

Kawasaki Connect Mobile App FAQ

Q: How do I access the Dealer Administrative Portal?

A: Using your preferred connected web browser, navigate to <http://kawasakiconnect.k-dealer.com/home> where you'll be prompted to sign in.

Q: What is my username and password for accessing this tool?

A: Use your existing K-Dealer.com username and password.

Q: What if I forgot my username and/or password?

A: Password recovery can be accomplished by visiting the Kawasaki K-Dealer website at <http://k-dealer.com>. Further help can also be found by reaching out via the Kawasaki support email.

Email: appsupport@kmc-usa.com

Q: What if I have further questions about using the Dealer Administrative Portal?

A: Please review the User Guide within the App Support section. You may also email Kawasaki Support for any questions or concerns you might have about the tool.

Q: How do I submit suggestions for the app or Dealer Administrative Portal?

A: Contact your District Manager or email appsupport@kmc-usa.com. Please allow 3-5 business days for a response.

Q: How does geofencing operate and what are the benefits of the technology?

A: The geofencing technology allows the app to identify your dealership based on the geographical coordinates in the Kawasaki IT database. Each dealership has a preset range that will both welcome the user once they arrive on site and thank them upon leaving the given dealership's zone. We utilized GPS technology because of its reliability.

Q: I am not getting any notifications while I am in the app. What's the issue?

A: Please be sure that your Push Notification and Location Service settings are turned on for the best app experience.

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- Q:** My geofencing doesn't seem to be working. How do I update or verify?
- A:** Your geofence location is determined by the information provided for the Kawasaki database. If you believe you're experiencing problems then please email support so that they may verify the coordinates on file. Should they differ from your physical location, they can be updated and will be translated dynamically to the app.
- Q:** What are the resources available to me so that I can understand how to customize my dealer home screen and my promotions?
- A:** To access the portal, look for the Kawasaki Connect Portal. Additionally, each section within the portal has visual examples for your reference. Should you have further questions, you may find the support email address in the App Support section.
- Q:** I am a district manager. Do I have the ability to see my dealers and their customization uploads?
- A:** At this time, the portal does not provide the DM or RMM this capability. However, it is noted for future app refreshes.
- Q:** Can users search any dealer inventory while on the app?
- A:** No, the dealer inventory seen on the app matches the information provided for Kawasaki.com by your respective dealership. While a user is on-site and within the app, the "Search Inventory" button is no longer visible. When a user is not within geofence range, they may view inventory as shown on Kawasaki.com, then search for a nearby dealer. The app and [kawasaki.com](https://www.kawasaki.com)'s search inventory function the exact same unless the user of the app is on-site at a dealership.
- Q:** What are some of the incentives for dealers to participate in the Kawasaki Connect app?
- A:** Dealers are able to have customized communications with their customers, including their dealer home screen and dealer-specific promotions. Kawasaki is the first OEM to offer this feature. The app optimizes a customers shopping experience and provides easy access to product information, official Kawasaki USA social media, racing news and schedules, their My Kawasaki account and more.
- Q:** Are there plans for future features and updates?
- A:** Yes, we have a roadmap of planned enhancements and considerations. Should you have a suggestion, please email support or your DM.

Kawasaki Connect Mobile App Troubleshooting Checklist:

Here are the general troubleshooting steps and information we need to help diagnose any given Mobile App issues:

What version of the app is being used (iOS or Android)?

1. Is the latest version of the app installed?

- Updates will continue to release. Make sure the latest version is installed.
- Go to the App Store or Google Play store and check for updates.

2. Is geolocation enabled?

- IOS: Go to Settings > Scroll down to “Kawasaki Connect” > Make sure the "Location" is set to “Always”
- Android: Go to Settings > Applications > Application Manager > Kawasaki Connect > Permissions > Location should be set to “Allowed”

3. Is Notifications enabled?:

- IOS: Go to Settings > Scroll down to Kawasaki Connect, select Notifications and Enable
- Android: Go to Settings > Applications > Application Manager > Kawasaki Connect > Permissions > Notifications should be set to “Allowed”