

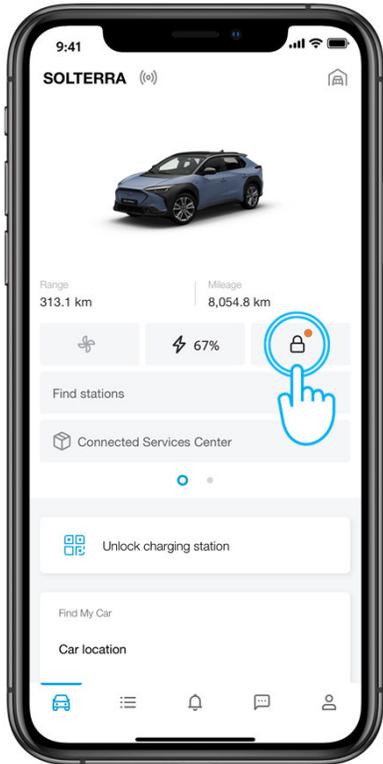
Car status



Entry point

There are 2 entry points to the car status:

- 1. The user taps on the Forgotten Notification



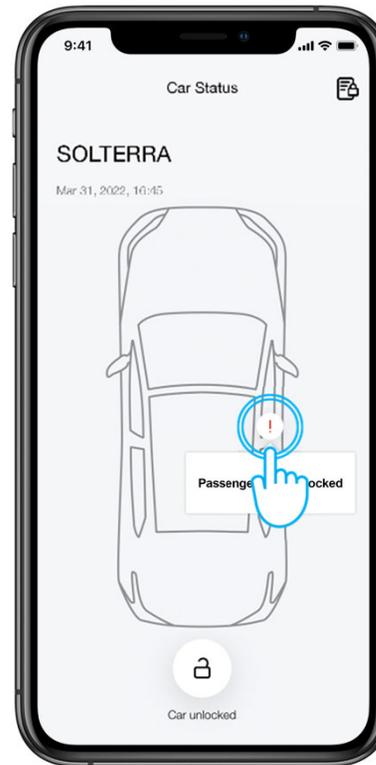
- 2. The Car Section screen (homescreen of the SUBARU Care app)

All images shown are for illustration purpose only. Actual product may vary due to product enhancement.

Forgotten notifications



4-8 minutes after the ignition off, the user will receive a push notification to remind him/her if anything is out of the ordinary with the status of the car.



When the user taps on the push notification, he/she is presented with the Car Status screen with an overview of the items that are in the "warning" state.

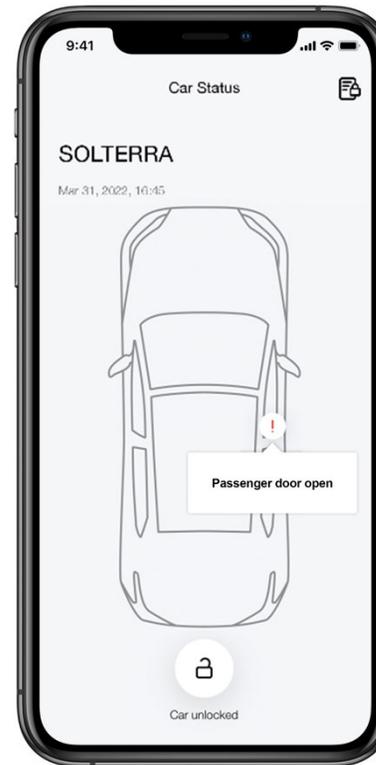
Car status



Step 1

There are 2 entry points to the car status:

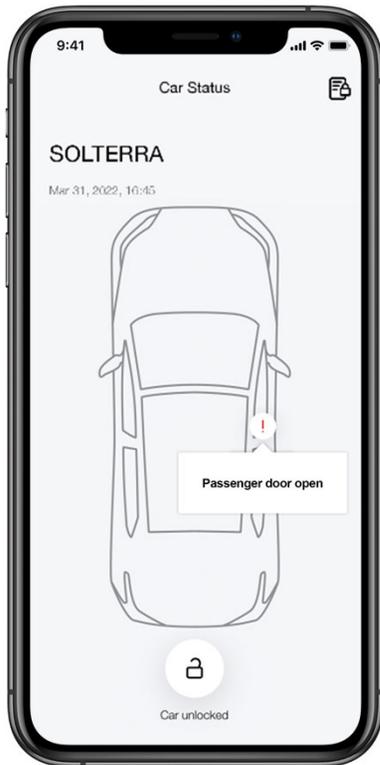
1. The user taps on the Forgotten Notification
2. The Car Section screen (homescreen of the SUBARU Care app)



Step 2

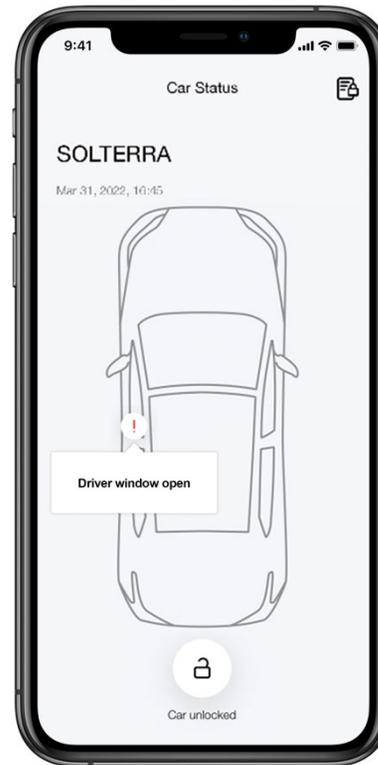
The user can tap on the pictogram to see if there is one or multiple issues with a single item.

Car status



What can we track (if available)?

- **Doors**
- Windows
- Boot
- Lights
- Smart Key



What can we track (if available)?

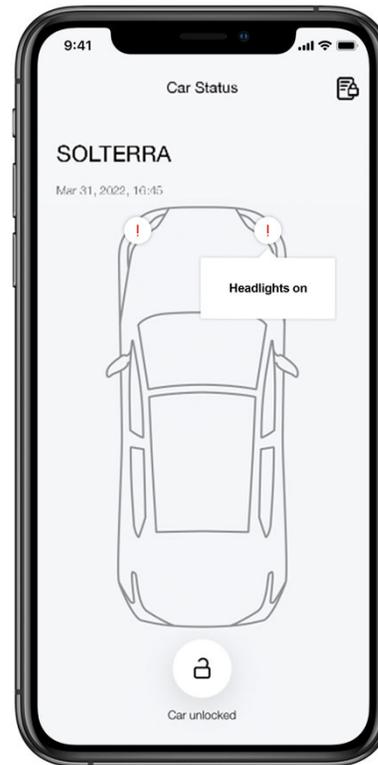
- Doors
- **Windows**
- Boot
- Lights
- Smart Key

Car status



What can we track (if available)?

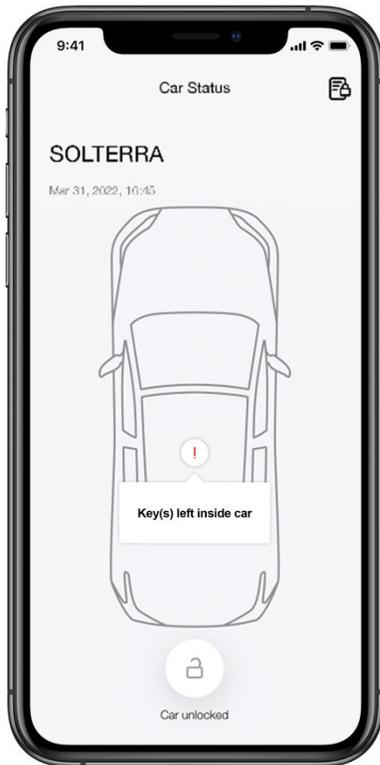
- Doors
- Windows
- **Boot**
- Lights
- Smart Key



What can we track (if available)?

- Doors
- Windows
- Boot
- **Lights**
- Smart Key

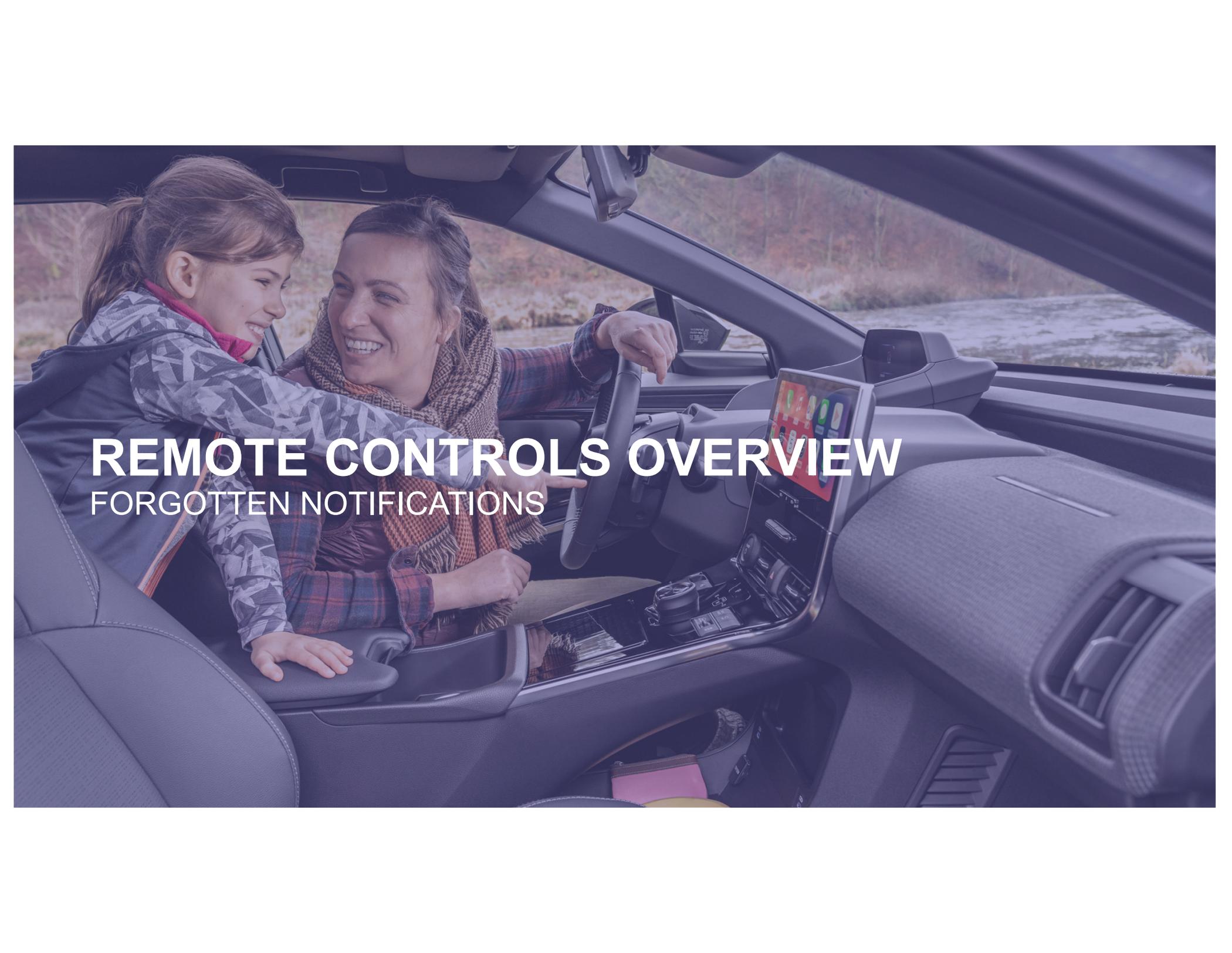
Car status



What can we track (if available)?

- Doors
- Windows
- Boot
- Lights
- **Smart Key**

IMPORTANT: If the user disabled "Smart entry & start system" in the multimedia, the notification "Key(s) left inside the car" will always be on.



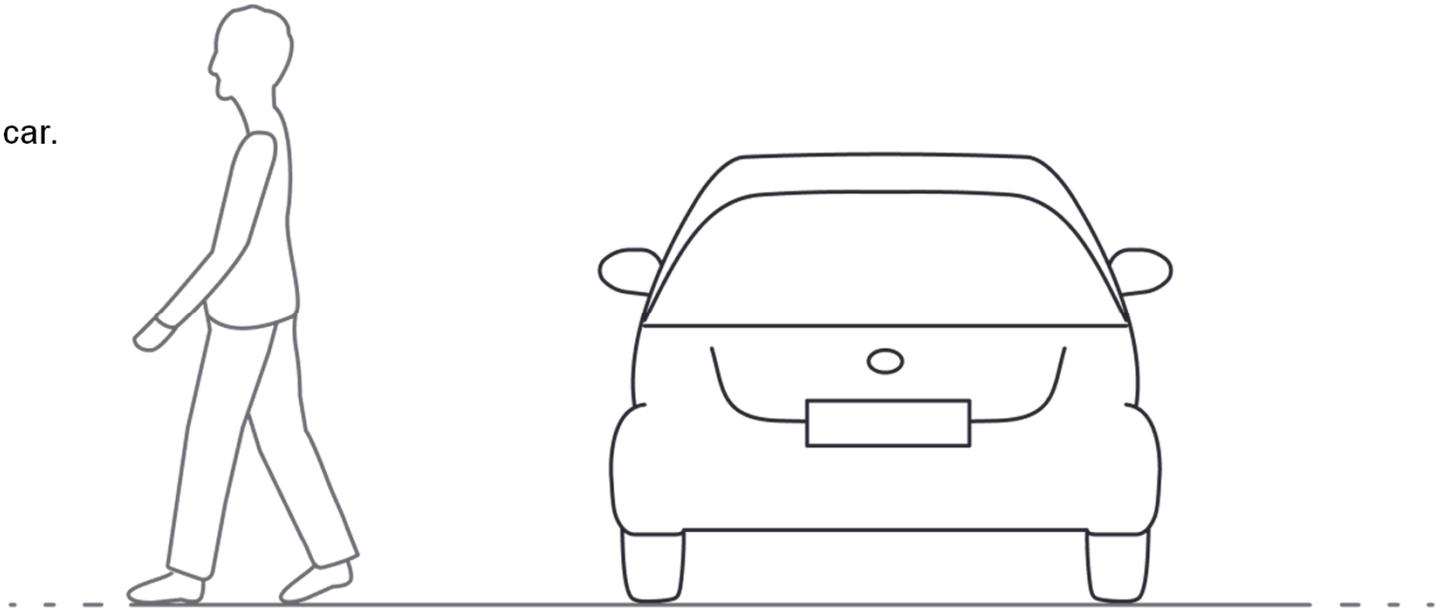
REMOTE CONTROLS OVERVIEW

FORGOTTEN NOTIFICATIONS

Forgotten notifications

Step 1

User turns off the ignition of the car.

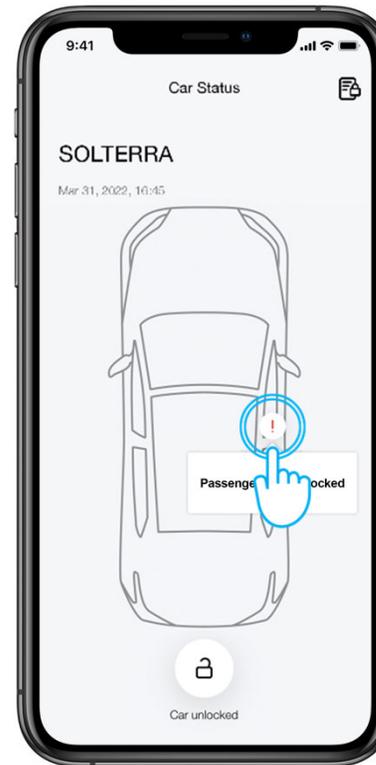


Forgotten notifications



Step 2

4-8 minutes after the ignition off, the user will receive a push notification to remind him/her if anything is out of the ordinary with the status of the car.



Step 3

When the user taps on the push notification, he/she is presented with the Car Status screen with an overview of the items that are in the "warning" state.

Forgotten notifications



Additional info

Forgotten notification at this stage track the following:

Windows open (one or multiple windows open).



Doors unlocked (if any of the doors are unlocked).

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Forgotten notifications



Lights on (if head lamps or tail lamps are still on).

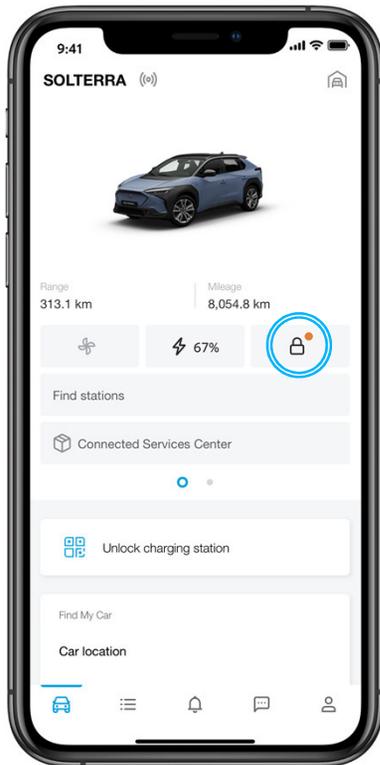


If there are 2 or more monitored items in "warning" state, we will send one push notification with the message as in the example.



Connected Services are continually improving, therefore visuals and app screens in this guide may slightly differ from those seen in your SUBARU Care app.

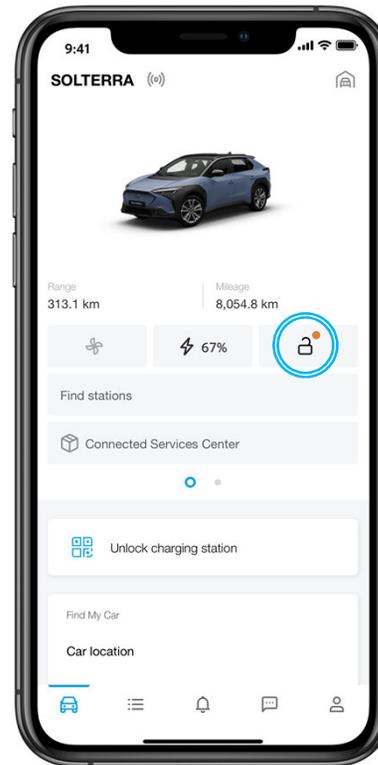
Lock/Unlock



Warning state

The user enters the Car Status screen.

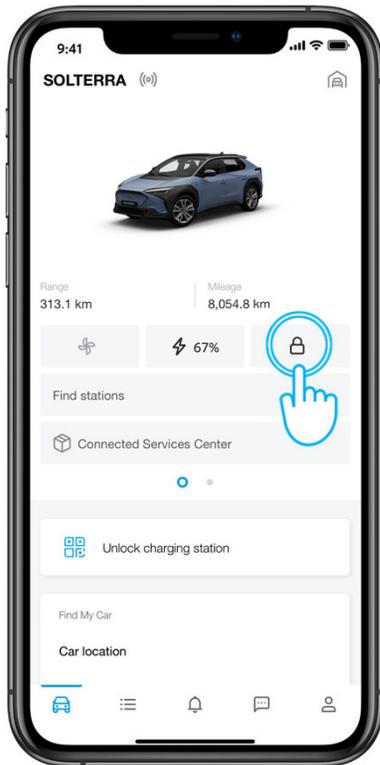
If any of the sensors from the Car Status are in the warning state, the user will see a small orange dot next to the lock icon.



Unlock state

In case the car is unlocked, the lock icon will be unlocked with the orange dot. ●

Lock/Unlock



Step 1

If all the sensors from the Car Status are in the OK state, the user will see a locked icon.

When the user taps on the Lock icon he/she enters the Car Status screen.



Step 2

The status will be updated 4-8 minutes after the ignition has been switched off.

The user can initiate the unlocking of the car via Lock/Unlock button.

IMPORTANT: By doing a pull-to-refresh application will manually contact the car to get the updated data.

Lock/Unlock



Step 3

The user is prompted with the security warning.



Step 4

The app sends a request to the car to initiate unlocking.

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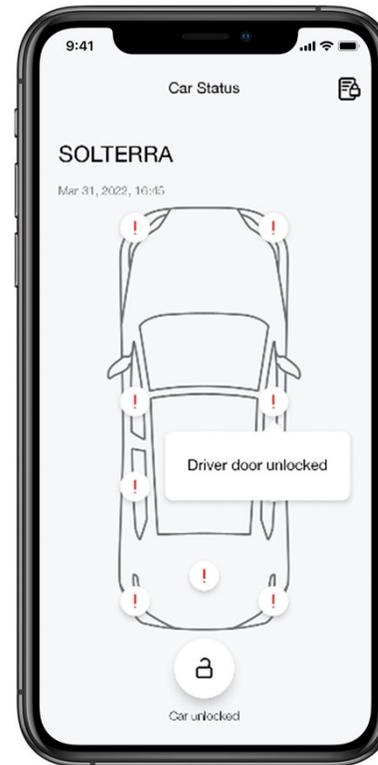
Lock/Unlock



Step 5

After the request was processed, the status of the car is changed.

It takes approximately 10-15 seconds to process the request.



Step 6

The user can tap on each of the buttons to check the state of the car.

Lock/Unlock

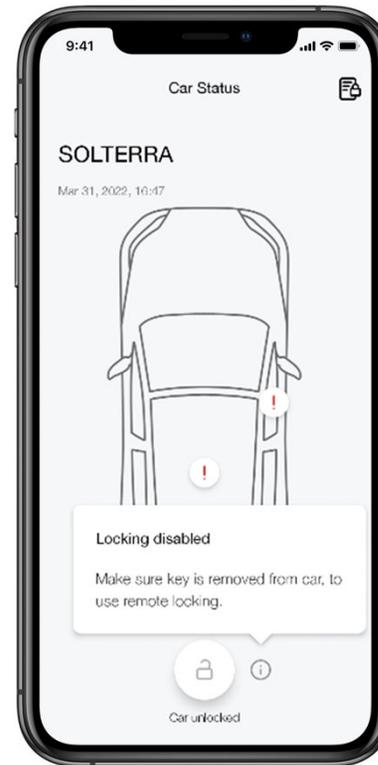


Additional info

The user will not be able to lock the car if:

- Any of the doors are open
- Smart key is inside the car

The lock button in any of these cases is disabled.



The user can find out the reason the service was disabled by tapping on the Info icon.

Lock/Unlock

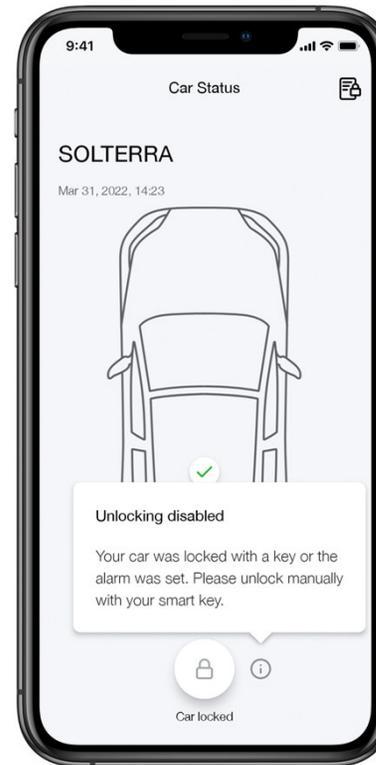


Additional info

The user will not be able to unlock the car if:

- Car Alarm is set
- Car was locked with key

The unlock button in any of these cases is disabled.



The user can find out the reason the service was disabled by tapping on the Info icon.



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