

Frequently Asked Questions

Q Which smartphone devices can use the SUZUKI CONNECT app?

A SUZUKI CONNECT supports the following OS versions of smartphone devices. (excluding tablets and smartwatches)
iOS: 15.0 or higher, Android: 8.0 or higher.

Q If I change my smartphone, will I be able to use the service?

A Yes, you can continue to use SUZUKI CONNECT by logging in with the same member ID (email address) and password even if you change the model of your smartphone.

Q Can I apply for SUZUKI CONNECT even if I don't have a smartphone?

A You can apply for the service on your PC, but SUZUKI CONNECT is designed as a service to be used with smartphone devices, so we recommend using a smartphone.
If you don't have a smartphone, please refer to P2 of this leaflet on how to apply for SUZUKI CONNECT from a PC web browser.

Q Is there a minimum contract period for SUZUKI CONNECT?

A There is no minimum contract period.

Q Can I cancel SUZUKI CONNECT at any time?

A You can cancel at any time from the SUZUKI CONNECT membership webpage.

Q I didn't receive the verification code which is required for email address verification in order to create my account. What should I do?

A Please make sure that you have entered your email address correctly. Also, you may not have received the verification code due to spam mail settings. If this is the case, please change your email settings so that you can receive email from "noreply@sc.eur.connect.suzuki".

Q Can I use a free email address when signing up for SUZUKI CONNECT?

A Yes, we accept free email addresses. However, a verification code (6 digits) will be sent to the registered email address to be verified. The validity period of the verification code is 10 minutes, so we recommend to register an email address which you can access easily.

For more information, please go to the SUZUKI CONNECT website.

XXXXXX.XXXXX.XX) URL (X.XXXXXX.XXXXX

QR
code

When using this service, it's very dangerous to operate or look at the screen while driving. Be sure to stop your vehicle in a safe place before using the service. Installation of the SUZUKI CONNECT app is required to use this service. Service information is current as of July 2022. This information is subject to change or discontinuation without notice. The app page images shown here are for illustrative purposes only. They may differ from the actual screen images. Customers are responsible for communication charges for smartphones when using SUZUKI CONNECT. Please refrain from operating or logging in with multiple devices as it may cause incorrect operation. Please manage your member ID (email address) and password strictly by yourself. Please set push notification permission for proper use of the service. We recommend that you set a password lock on the smartphone on which the SUZUKI CONNECT app is installed to prevent unauthorized use. iPhone is a trademarks of Apple Inc. registered in the U.S. and other countries. Android is a trademark of Google LLC registered in the U.S. and other countries.

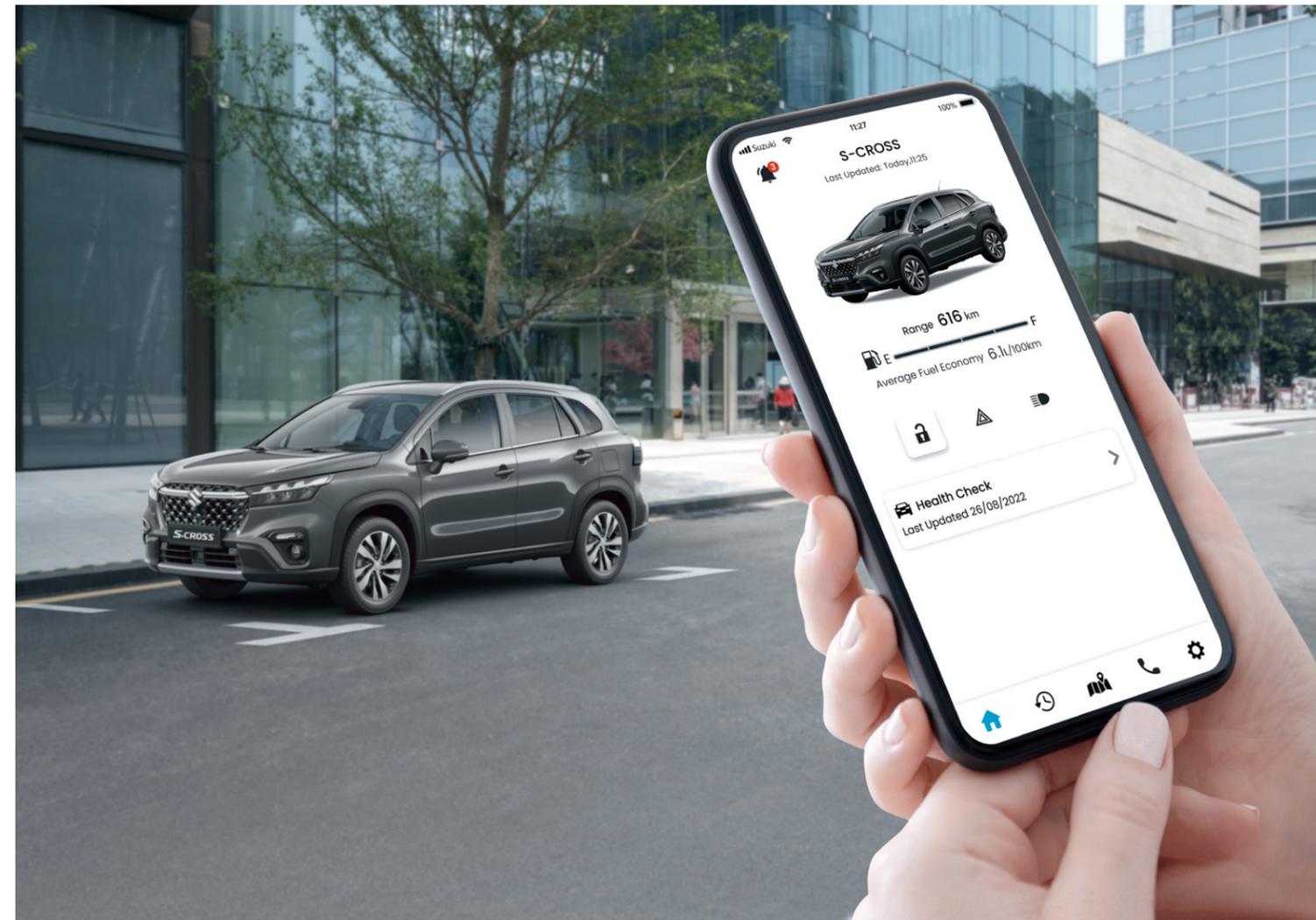
SUZUKI MOTOR CORPORATION

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www.globalsuzuki.com

SUZUKI CONNECT LEAFLET
99999-B8001-801 2207

SUZUKI connect

Getting Ready to Use the Service



 **SUZUKI**

SUZUKI connect Always Be Connected with Your Car

SUZUKI CONNECT, available through a smartphone app, lets you connect and monitor remotely what is happening with your car at all times. Download the app with seven types of service on your smartphone and make your Suzuki car experience even more convenient and reassuring.

More Convenient



1. Status Notification

Notifies your smartphone when you have left the car and gone away without locking the door or have forgotten to turn off the headlamps or hazard lamps.



2. Parked Car Locator

Displays the location where your car is parked on the map on your smartphone.



3. Driving History

Lets you check your driving history data for the past 18 months with your smartphone.

More Reassuring



4. Geofencing and Curfew Alert

In case another driver is using the car, notifies your smartphone when the car leaves, enters, or is absent, from a set area or an area near your home during a set time period.



5. Security Notification

Notifies your smartphone if the security alarm has been activated or if the engine is started at a time when you or a permitted user is not using the car.



6. Warning Light Notification*

When a warning light comes on in the car, you can check the cause and get advice on your smartphone. You can also call roadside assistance and dealers from the app.



7. Periodic Maintenance / Recall Notification

Informs you by your smartphone of the timing of periodic maintenance, or when recalls and service campaigns are announced.

*Phone calls to roadside assistance are only available if the service was offered by Suzuki at the time of vehicle purchase.

PREPARATION FOR SERVICE SETUP

Please follow the steps shown below to begin using the service.

Install the SUZUKI CONNECT app on your smartphone



Please download the app using the QR code shown on the right, or search for the app in App Store (iPhone) or Google Play Store (Android).
SUZUKI CONNECT app

QR code

iPhone

QR code

Android

Registration Steps for Your SUZUKI CONNECT Account

Setting Up the SUZUKI CONNECT App

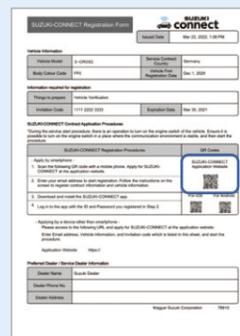
Registration Steps for Your SUZUKI CONNECT Account

1 Create your account

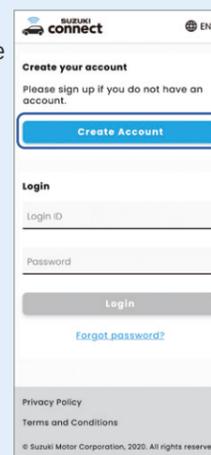
In case you can read QR codes with your smartphone.

*With an iPhone, please use the default camera app. *For web browsers, please use Safari for iPhone and Google Chrome for Android.

I. Access the membership webpage by reading the QR code printed on the SUZUKI CONNECT registration sheet provided by your dealer. Start creating your account from there.



II. Tap "Create Account".



III. On the Create Account page, after entering your email address and Vehicle Identification Number (VIN), review the information and if you agree, check "I agree with the above". Then tap "Next".



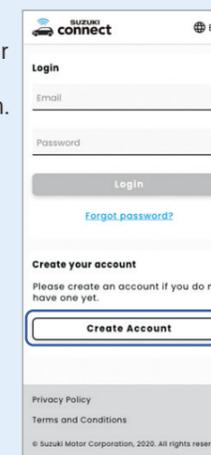
In case you can't read QR codes with your smartphone.

*The latest versions of Google Chrome, Microsoft Edge (Windows), and Safari (Mac) are the recommended PC browsers.

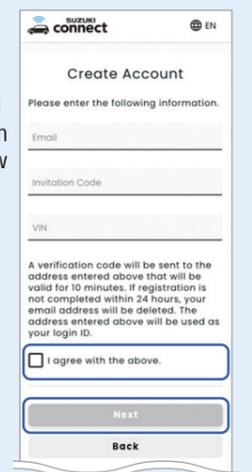
I. Open the SUZUKI CONNECT website with a web browser and click "Create Account / Login".



II. The sign up for membership page will open. Click "Create Account".



III. After entering your email address, invitation code* and Vehicle Identification Number (VIN), review the information and if you agree, check "I agree with the above". Then click "Next".



*Invitation code is shown on the SUZUKI CONNECT registration sheet provided by your dealer.

Go to 2 Email address verification on Page 3.

Registration Steps for Your SUZUKI CONNECT Account

2 Email address verification

I. Please enter the verification code in the boxes. The verification code is the 6-digit number sent to your registered email address.

II. Please review the Registration Steps and tap "Next".

3 Acceptance of the Privacy Policy and Terms and Conditions

I. Tap the Privacy Policy link to open the policy document as shown here on the right.

Scroll to read to the end of the document and if you agree, tap "Agree". If you tap Agree on this page, a check will automatically be added to "I have read and agree to the Privacy Policy".

In the same way as with the Privacy Policy, tap on the Terms and Conditions link to open. Then scroll and read the document to the end and if you agree, tap "Agree".

Choose whether to Use Vehicle Location (Optional) then tap "Next".

Note: By checking this box you will enable functions which use vehicle location, including parked car locator and geofence. You can also manage this later in the settings.

4 Account information registration

I. Enter name, password, language and phone number (optional). After filling out, tap "Next".

II. Review the account information you registered and tap "Confirm" to see your account created successfully. Then tap "Next" to proceed to add vehicle.

5 Contract information registration

I. Tap "Proceed to Add Vehicle".

II. Enter member's name, country, time zone and licence plate number (optional) and tap "Next".

Note: Please be sure to select the time zone where you primarily use your car. This will be used to calculate for driving history or alert functions which use time.

Review the entries and tap "Confirm".

Move your car to a location with good network connectivity and turn on the ignition to complete the registration procedure.

This completes new membership registration.

To use SUZUKI CONNECT, please install the SUZUKI CONNECT App from the App Store (iPhone) or Google Play Store (Android). You can find QR codes on page 2 to download the app.

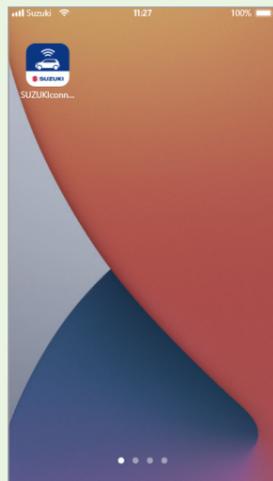


Next, go to your car to set up the SUZUKI CONNECT App.

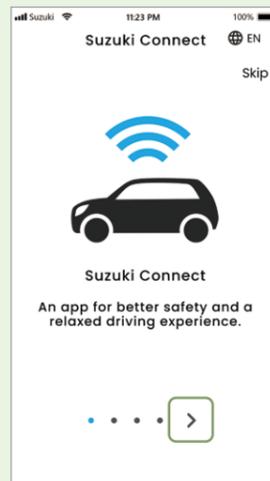
Setting Up the SUZUKI CONNECT App (Please move to your car.)

1 Starting the app

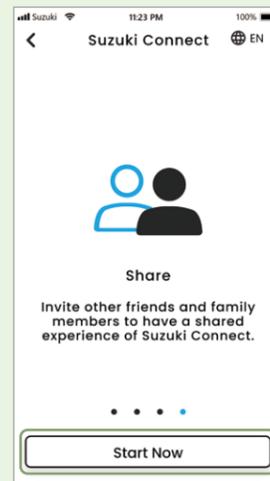
I. Tap and open the SUZUKI CONNECT app.



II. The tutorial screen appears. Tap [>] to see each comment and continue to the end.

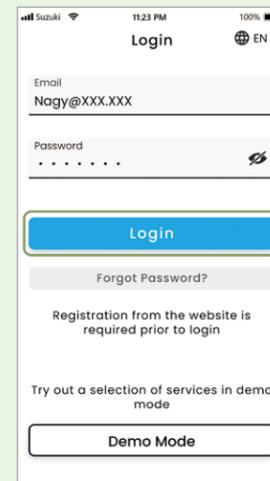


Then tap "Start Now".

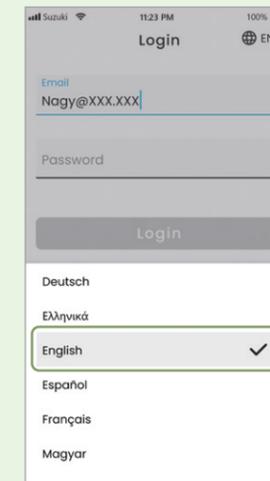


2 Login

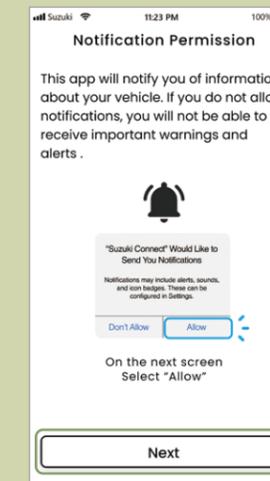
I. Enter your member ID (email address) and the password you registered when creating your account. Then tap "Login".



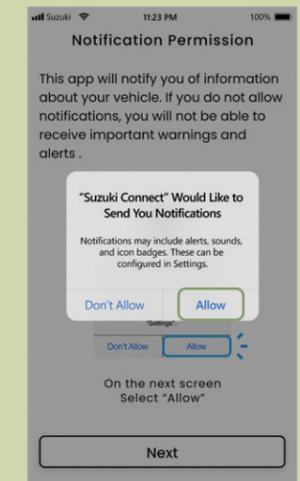
II. Select your language and proceed to the next page.



On the Notification Permission, tap "Next" to permit receipt of notifications.



Tap "Allow".

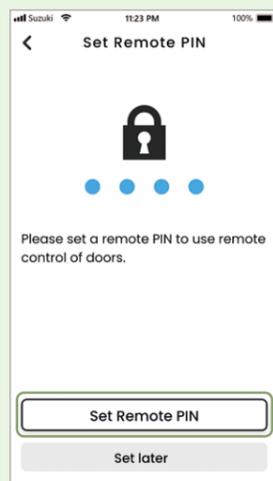


*Notification setting required only for iPhone. This setting doesn't appear on Android.

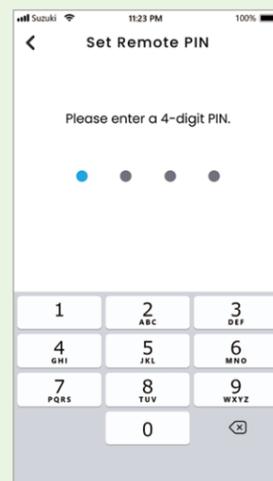
3 Register a Remote PIN

*You need to enter a PIN for remote operation.

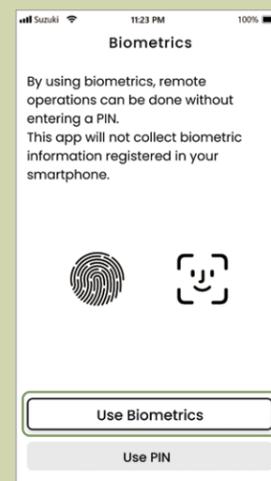
I. Tap the "Set Remote PIN".



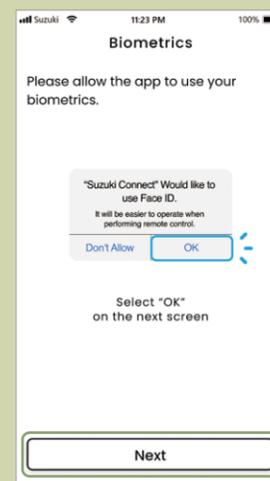
II. Enter a 4-digit number. *Enter the same number again for confirmation.



Tap "Use Biometrics" (optional).



Tap "Next" to allow the app to use the biometrics ID.



Tap "OK".



*You can also select Use PIN.

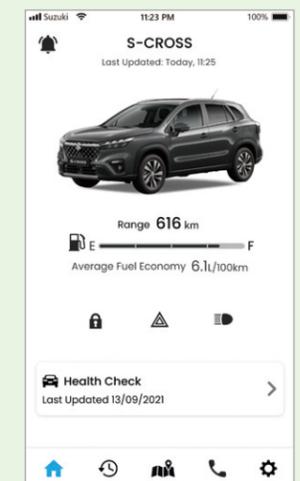
4 Check the eCall button status

*Be sure to check it while in your vehicle.

I. Confirm that the indicator is not lit and tap "Lights Turned Off".



II. When the SUZUKI CONNECT App home page appears, it means that the setup is complete.



The Setup for your SUZUKI CONNECT app is complete.

Now you can enjoy the convenience and reassurance of the service.