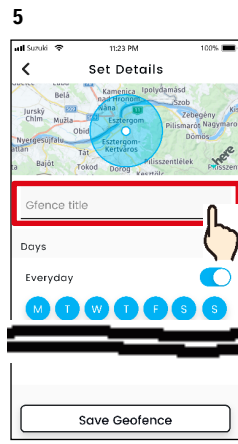
Long-press a point on the map to create a circular Curfew Alert area centered on that point.



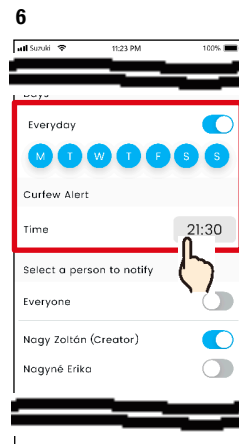
Move the slider from right to left to change the size of the circle.



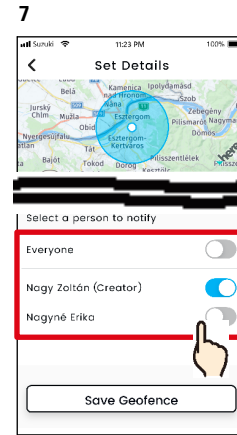
Tap [Set This Area] to confirm the set area.



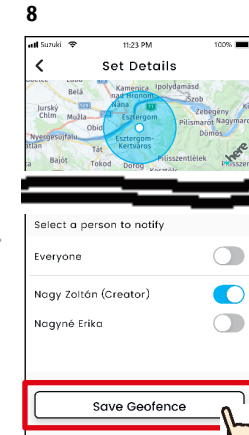
Enter the name of the Curfew Alert.
*If no name is entered, it will be set to the date of creation.



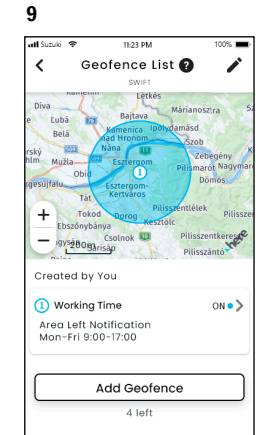
Set the days of week and time you want to receive the Curfew Alert.



Select the user who will receive the Curfew Alert. The Primary User and Secondary Users who have been allowed to use Curfew Alert by a Primary User are shown here.



Tap [Save Geofence] to set the Curfew Alert.



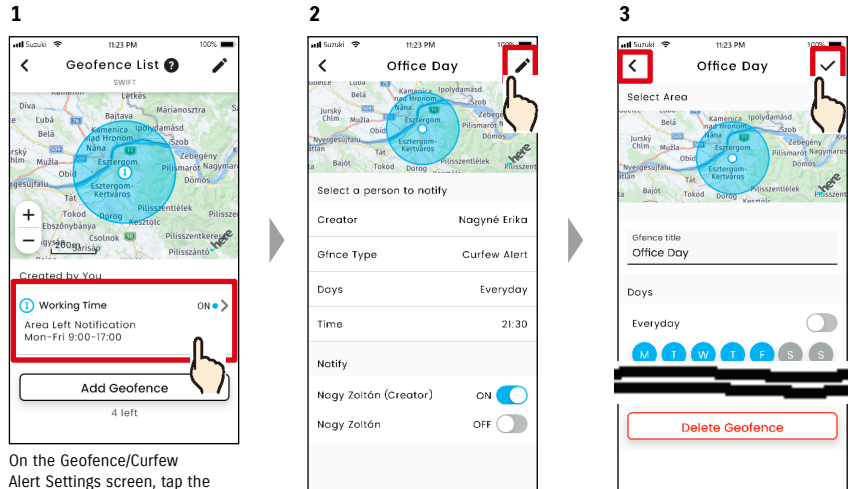
The set Curfew Alert is added to the Geofence/Curfew Alert Settings list screen.

NOTE:

- In "Curfew Alert", the SUZUKI CONNECT system detects whether the vehicle is not inside the set area at the set time. When detected, a notification is sent to the smartphone of the user set to be notified.
- SUZUKI CONNECT Privacy Policy URL
⇒ <https://wb01cs.sc.eur.connect.suzuki/portal/countryList?type=policy>

Geofence/Curfew Alert Settings

Change Geofence/Curfew Alert Settings

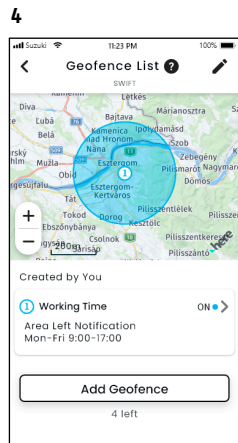


1 On the Geofence/Curfew Alert Settings screen, tap the Geofence/Curfew Alert setting you want to edit.

2 When the Geofence/Curfew Alert Settings detail screen is displayed, tap [✎].

3 When the Geofence/Curfew Alert Settings detail screen is displayed, change the parts you want to change, then tap [✓] to save the setting.

*To discard the edited content and return to the Geofence/Curfew Alert Settings detail screen, tap [◀] at the top left hand corner.



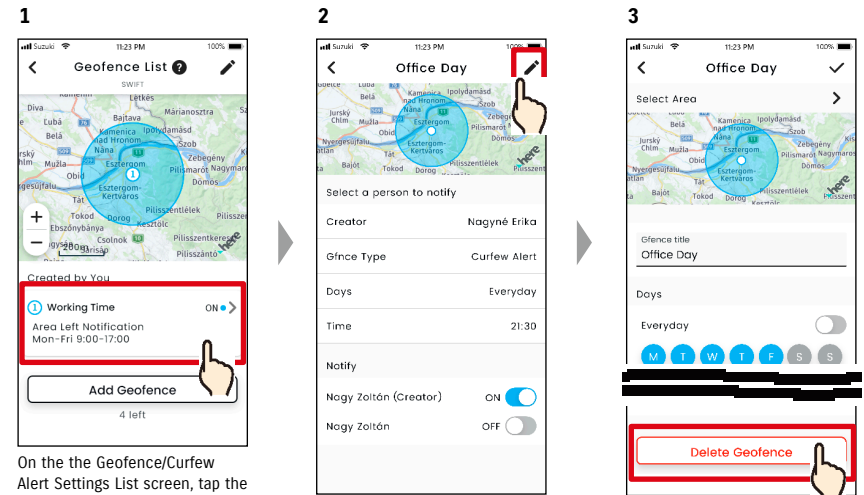
4 The set Geofence/Curfew Alert is added to the Geofence/Curfew Alert Settings list screen.

NOTE:

- The setting can only be edited by the user who created the setting.
- The users who are to be notified by the Geofence/Curfew Alerts can remove or add themselves even if they are not the user who created the setting.
- SUZUKI CONNECT Privacy Policy URL
⇒ <https://wb01cs.sc.eu.connect.suzuki/portal/countryList?type=policy>

Delete Geofence/Curfew Alert Settings

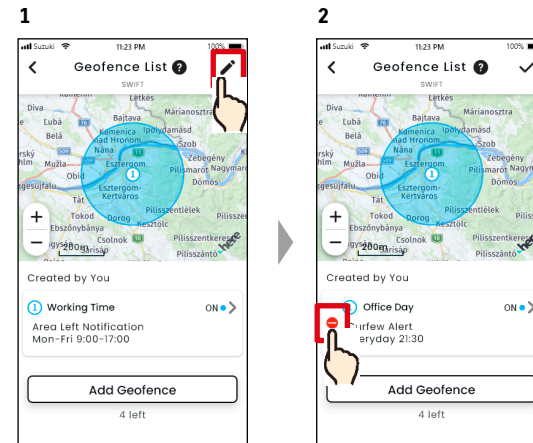
There are two ways to delete Geofence / Curfew Alerts.



1 On the the Geofence/Curfew Alert Settings List screen, tap the Geofence/Curfew Alert setting you want to Delete.

2 When the Geofence/Curfew Alert Settings detail screen is displayed, tap [✎].

3 When the Edit Geofence/Curfew Alert Settings screen is displayed, tap [Delete Geofence].



1 Tap [✎] on the the Geofence/Curfew Alert Settings screen.

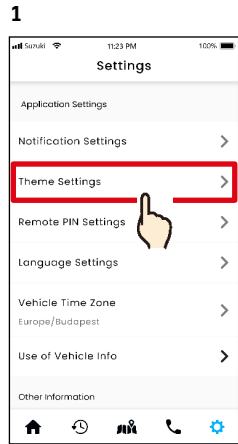
2 Tap [-] to delete the Geofence/Curfew Alert Setting.

NOTE:

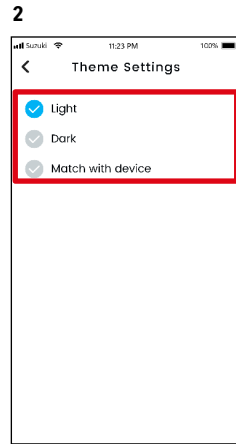
- The setting can only be deleted by the user who created the setting.
- If the Secondary User cancels their membership, the Geofence/Curfew Alert will also be cancelled.
- SUZUKI CONNECT Privacy Policy URL
⇒ <https://wb01cs.sc.eu.connect.suzuki/portal/countryList?type=policy>

2-7-9. Theme Settings

You can choose the appearance of the SUZUKI CONNECT App from Light mode and Dark mode.

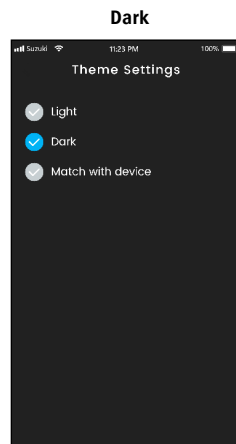
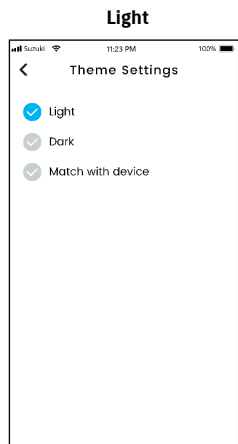


On the Settings screen, tap [Theme Settings].



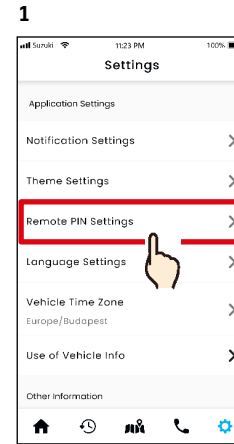
The Theme Settings screen displays.

● You can select from "Light", "Dark", and "Match with device". "Match with device" does not display on some Android OS devices.

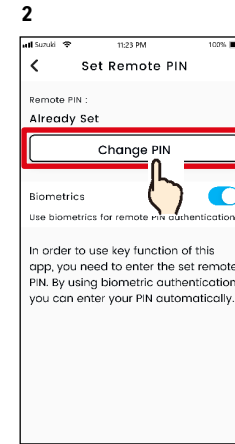


2-7-10. Remote PIN Settings

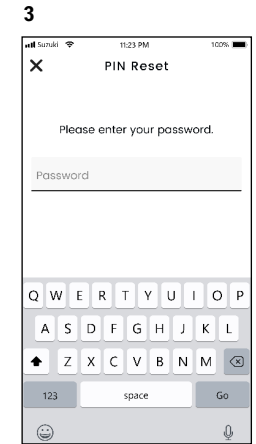
You can set/change the Remote PIN. The Remote PIN is used for identity verification for Remote operations.



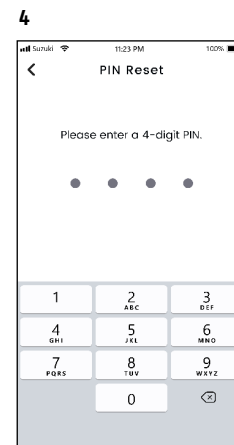
On the Settings screen, tap [Remote PIN Settings].



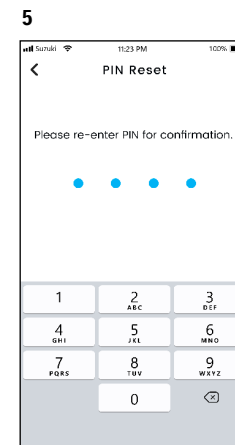
When the Remote PIN reset screen appears, tap [Change PIN].



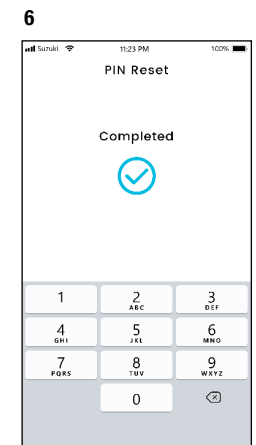
Enter your password which you set for your membership.



Enter your new remote PIN.



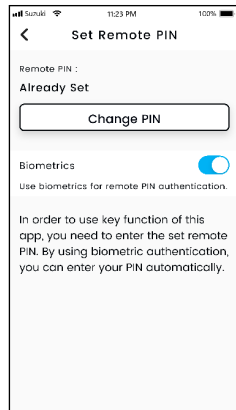
Enter it again for confirmation.



The Remote PIN reset is completed.

2-7-10. Remote PIN Settings

7

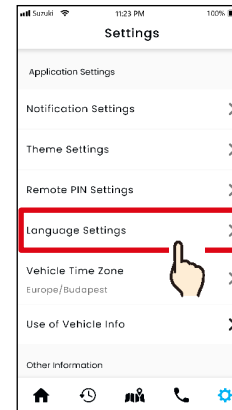


You will automatically be returned to the Remote PIN reset screen.

2-7-11. Language Settings

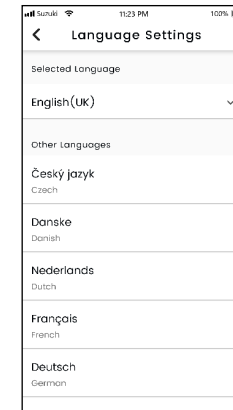
You can set the language to be used in the SUZUKI CONNECT App.

1



Tap [Language Settings] on the Settings screen.

2



Select and set the language to be used in the SUZUKI CONNECT App.

Languages supported by the SUZUKI CONNECT App

The SUZUKI CONNECT App supports the following languages.

- Čeština | Czech
- Dansk | Danish
- Deutsch | German
- Ελληνικά | Greek
- English | English
- Español | Spanish
- Français | French
- Magyar | Hungarian
- Italiano | Italian
- Nederlands | Dutch
- Norsk | Norwegian
- Polskie | Polish
- Português | Portuguese
- Română | Romanian
- Slovenský | Slovak
- Svenska | Swedish
- suomi | Finnish
- עברית | Hebrew

NOTE:

- SUZUKI CONNECT Privacy Policy URL
⇒ <https://wb01cs.sc.eur.connect.suzuki/portal/countryList?type=privacy>

2-7-12. Time Zone Settings

About Local Time (Time Zone and Daylight Saving Time)

< About Time Zone >

The SUZUKI CONNECT App can be used in several time zones.

For example, if your address and the timezone have changed, please change the Time Zone setting.

For the following functions, the SUZUKI CONNECT App uses the time zone of the country/region that was registered.

- Driving History
- Engine On notifications
- Geofence/Curfew Alerts

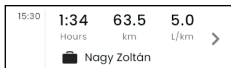
< About Daylight Saving Time >

If the country/region you choose uses Daylight Saving Time, the SUZUKI CONNECT App will follow the time.

< How time is handled when the Time Zone is changed >

When the Time Zone is changed, the time set for Driving History / Geofence etc. become different from when it was set, so in the SUZUKI CONNECT App, the time that was set for Driving History / Geofence etc. before the Time Zone changed will be displayed with a Time Zone symbol.

Example of Driving History display

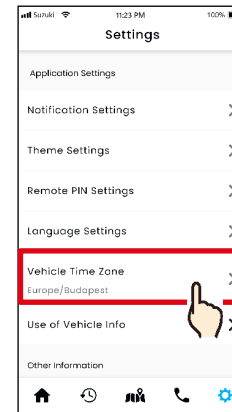


NOTE:

- If the time zone is changed, Geofence or Engine On notifications may not come at the intended time / time period. Also, the time may be displayed incorrectly in Driving History.
- By default, the Time Zone in SUZUKI CONNECT is set to that of the country indicated in the SUZUKI CONNECT contract.
- Only Primary Users can set the Time Zone.
- Secondary Users cannot set the Time Zone, and must use the one set by the Primary User. Because of this, sometime the Time Zone may differ from that of the vehicle's location.
- If you use SUZUKI CONNECT with multiple vehicles, the Time Zone can be set for individual vehicles.
- If daylight saving time changes to standard time, or standard time changes to daylight saving time while Geofence or Curfew Alert Notifications are set, notifications may not arrive at your smartphone, may arrive twice, or may arrive late.

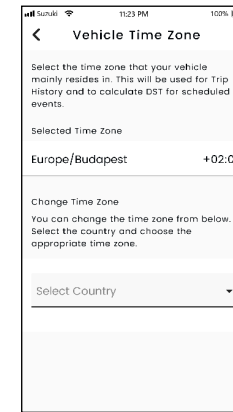
Time Zone Settings

1



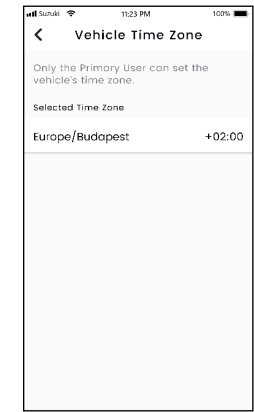
Tap [Vehicle Time Zone] on the Settings screen.

2



The screen for setting time zone used in the SUZUKI CONNECT App will be displayed.

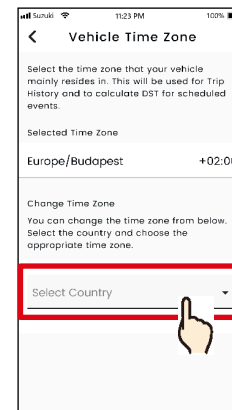
2



By selected, the Time Zone used in the SUZUKI CONNECT App will be displayed.

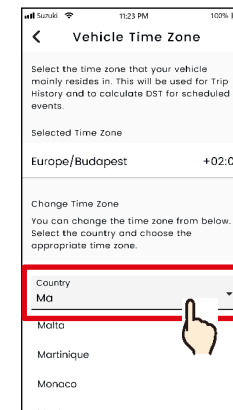
Changing Time Zone

1



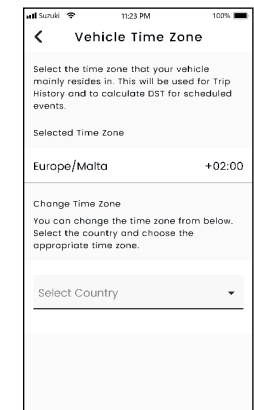
To change the Time Zone used in the SUZUKI CONNECT App, tap [Select Country].

2



Select the Time Zone to be used in the SUZUKI CONNECT App. Text search is also possible.

3



Once you have made your selection, the Time Zone used in the SUZUKI CONNECT App will be changed.

2-7-13. Use of Vehicle Information

Use of vehicle location information

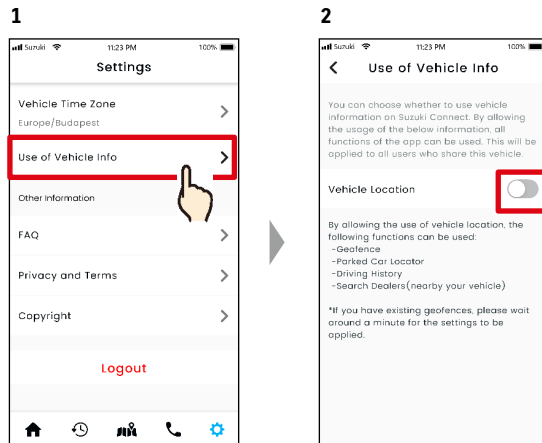
In the SUZUKI CONNECT App, the Primary User can select not to use vehicle location information.

If you do not allow the use of the vehicle location information the following functions will become partly or fully disabled.

- Parked Car Locator / Share Parked Car Location
- Driving History
- Geofence/Curfew Alerts
- Search Dealers

The Primary User's selection will be applied to all users who share the vehicle.

Changing permissions for use of vehicle location information PR



Tap [Use of Vehicle Info] on the Settings screen.

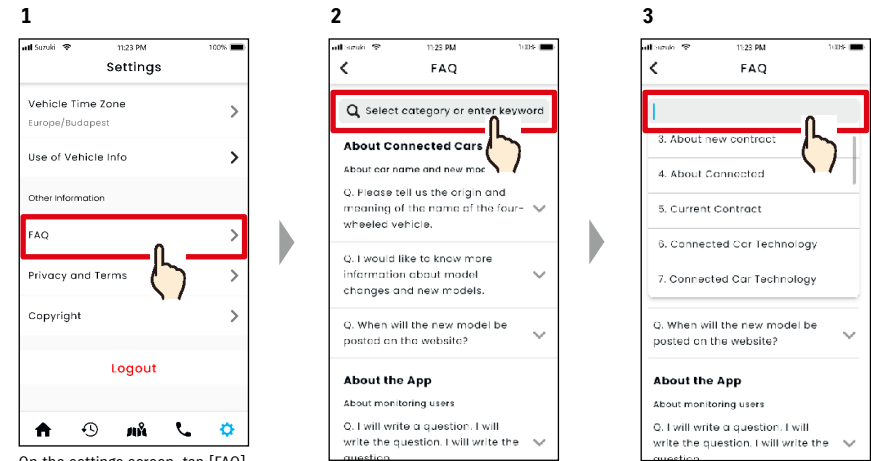
Change permissions for use of vehicle location information.

NOTE:

- Only the Primary User can change the vehicle location information settings.
- If you use SUZUKI CONNECT with multiple vehicles, you can change the settings.
- After settings are changed, it may take a few minutes for them to be applied. When the function is changed the setting is completed.
- Check Vehicle Location / Share Vehicle Location use vehicle location information to display where the vehicle is parked on the map.
- Driving History uses vehicle location information to display the driving start/end points on the map.
- Geofence / Curfew Alerts use vehicle location information to detect when the vehicle enters, leaves, or is not inside a set area. These functions make judgements based on the vehicle location information, but do not keep track the vehicle's position.
- Search Dealers uses vehicle location information to search for SUZUKI dealers nearby the vehicle.
- SUZUKI CONNECT Privacy Policy URL
⇒ <https://wb01cs.cs.eur.connect.suzuki/portal/countryList?type=policy>

2-7-14. Frequently Asked Questions

You can check frequently asked questions about the SUZUKI CONNECT App.



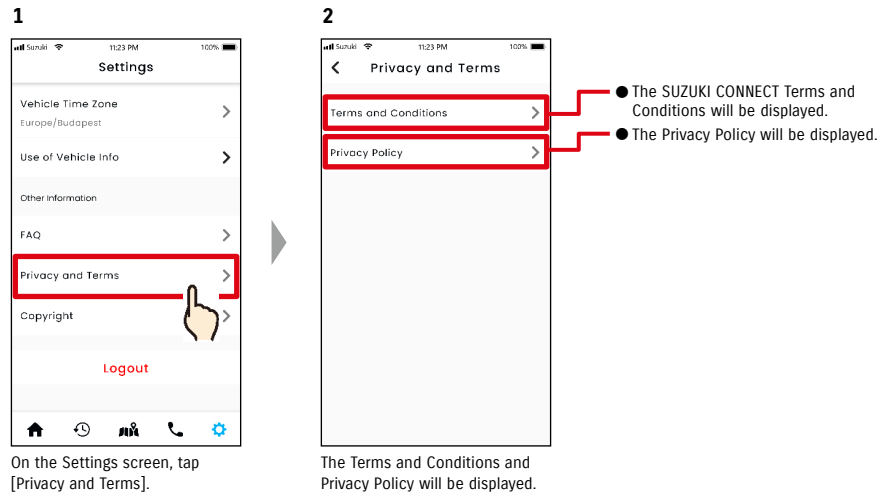
On the settings screen, tap [FAQ].

A list of frequently asked questions will be displayed. Select the question you want to check and the answer will be displayed.

Tap the Search button to search FAQ by free text, and filter questions by type.

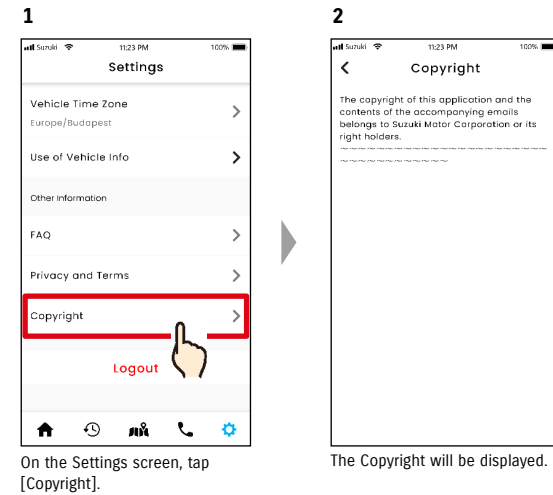
2-7-15. Terms and Conditions / Privacy Policy

You can check the Terms and Conditions and Privacy Policy. You must agree to these before using SUZUKI CONNECT.



2-7-16. Copyright

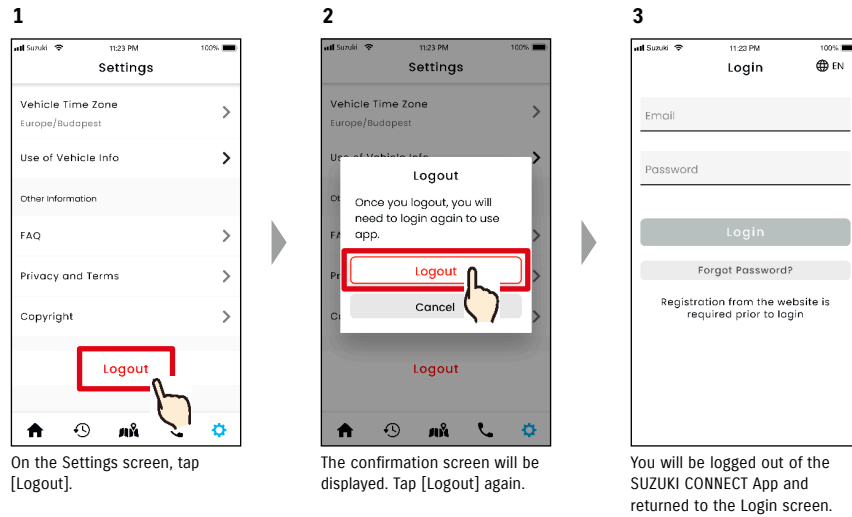
You can check the Copyright.



NOTE: ● May differ from actual content displayed in the app.

2-7-17. Logout

Log out from the SUZUKI CONNECT App.



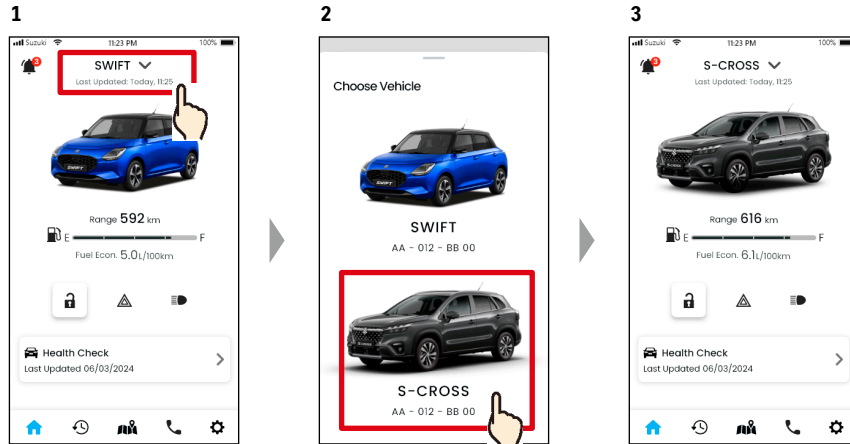
NOTE: ● You will need to log in again to use the app.

3

Chapter 3 How to Use the SUZUKI CONNECT App (Others)

3-1-1. How to switch vehicles

If you are using SUZUKI CONNECT with two or more vehicles, you are able to switch the vehicle displayed on the Home screen.



On the Home screen, tap where the model name is displayed.

When the vehicles you are using are displayed, select the vehicle you want to display on the Home screen. The license plate number will be displayed if you registered.

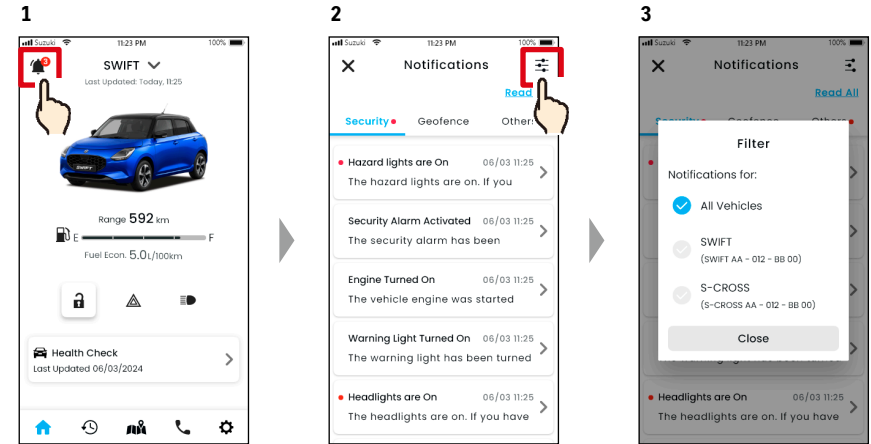
The display on the Home screen changes to the selected vehicle.

NOTE:

- You cannot use the SUZUKI CONNECT App to add a new vehicle (start using the service or register as a Secondary User). This must be done from the member's website.
- If you want to delete the vehicle, please refer to the following:
Cancellation of contracted vehicle ⇒ 4-1-1. Cancelling the contract
Decline to be a Secondary User ⇒ 2-7-3. Vehicle Information
- If you have multiple vehicles, below functions can be used regardless the vehicle you are selecting.
 - Notifications: Notifications for all vehicles registered with the same user ID will be sent to your smartphone.
 - Notification List: You can check the notifications of all vehicles from the Notifications screen. You can also filter the display for individual vehicles. ⇒ 3-1-2. Notifications
 - Settings: Select a vehicle when operating the settings. ⇒ 3-1-3. Settings

3-1-2. Notifications

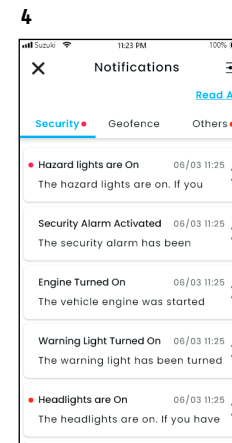
On the Notification screen you can select which vehicle's notifications to display.



On the Home screen, tap [🔔]

When the Notifications screen is displayed, tap [⚙️].

Select the vehicle you want to display notifications for. Before setting, notifications for all vehicles are displayed.



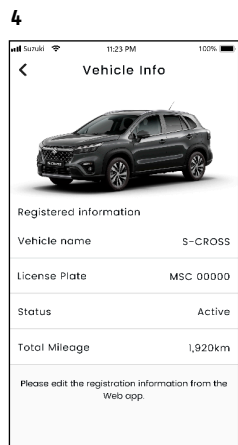
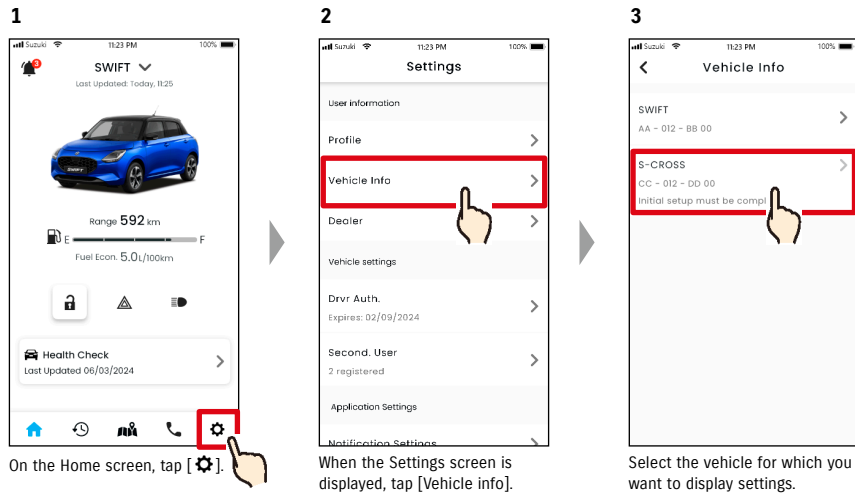
A list of notifications for the selected vehicle will be displayed. ⇒ 2-2. Notifications

NOTE:

- If you have multiple vehicles, the vehicle name and license plate number will be displayed on the notification details screen to make it easier to tell which vehicle the notification is for.

3-1-3. Settings

On the Settings screen, you can select and set the items that can be set/checked for each vehicle.

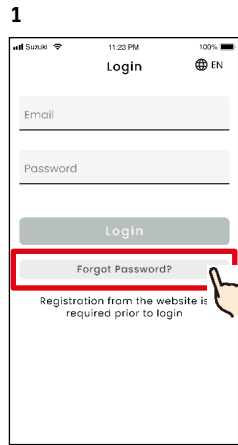


The settings for the selected vehicle are displayed.
⇒ 2-7. Settings

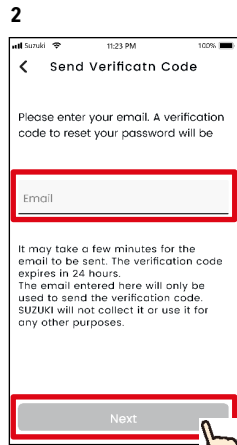
- NOTE:**
- If you are using multiple vehicles, the vehicle selection screen will be displayed for the following settings.
 - Vehicle Information
 - My Dealers
 - Driver Authentication
 - Secondary User Settings
 - Notification Settings
 - Vehicle Time Zone
 - Use of Vehicle Information
 - Privacy Policy
 - Terms and Conditions

3-2-1. If you forget your password

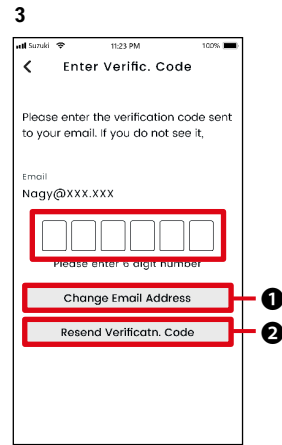
Follow the steps below to reset your password.



On the Login screen, tap [Forgot Password?].



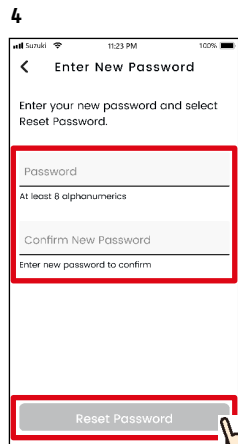
Enter your email address in the Email field and tap [Next].



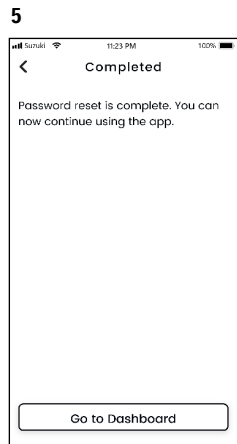
Enter the verification code sent to your email address.

If you do not receive the email with the verification code.

- ① Tap to re-enter your email address.
- ② Tap to resend the verification code.



Enter your new password and tap [Reset Password]. An error will be displayed if invalid characters are used.



The password reset is completed.

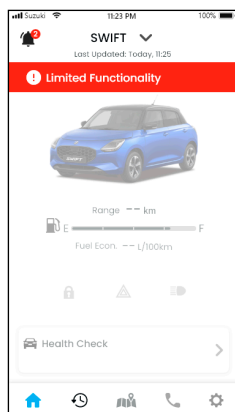
NOTE:

- About password rules
 - The password cannot be set to the same word as the last time.
 - It can be set to 8 or more alphanumeric characters, with at least one digit and one letter. (Some symbols, ! " # \$ % & ' () * , - . / : ; < > ? @ [] ^ _ ` { | } ~ can also be used)
- SUZUKI CONNECT Privacy Policy URL
⇒ <https://wb01cs.sc.eur.connect.suzuki/portal/countryList?type=policy>

3-3-1. Using the app during maintenance

Use of SUZUKI CONNECT may be temporarily suspended if the vehicle is held at a garage for maintenance. During suspension, functions such as remote operation and notifications will not be available. When the maintenance is completed, use of the service will be restored automatically.

App screen when use is restricted



- Display during maintenance and functions that cannot be used
 - Home screen ⇒ 2-1. Home screen
The entire screen is greyed out, and the functions that cannot be used during maintenance cannot be tapped.
 - * Range and Average Fuel Consumption are not displayed.
 - * Fuel Remaining is displayed as the amount before maintenance.
 - Notifications that are not received
 - Warning Light Notification ⇒ 2-2-2. Warning Light Notification
 - Status Notifications ⇒ 2-2-3. Status Notifications
 - Security Alerts (Security alarm notifications, Engine On (Engine Start) Notifications) ⇒ 2-2-5. Security Alerts
 - Remote Operation
 - Remote Lock/Unlocked ⇒ 2-2-3. Status Notifications
 - Health Check ⇒ 2-3. Health Check
 - Support ⇒ 2-4. Support
 - Parked Car Locator ⇒ 2-6. Parked Car Locator
 - Settings ⇒ 2-7. Settings
- App functions that can be used during maintenance
 - Checking Driving History ⇒ 2-5. Driving History
 - Checking Notifications ⇒ 2-2. Notifications
 - Notifications that are received
 - Recall / Service Campaign Notification ⇒ 2-2-6. Recall / Service Campaign Notification
 - Maintenance Notifications ⇒ 2-2-7. Maintenance Notifications
 - Switching vehicles (multiple vehicles) ⇒ 3-1-1. How to switch vehicles

3-4-1. Android device users

“Notification permissions”, “Location information permissions” and “Cancel power saving mode” cannot be changed from Settings in the SUZUKI CONNECT App. These must be changed in the smartphone’s settings. This section describes the procedure for Google Pixel 5 (Android version 11).

Procedure for allowing notifications

When you allow notifications, push notifications to your smartphone will become available.

1. Tap [Settings app] > [Apps and notifications] > [App info] on your smartphone.
2. Scroll and tap [SUZUKI CONNECT].
3. Turn on [All SUZUKI CONNECT notifications].

Procedure for allowing the use of location information

If you allow the use of location information, you will be able to display location information and calculate distance with Check last parked vehicle location and Geofence Alert Settings.

1. Tap [Settings app] > [Location] on your smartphone.
2. Make sure that [Use location] is ON.
3. Tap [App access to location] > [SUZUKI CONNECT].
4. Tap [Allow only while using the app].

Procedure for cancelling power saving mode

Even if you follow the “Procedure for allowing notifications” or “Procedure for allowing use of location information”, you may not receive the notification or you may not be able to use the location information. In such cases, power saving mode may be ON, so you need to turn power saving mode OFF.

1. Tap [Settings app] > [Battery] on your smartphone.
2. Tap [Battery Saver].
3. Tap [Turn off now].

NOTE:

- The settings procedure may differ depending on the smartphone. For details, please check the instruction manual of the smartphone you are using.
- SUZUKI CONNECT Privacy Policy URL
⇒ <https://wb01cs.sc.eur.connect.suzuki/portal/countryList?type=policy>

3-4-2. iOS device users

“Notification permissions”, “Location permissions” and “Biometrics authentication” (Face ID / Touch ID) cannot be changed from Settings in the SUZUKI CONNECT App. These must be changed in the smartphone’s settings. This section describes the procedure for iOS version 15.1.1.

Procedure for allowing notifications

When you allow notifications, push notifications to your smartphone will become available.

1. Tap [Settings app] > [Notifications] on your smartphone.
2. Scroll down and tap [SUZUKI CONNECT].
3. Turn [Allow Notifications] on.

Procedure for allowing the use of location information

If you allow the use of location information, you will be able to display location information and calculate distance with Check last parked vehicle location and Geofence Alert Settings.

1. Tap [Settings app] > [Privacy] > [Location Services] on your smartphone.
2. Make sure that [Location Services] is ON.
3. Scroll down and tap [SUZUKI CONNECT].
4. Tap [While Using the App].

Permission to use biometric authentication (Face ID / Touch ID)

Allowing biometric authentication, makes remote operation easier.

1. Tap [Settings app] > [Face ID & Passcode] or [Touch ID & Passcode] on your smartphone, and if the passcode entry screen appears, enter it.
2. Tap [Other Apps].
3. Turn on [SUZUKI CONNECT].

NOTE:

- To use biometric authentication (Face ID / Touch ID), you need to turn on your passcode.
Your passcode is the alphanumerical characters that you enter to improve security when unlocking your iOS device.
To turn on the passcode, follow the steps below.
 1. Tap [Settings app] > [Face ID and passcode] or [Touch ID and passcode] on your smartphone.
 2. Scroll down and tap [Turn Passcode On].
 3. Enter a new passcode.
- SUZUKI CONNECT Privacy Policy URL
⇒ <https://wb01cs.sc.eur.connect.suzuki/portal/countryList?type=policy>

4

Chapter 4 Cancel Contract / Delete Account

4-1-1. Cancelling the contract

Be sure to cancel the SUZUKI CONNECT contract in the following situations.

- If you want to stop using SUZUKI CONNECT.
- If you sell/transfer your vehicle.

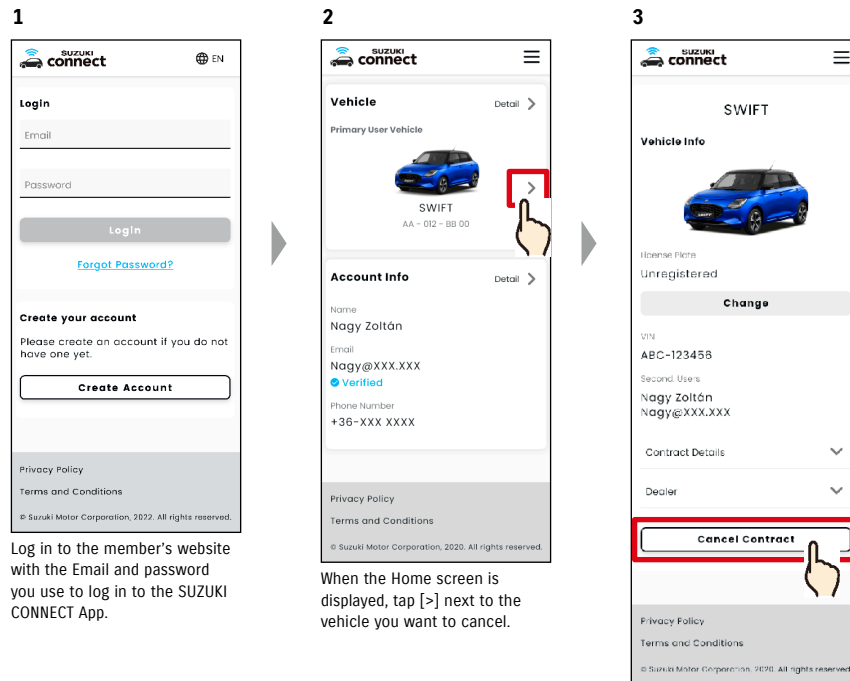
Even if you cancel the SUZUKI CONNECT contract, your personal information will not be deleted. To delete your personal information you must also delete your account.

SUZUKI CONNECT contract cancellation procedure

The SUZUKI CONNECT contract can be cancelled on the SUZUKI CONNECT member's website (<https://wb01cs.sc.eur.connect.suzuki/portal/userlogin>).



Member's website



Log in to the member's website with the Email and password you use to log in to the SUZUKI CONNECT App.

When the Home screen is displayed, tap [>] next to the vehicle you want to cancel.

Scroll down and tap [Cancel Contract] to start the contract cancellation procedure.

CAUTION

- If you cancel SUZUKI CONNECT, all connected services will cease to be available once the cancellation is accepted. You can log in to the member's website with your user ID (email address) and password if your account is not suspended.
- If the IG-ON/EG-ON state of the vehicle has not been turned on for more than 9 days, set the IG-ON/EG-ON state and then [Cancel Contract].

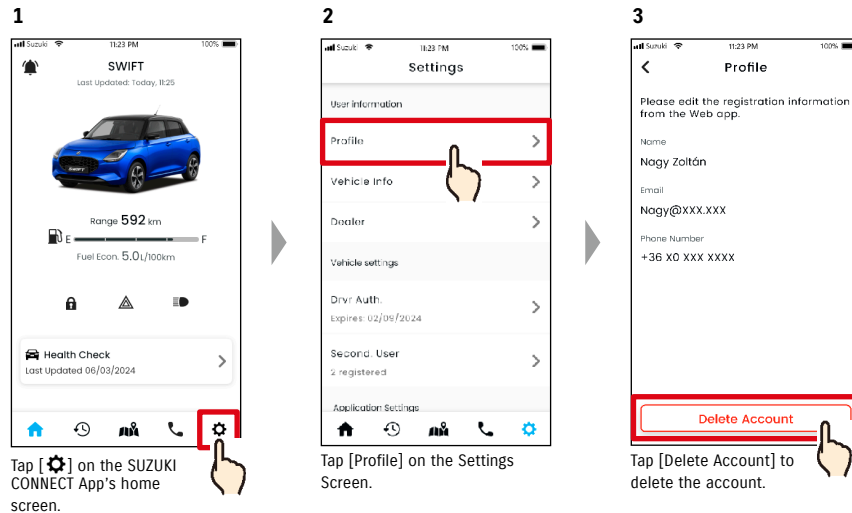
NOTE:

- You can cancel the SUZUKI CONNECT contract any time.
- Click here for an explanation of membership. ⇒ 1-2-3. Primary User and Secondary User
- Even after you cancel the SUZUKI CONNECT contract, you can use the service again by creating another contract. To make a contract, please contact a SUZUKI Dealer.

4-2-1. Deleting the account

Account deletion procedure (From the SUZUKI CONNECT App)

The SUZUKI CONNECT contract can be deleted from the app.

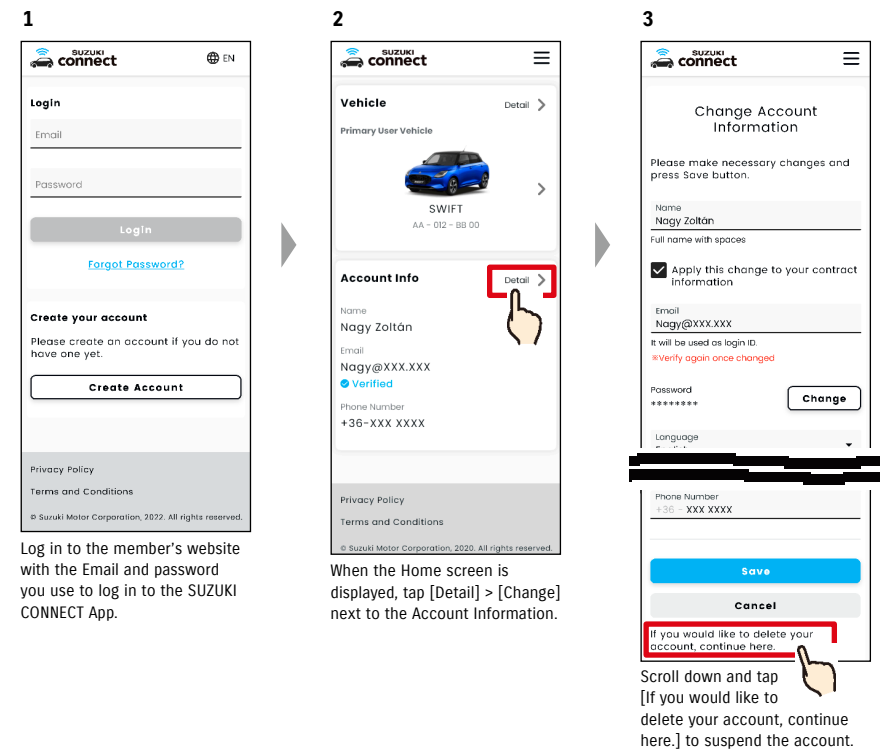


NOTE:

- If you delete your account via the SUZUKI CONNECT App, your contract will be cancelled at the same time.
- It may take some time for account deletion to be completed. Once your account is deleted, you will no longer be able to log in to the SUZUKI CONNECT App.
- The customer information registered to SUZUKI CONNECT includes the customer's personal information such as name and e-mail address. Stopping the use of these is called deleting the account. Click here for the description of the account. ⇨ 1-2-3. Primary User and Secondary User
- Once the account is deleted, the registered information cannot be restored.
- You cannot delete your account in the following cases.
 - There is a Secondary User who has been invited.

Account deletion procedure (From the SUZUKI CONNECT member's website)

The SUZUKI CONNECT contract can be deleted from the member's website (<https://wb01cs.sc.eur.connect.suzuki/portal/userlogin>).



NOTE:

- If you delete your account, you will not be able to log in to the SUZUKI CONNECT member's website, and you will not be able to add vehicles or view past contracts.
- If you delete your account, you will not be able to register new vehicle or contract as a secondary user with your current account (you will have to sign up for a new account).
- If you only cancel SUZUKI CONNECT and do not delete your account, you can view the previously contracted vehicle and past usage details on the member's website.
- You cannot delete your account in the following cases.
 - The SUZUKI CONNECT contract has not been cancelled.

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Chapter 5 Licence Information

5-1-1. License information

The in-vehicle communication device installed in the vehicle makes use of free/open source software. Free/open source software license information and/or source code can be obtained at the following URL.

<https://www.denso-ten.com/support/source/oem/sg1/>

5-1-2. Trademarks

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Chapter 7 Special Notes

7-1-1. Special notes on connected services

Remote door lock	<p>⚠ WARNING</p> <p>Do not use if there are people or pets in the vehicle. There is a risk they may be locked in the vehicle and be unable to get out of the vehicle.</p> <p>If you lock the door via this function, the security alarm will not activate.</p> <p>The function may not operate under the following conditions.</p> <ul style="list-style-type: none"> • The cabin temperature of the vehicle is very high. • SUZUKI CONNECT compatible Data Communication Module cannot communicate. • The battery voltage is low. • The doors or the back door are open. • The remote key is detected in the vehicle. • The vehicle is running or in a IG-ON/EG-ON state. • The vehicle IG-ON/EG-ON state has not been turned on for more than 9 days.
Cancellation of remote door lock	<p>The function may not operate under the following conditions.</p> <ul style="list-style-type: none"> • The cabin temperature of the vehicle is very high. • SUZUKI CONNECT compatible Data Communication Module cannot communicate. • The battery voltage is low. • The doors or the back door are open. • The remote key is detected in the vehicle. • The vehicle is running or in a IG-ON/EG-ON state. • The vehicle IG-ON/EG-ON state has not been turned on for more than 9 days.
Check location of parked car	<p>When the customer uses SUZUKI CONNECT, the SUZUKI CONNECT server acquires the vehicle's location information.</p> <p>The function may not operate under the following conditions.</p> <ul style="list-style-type: none"> • The cabin temperature of the vehicle is very high. • SUZUKI CONNECT compatible Data Communication Module cannot communicate. • The battery voltage is low.
Driving History	<p>When the customer uses SUZUKI CONNECT, the SUZUKI CONNECT server acquires the vehicle's location information.</p> <p>The function may not operate under the following conditions.</p> <ul style="list-style-type: none"> • The cabin temperature of the vehicle is very high. • SUZUKI CONNECT compatible Data Communication Module cannot communicate. • The battery voltage is low.
Search Dealers	<p>When the customer uses SUZUKI CONNECT, the SUZUKI CONNECT server acquires the vehicle's location information.</p> <p>The function may not operate under the following conditions.</p> <ul style="list-style-type: none"> • The cabin temperature of the vehicle is very high. • SUZUKI CONNECT compatible Data Communication Module cannot communicate. • The battery voltage is low.

Geofence	<p>When the customer uses SUZUKI CONNECT, the SUZUKI CONNECT server acquires the vehicle's location information.</p> <p>This function only notifies, and does not give you the vehicle location. If it is needed to locate vehicle, please check the vehicle location from Parked Car Locator.</p> <p>The function may not operate under the following conditions.</p> <ul style="list-style-type: none"> • The cabin temperature of the vehicle is very high. • SUZUKI CONNECT compatible Data Communication Module cannot communicate. • The battery voltage is low.
Engine turned on notifications Security alarm notifications	<p>The function may not operate under the following conditions.</p> <ul style="list-style-type: none"> • The cabin temperature of the vehicle is very high. • SUZUKI CONNECT compatible Data Communication Module cannot communicate. • The battery voltage is low.