

SX4



E-Learning Guide



Way of Life!

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Now that's SX4

Welcome to the e-learning product manual of the SX4.

Our flexible e-learning study courses have been designed to give you the convenience of studying online, from the comfort of your office or own home and at a time that suits you.

You do not have a time limit per page and can also page backwards or forward through the manual.

This training module has been designed to assist the Suzuki Sales Executive to gather product knowledge and key selling features of the SX4 and to effectively communicate these to the potential customer during the sales process.

The concept is to provide easily digestible and concise information regarding the product features, advantages and benefits and to set out this information in a manner that will give the Sales Executive the 'language' to transfer their knowledge and can be used as a supporting tool during the product evaluation with the customer.



Learning Outcomes

As a result of the training, participants should be able to effectively and professionally engage potential customers during the sales process and be able to:

- Know how to qualify a customer
- Know all the features of the SX4
- Explain their advantages (functions)
- Explain how they work
- Explain their benefits to customers
- Understand the 6 point walk around process
- Be able to fluently demonstrate features to customers using this process
- Know the specifications of competitor vehicles



Background

Better fuel economy, utility and design: the optimal choice for families

The SX4 is a crossover that brings together Suzuki's compact-car knowhow with technologies honed for sport utility vehicles (SUV's). By giving the new SX4 the internationally acclaimed handling of the Swift, while making no compromises in its four-wheel-drive (4WD) performance, we created a dynamically outstanding vehicle.

The car has also been designed to offer comfortable cabin space and abundant luggage capacity to allow the whole family to enjoy the car. This was also the reason why we adopted a wide-opening double sliding panoramic sunroof for the first time in the world.

Today, environmental consciousness is a necessity even for crossovers. The disadvantages in weight and air resistance due to the body height have been overcome by taking various measures to reduce weight and drag, resulting in a crossover that excels in all aspects including driving pleasure, 4WD performance, versatility and fuel economy.

Yasushi Sasaki
Chief Engineer 5

Customer insight

Facts about what C-SUV customers are like...

They switch from C, D, MPV and SUV segment cars

They use their C-SUV as their main car

They like cars

They pay and wait for what they like

They take a test drive



SX4 has added value that can appeal to users upgrading from the C segment, quality that fulfills the expectations of users downsizing from the D segment, and the utility demanded by MPV users. Potential customers of SX4 include not only conquest customers, but also existing customers of the current SX4 and other Suzuki compact car customers for their family's main car.

4 Key Product Features

1 Styling

Distinctive crossover styling

The crossover styling fuses the appeal of an SUV and a hatchback, combining strength with elegance.



2 Packaging

Class-leading luggage capacity & comfortable cabin space

Room for the whole family's luggage, as well as spacious rear seats. Ideal for family trips or outings.



3 4WD Performance

Next-generation 4WD with ALLGRIP technology

The drive-selectable four-mode 4WD delivers greater stability under diverse driving conditions.



4 Fuel Efficiency

Top class fuel efficiency for a C-segment crossover

Engine refinements, superior aerodynamics, and weight savings have resulted in greater fuel efficiencies.



Exterior

Selling Points



Fun



Efficiency



Versatility



Comfort

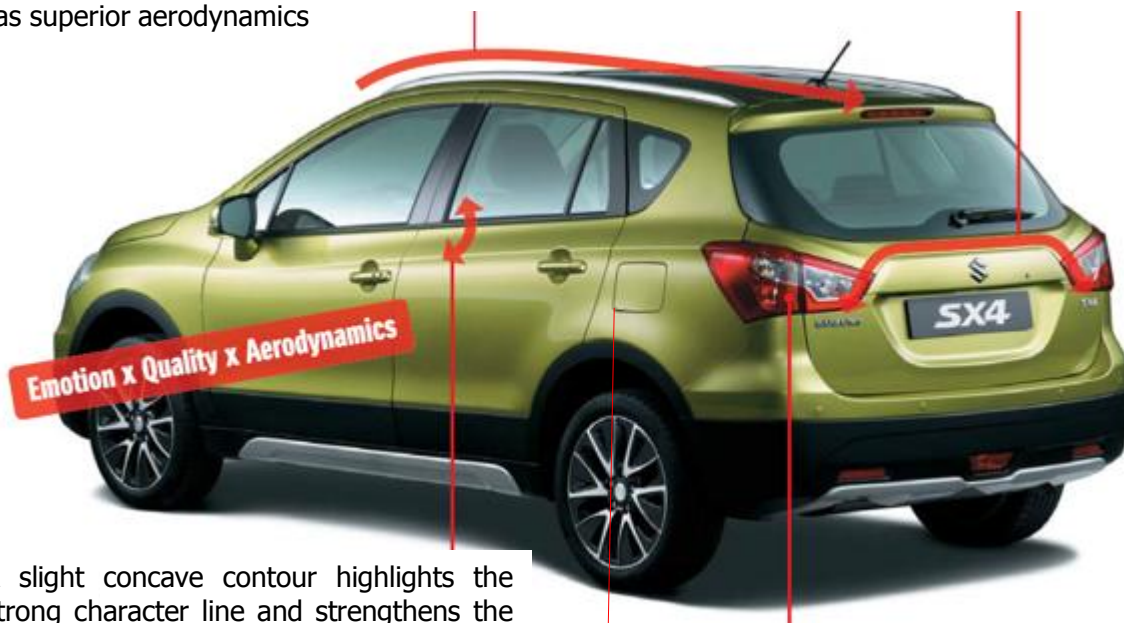


Safety

Every part of the vehicle has been aerodynamically designed to achieve high fuel efficiency, despite being a crossover with relatively high overall height.

The roof slopes gently toward the rear to form a flowing roof line that gives a sporty impression as well as superior aerodynamics

A trapezoid-motif plate garnish conveys a sense of stability

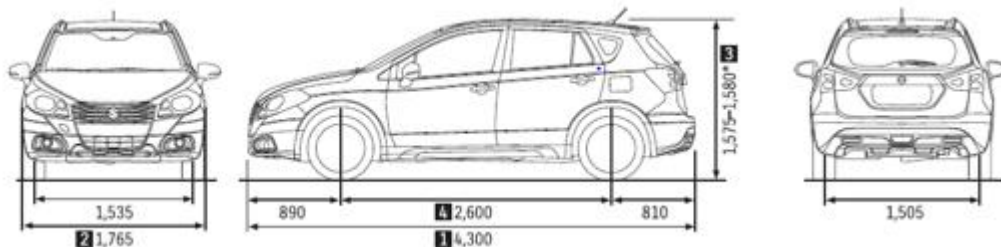


A slight concave contour highlights the strong character line and strengthens the body panel

Two-part rear combination lamps give a sense of quality

Fuel tank capacity = 47 litres
Approximately 7 litres remaining when fuel warning light comes on

Major Dimensions



Exterior

Dynamic looks that combine aerodynamics and crossover style

The styling creates an emotionally appealing crossover look, the high quality of top of its class, and the aerodynamic form improves fuel efficiency.

Key design themes are:
Emotion X Quality X Aerodynamics

Items emphasising crossover identity



HID headlamps (std on GLX). The position lamps have energy-saving LED's which also function as daytime running lights (DRLs)

The rounded bonnet gives a heightened sense of solidity

Aerodynamically shaped door mirrors improve fuel efficiency

Emotion x Quality x Aerodynamics



A sharp and edgy character line creates emotional appeal while giving lightweight metal panels strength

The contours across the side of the body from the front bumper to the rear end are optimized for smooth airflow

Interior

An emotionally appealing design that combines dynamic motion with high quality refinement

The wide instrument panel has soft padded surfaces that give it a feeling of expansiveness and high quality. The silver decorations form sporty accents against the cabin's black keynote colour

Soft pad



Dual Zone Automatic Air Conditioner (GLX only)

The dual zone automatic air conditioner allows the driver and the front passenger to set temperatures independently of each other for greater comfort. It automatically maintains the desired temperature.



Interior

Multi-information Display

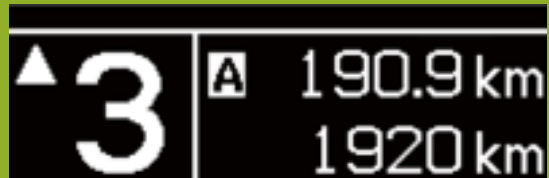


Basic Display Information

Setting Mode:

- Distance units
- Language
- Avg fuel economy mode select
- Temperature units
- Clock setting
- Foot lights
- TPMS mode select
- Set parking sensors

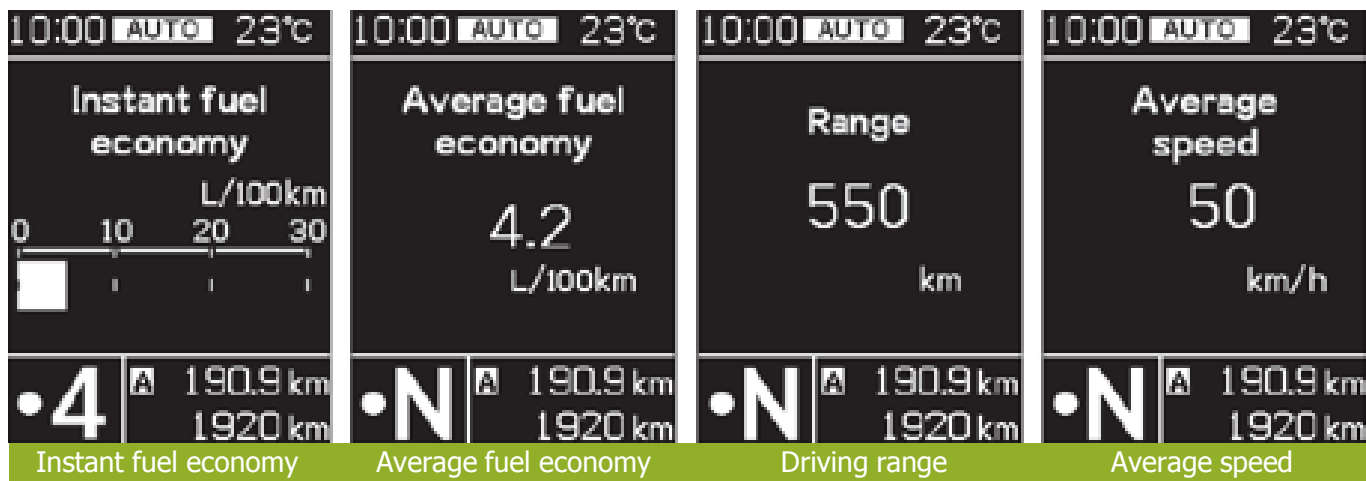
Gearshift Indicator



Includes a gearshift indicator that helps the driver time gearshifts optimally for current conditions and thus save fuel. (Installed in manual-transmission vehicles. Shown also while manual mode is selected in a vehicle with continuous variable transmission).

Other Functions

- 4WD driving mode display
- Parking sensor display
- Various warnings



Interior

In-Car Entertainment

Audio System

Grade	GL	GLX
Radio, MP3 and WMV compatible CD player	●	●
USB connection	●	●
Bluetooth Link for hands-free calls & music streaming	●	●



Audio control switch



Hands-free call switch



USB port in the centre console box



Interior

Cruise Control / Speed Limiter

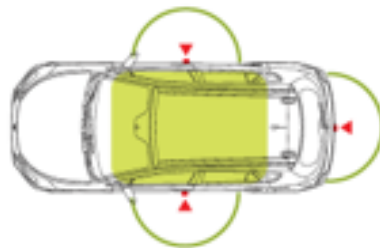


Standard on GL, GL+ and GLX grades

The cruise control system boosts convenience by keeping the car moving at a constant drive-set speed without requiring the driver to keep pressing the accelerator pedal.

The lowest speeds that can be set is
40 km/h

Keyless Push Start System



-  Request switch on the doors
-  Area of transmission of signal to lock and unlock door
-  Engine push start start/stop workable area

The keyless push start system allows the user to lock and unlock the doors, and start the engine without having to use the key. The remote control unit does not even need to be taken out of the pocket or bag.



1 Carry the portable remote control



2 Press the request switch to unlock door



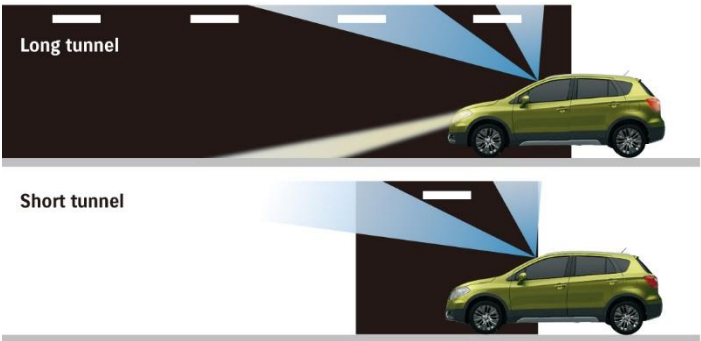
3 Hold the clutch pedal down (or brake on CVT) then press the engine-start button



Automatic Lights and Automatic Wipers

Standard on GLX grade

The automatic light system turns the headlamps and tail lamps on and off in accordance with the ambient brightness. Two sensors avoid turning on the lamps unnecessarily when the car enters a short tunnel. The upward-looking sensor located above the windscreen monitors the light above and in front of the car. These sensors prevent the lamps from turning on when they detect darkness, but the forward-looking sensor detects light beyond the tunnel



The automatic wipers turn themselves on or off automatically in accordance with the amount of rainfall and the vehicle speed.

Parking Sensors

Ultrasonic sensors in the front and rear bumpers detect obstacles while the driver is parking the car. Warning beeps of varying intervals and indications on the multi-information display help the driver sense how close the obstacles are by changing in accordance with the distance to them.



Sensor	Symbol	Buzzer	Distance (approx.)
Centre	Three lines	Short beeps at Long intervals	60-100cm front 60-150cm rear
		Short beeps at short intervals-	45-60cm
	Two lines	Short beeps at very short intervals	35-45cm
	One line	Continuous beep	Less than 35cm
Corner	Three lines	Short beeps at short intervals	37.5-60cm
	Two lines	Short beeps at very short intervals	25-37.5cm
	One line	Continuous beep	Less than 25cm



Steering Wheel and Seat Height Adjuster

The adjustable steering wheel and driver's seat together accommodate drivers of various sizes



Tilt-adjustable



Telescopic-adjustable



Seat height adjuster



Adjustable Rear Seatback

Standard on GL+ and GLX grades

The rear seatback can be set at either two angles. The normal angle allows the passengers to sit in a more relaxed posture while the other angle creates a further **10 litres** of space in the luggage area in addition to the **430 litres**.



Roomy Rear Cabin

Ample space is ensured with a tandem distance (the distance between the front and rear occupants) of **814mm**. In addition, the shape of the front seatbacks has been altered to ensure ample knee clearance for comfort.

NVH Performance

A high-rigidity body forms the basis of great NVH performance through a variety of countermeasures. The wipers and door mirrors are also designed for minimal wind noise. These features ensure pleasant driving even for long journeys.



Interior

Utility

Spacious luggage area with ample cabin space. A luggage area designed for ease of use. There is **430 litres** of luggage space even when five people are seated in the cabin. It allows all kinds of luggage to be loaded meeting the needs of a variety of lifestyles.

Dimensions



- A:** Front seatback to tall-end trim
Front seat in rear most position: 1607mm
Front seat in front most position: 1829mm
- B:** Rear seatback to tall-end trim
With luggage board: 814mm
Without luggage board: 864mm
- C:** Width of luggage area (close to rear end 1320mm)
- D:** Height of luggage area (from floor board to roof)
Width luggage board: 715mm
Without luggage board: 842mm

Luggage space compared to the major competitor

	New SX4	Nissan Qashqai	Peugeot 3008	Mitsubishi ASX
Overall length (mm)	4300	4330	4365	4295
Overall width (mm)	1765	1783	1837	1770
Luggage space (Litres)	430	410	432	419

Top-class



Three golf bags



Two 100 litre suitcases



Pushchair and travel bags

Interior

Flexible-use Space



Rear seat unfold with luggage board



Rear seat folded with luggage board



Luggage board mounted



Luggage board lowered into the floor

Luggage area cover

The luggage area opening dimensions are a width of 1120mm and a height of 695mm which allow people to load and unload luggage with ease..



Luggage area cover can be flipped up to allow access to the luggage area from the cabin

Easy loading and unloading



Model	New SX4	Nissan Qashqai
Height (mm)	695	771
Width (mm)	1120	1223

Lowest

Handy items in the luggage area

The luggage area has tie-down hooks and an accessory socket that are handy for outdoor activities.



12V accessory socket



Tie-down hooks x 4



Net hooks x 2



Shopping bag hook x 1

Other convenient storage spaces



Overhead console with map lamps



Centre-lower box



Centre console box



Centre console cup holders



Driver's side pocket



Front door pockets



Rear door pockets



Front passenger seatback pocket



Rear centre armrest with cup holders



Luggage room side boxes

Luggage area cover can be flipped up to allow access to the luggage area from the cabin

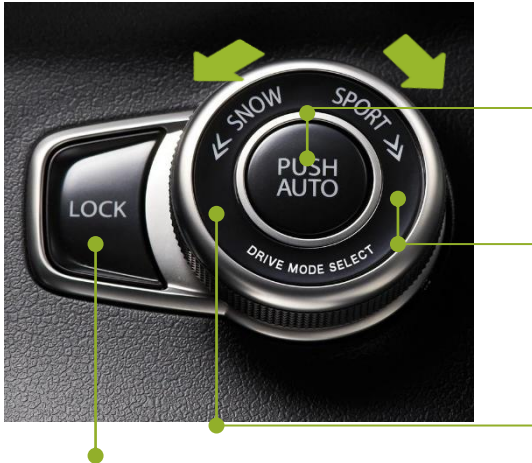
New 4WD System

An advanced 4WD system with multi-function four driving modes.

The new 4WD system ensures stable handling over a wide range of road surfaces and in various driving situations.

Integrated control of the engine, transmission and ESP allows selection of an optimal mode to suit road and driving conditions. Driving modes are selected using the switch above the centre console.

4-mode switch



AUTO: For economical driving. Switches to 4WD when slippage is detected.

SPORT: Allocates more torque to rear wheel to improve cornering performance and optimizes the accelerator / torque characteristics for better engine response. In addition, engine speed is kept high in the CVT model.

SNOW: For snowy, unpaved and other slippery surfaces. Enhances traction during acceleration and assists stability on slippery surfaces.

LOCK: For extricating the car from snow, mud or sand. The system allocates more torque to the rear wheels and ESP and other controls are optimized for extrication.

Suzuki's new 4WD brand



Suzuki has evolved its renowned 4WD technologies into a new generation that delivers driving pleasure and peace of mind while suppressing fuel consumption. Through the ALLGRIP brand, Suzuki will deliver fun, peace of mind and environmental friendliness. The four-mode 4WD system in the new SX4 embodies the ALLGRIP concept, and 4WD models are labelled with the ALLGRIP emblem.



Fun



Efficiency



Safety

This new 4WD system allows the selection of an optimum mode suited to how the driver wants to enjoy four-wheel driving.

Weight savings, aerodynamic improvements and efficient 4WD control have achieved high fuel efficiency even in a 4WD vehicle.

If the vehicle becomes stuck or in slippery conditions, there are modes to increase the 4WD capability. Its flexible 4WD will appeal to SUV customers seeking 4WD functionality and wanting to save fuel.

Fuel Consumption

Efficient engine, extensive weight savings and superior aerodynamics.

1.6 litre petrol engine

Weight savings have been achieved through not only a reduction in weight of the engine itself, but also an improved exhaust system, cooling system and a new engine mounting system. Furthermore, engine performance has been maintained while boosting fuel efficiency by reducing friction in the piston rings and various other parts.



Low CO2 emission

CO2 Emissions comparison

	New SX4 Petrol 2WD 5MT with stop/start	Nissan Qashqai Petrol 2WD 5MT without stop/start	Peugeot 3008 Petrol 2WD 5MT without stop/start	Mitsubishi ASX Petrol 2WD 5MT with stop/start
CO2 emissions (g/kg)	125	144	155	133
Engine capacity (cc)	1586	1598	598	1590
Max output (kW)	88	86	88	86

Lowest

Transmission

5-speed manual transmission and continuously variable transmission (CVT) are available for the petrol engine, and 6-speed manual transmission for the diesel engine. The auxiliary transmission installed in the CVT widens the range of gear ratios for a great combination of acceleration and fuel economy.

CVT Manual Mode

For the GLX, the CVT comes with a 7-speed manual mode operated by a paddle shift. In the Manual mode, it automatically shifts up when engine speed reaches around 5500rpm, and shifts down at around 1500rpm. Even with the shift in Drive position, you can activate manual mode by operating paddle shift. In this case, it automatically returns to Drive mode if the accelerator pedal is kept at a certain position for a certain duration (5-10 seconds, position and time vary depending on the shift position).

X Fun **X** Efficiency **X** Comfort **X** Safety

Measures to promote greater fuel economy have been implemented throughout the vehicle from the engine to the tyres. The high tensile steel body realizes high performance in all aspects of the car including its handling, safety and NVH

Fuel Consumption

Weight savings

The new SX4 body incorporates a large proportion of high-tensile steels for greater stiffness and lighter weight. It is lighter yet stiffer than the current model despite the increase in size.

Kerb weight comparison

	New SX4	Nissan Qashqai	Peugeot 3008	Mitsubishi ASX
Overall length (mm)	4300	4330	4365	4295
Kerb weight (kg)	1085-1370	1310-1590	1539-1808	1345-1600

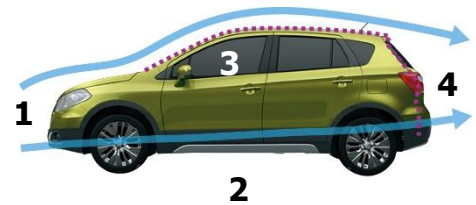
Lightest

Aerodynamics

Ideal aerodynamics were pursued to ensure minimal drag, achieving superior driving performance and fuel economy.

1. The structure inside the front grille has been optimized to reduce unnecessary air intake.
2. The front bumper corners, fog lamp bezel shape of the wheel surface have been optimized to smooth the airflow over the sides of the body.
3. The door mirrors have a low-drag design.
4. The smooth roof line, the contours that draw inwards toward the rear of the body and the aerodynamically efficient contours on the rear end of the body help to smooth the airflow over the back of the car.
5. Front strakes, an engine undercover and a main floor cover have been added, and the bottom surface shapes of the bumper absorbers and the muffler have been optimized.

Low drag!



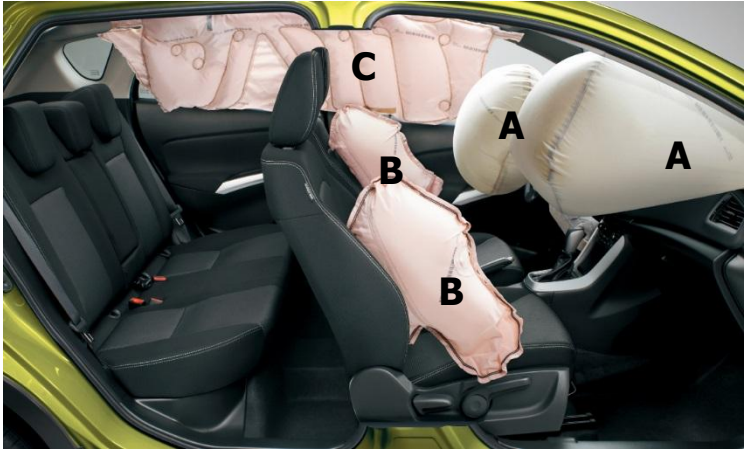
Low-rolling resistance tyres

Newly developed tyres enhance fuel economy without lowering braking performance

Safety

Higher safety performance for greater peace of mind

Airbags



- A** Front driver & passenger
- B** Side driver & passenger
- C** Curtain
- D** Knee Airbag



ESP

If the ESP detects wheel slip (for instance, when the driver turns the steering wheel sharply and/or the road is slippery), it automatically effects control over the engine torque and brakes to suppress the wheel slip and help the driver stay in directional control.



Hill-Hold Control

Standard on GLX

A hill-hold control function makes hill-starts easier by preventing the car from rolling backwards when the driver switches foot from the brake pedal to the accelerator pedal.

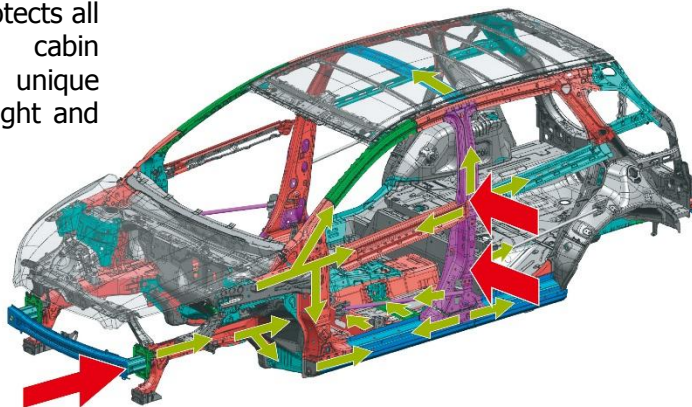


Safety

Light and impact absorbing body

Suzuki's Total Effective Control Technology (TECT) has been implemented in the vehicle. TECT efficiently absorbs and dissipates impacts from all directions, making for a safe body that protects all occupants through its high-strength cabin structure. It is the pinnacle of Suzuki's unique technology that simultaneously saves weight and improves safety

-  Collision energy input
-  Energy transmission

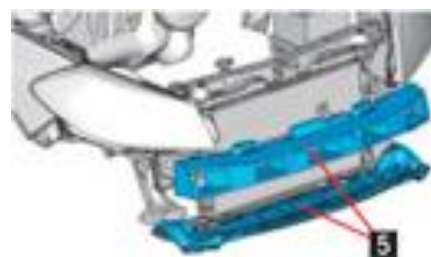
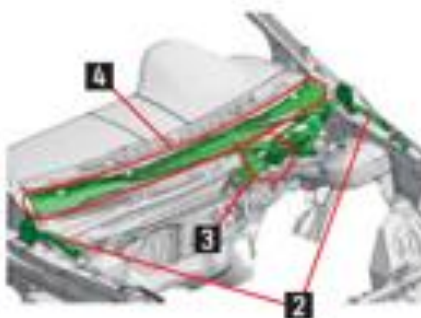


Pedestrian protection

The body has been designed to absorb impacts and reduce injuries to pedestrians in the event of an accident.

Impact absorbing parts:

- 1 Bonnet panel
- 2 Bonnet hinges
- 3 Wipers
- 4 Cowl top panel
- 5 Front bumper



Various safety equipment helps to prevent accidents and protect people in the event of an accident, giving the driver confidence. The lightweight body is also designed to alleviate injuries to occupants and pedestrians

Accessories



Accessory Alloy wheels

Wheels shown above are factory option wheels (17"polished alloy wheels)



Comparison

With previous model

ENGINE

Petrol engine

Type		M16A	-	M16A
Displacement		1,586cm³	-409	1995cm³
Maximum output		86 kW/6,000rpm	-26	112 kW/6,000rpm
Maximum torque		156Nm/4,400rpm	-34	190 Nm/4,400rpm
CO ₂ emissions*	2WD MT	137 g/km (125g/km with EASS)		170 g/km
	2WD CVT/AT	137 g/km		178 g/km
	4WD MT	146 g/km (130g/km with EASS)		178 g/km
	4WD CVT	146 g/km	-	-

WEIGHT

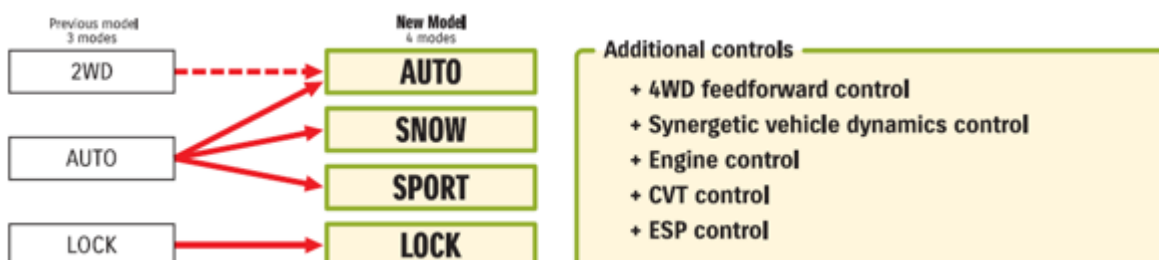
Petrol model

Kerb weight (2WD MT)	min.	1,085kg		-55kg	1,140kg
	max.	1,175kg		-20kg	1,195kg
Kerb weight (4WD MT)	min.	1,170kg		-30kg	1,200kg
	max.	1,240kg		-15kg	1,255kg
Gross vehicle weight		1,730kg		+80kg	1,650kg

Diesel model

Kerb weight (2WD MT)	min.	1,240kg		-40kg	1,285kg
	max.	1,305kg		-30kg	1,335kg
Kerb weight (2WD MT)	min.	1,305kg		-45kg	1,350kg
	max.	1,370kg		-30kg	1,400kg
Gross vehicle weight		1,870kg		+80kg	1,790kg

4WD SYSTEM



Comparison

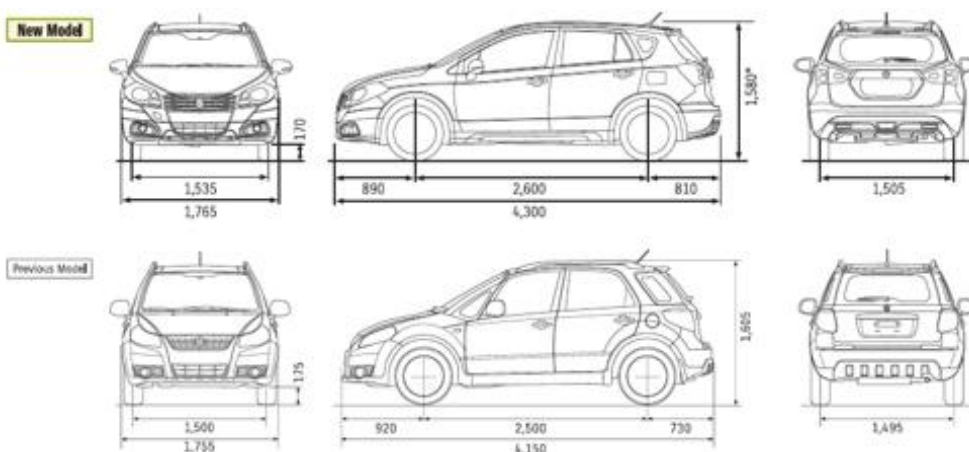
With previous model

ENGINE

Petrol engine

	New Model	Difference	Previous Model
Overall length	4,300mm	+150mm	4,150mm
Overall width	1,765mm	+10mm	1,755mm
Overall height*	1,580mm	-25mm	1,605mm
Wheelbase	2,600mm	+100mm	2,500mm
Minimum turning radius	5.2m	-0.1m	5.3m
Minimum ground clearance	170mm	-5mm	175mm

*vehicle with 205/60R16 tyres and roof rails



INTERIOR LAYOUT

		New Model	Difference	Previous Model
Hip point height	front	624mm	+4mm	620mm
	rear	679mm	-6mm	685mm
Cabin length		2,778mm	+220mm	2,558mm
Tandem distance		814mm	+44mm	770mm
Cabin width	front	1,390mm	+35mm	1,355mm
	rear	1,360mm	+19mm	1,341mm
Couple distance	front	700mm	+30mm	670mm
	rear	660mm	+20mm	640mm

CAPACITY

Luggage capacity	430L	+160L	270L
Fuel tank capacity	47L	-3L	50L

End

End

This concludes the **SX4** e-learning module.



for your participation