

# Kia After-sales Services & Warranty Guide



The Power to Surprise



## **CONGRATULATIONS ON YOUR NEW KIA**

Before you begin a long and rewarding journey with your Kia, we would like to introduce you to the after-sales services that Cycle & Carriage offers and the warranty that your Kia enjoys.



# After-sales Services Guide

## INTRODUCTION

At Cycle & Carriage, we take pride in the competence of our after-sales staff, who are well-trained and fully qualified to look after your Kia vehicle. Our team is always kept up-to-date with the latest developments in the automotive industry, thanks to a rigorous ongoing training programme conducted by our in-house trainers, as well as trainers from the Manufacturer.

With more than a century-long history in the automotive industry in Singapore, you can entrust your vehicle to Cycle & Carriage, knowing that we use the latest proprietary diagnostic system - Kia Diagnostic System - from the Manufacturer. We also use Grade A genuine parts and right specifications of lubricants and consumables, so as to keep your Kia vehicle running at its optimal condition. This is especially important in a hot and humid tropical climate like Singapore.

## KIA CUSTOMER SERVICE CENTRES

Enjoy the support of our Service Centre network which comprises 3 main Service Centres conveniently located around the island. Our waiting areas are furnished with amenities such as Wi-Fi, television, refreshments and ample reading materials, so you can lounge comfortably while your vehicle is being serviced.

### Main Service Centres

#### Alexandra Service Centre

241 Alexandra Road S(159931)

Tel: 6427 8800

#### Pandan Gardens Service Centre

209 Pandan Gardens S(609339)

Tel: 6568 4555

#### Eunos Service Centre

330 Ubi Road 3 S(408650)

Tel: 6746 1000

### Operating Hours

Monday – Friday: 8.30am to 7.00pm

Saturday: 8.30am to 1.00pm

Sunday and Public Holiday: Closed



# After-sales Services Guide

## OUR AFTER-SALES SERVICES

### Comprehensive Services

Our qualified Kia Service Advisors will provide professional advice to your questions and feedback regarding your vehicle service and repair. Our range of services includes:

- Service and maintenance
- Replacement of battery
- Replacement of tyres and rims
- Replacement of other minor components
- Repairs and replacement of suspension, brakes and steering components
- Repairs of air con
- Repairs of electrical and audio systems
- Accident repairs
- Motor vehicle insurance claims
- Full and partial re-spray
- Grooming and polishing
- Restoration and renewal of trims and upholstery
- Accessory sales of car mats, GPS, Bluetooth car kits, window films, etc
- Overhaul of engine, transmission and axles

### Express Services (Passenger Car only)

Express service is now available at all Kia Service Centres with guaranteed turnaround time, or receive 30% off your final bill\*!

#### 60-minute guaranteed express services available:

1. Lubrication (Service A) using Shell Helix Ultra fully synthetic engine oil (at mileage 1,000/10,000/30,000/50,000/70,000/90,000/110,000/130,000/150,000/170,000/190,000 km) only
2. Brake Safety Check & Service (service all brakes - remove/clean/grease/adjust and efficiency test) only
3. Brake fluid change only
4. Brake pads change (front or rear) only
5. Pre-LTA inspection (brake efficiency test, side slip, undercarriage and lighting checks) only
6. Pre-holiday inspection only
7. Battery change only
8. Transmission fluid change only
9. Engine coolant change only

#### 90-minute guaranteed express services available:

1. Maintenance (Service B) using Shell Helix Ultra fully synthetic engine oil (at mileage 20,000/60,000/100,000/140,000/180,000 km) only

\* Terms and conditions apply.

Visit [www.aftersales.cyclecarriage.com.sg](http://www.aftersales.cyclecarriage.com.sg) for more information.





# After-sales Services Guide

## Drive-in Tyre Shop

Cycle & Carriage offers a 5-year tyre warranty\* from date of purchase of tyres. Service is hassle-free as no appointment is needed. Enjoy free nitrogen gas conversion, lifetime nitrogen refill and tyre patching with purchase of 4 tyres, as well as a wide range of tyres to suit any kind of budget and needs.

### Services Available:

1. New tyre sales
2. Nitrogen gas conversion/refill
3. Tyre patching
4. Tyre rotation
5. Tyre safety check & service
6. Tyre valve replacement
7. Wheel balancing

### Operating Hours:

Monday – Friday: 8.30am to 5.30pm

Saturday: 8.30am to 12.30pm

Sunday and Public Holiday: Closed

## Dedicated Service and Specialist Care

### Professionally-trained Technicians

Cycle & Carriage ensures that our technicians have proper and continuous training, combined with certifications following our principal guidelines. Our technicians recommend only the best solutions for your vehicle.

### Proprietary Diagnostic Tools

Kia Diagnostic System performs a full-service comprehensive check according to the manufacturer's recommendations. Proper documentations and software updates are also provided for each vehicle. At Cycle & Carriage, we offer the most up-to-date diagnostic tools or systems for your peace of mind.

### Night Drop-off Service

Our night drop-off service allows you to send your vehicles in for servicing and maintenance after normal service hours, even at midnight! All you have to do is to drive to the Service Centre, fill up a simple form and hand it to the security post with the car key. No hassle at all.

### Service Packages

To help maintain your Kia in optimal condition, we offer several servicing and grooming packages. Please check with our Kia Service Advisors for more details.



## Complimentary Shuttle Service

We provide shuttle services on weekdays to the nearest MRT station at all three Service Centres during the morning peak hours when you leave your vehicle with us for servicing.

### Shuttle Service Schedule<sup>^</sup>:

■ 8.30am    ■ 9.00am    ■ 9.30am    ■ 10.00am    ■ 10.30am

Alternatively, we can book a taxi upon your request.

<sup>^</sup> Exact timings may differ slightly from centre to centre, please check directly with the service centre reception.

## Complimentary Services

We provide complimentary car wash and vacuuming for servicing and repairs done. We also provide free carrier bags for your personal belongings.

## Service Booking

Visit our website at [www.aftersales.cyclecarriage.com.sg](http://www.aftersales.cyclecarriage.com.sg) to make an advance booking online for your scheduled appointment. This confirms the after-sales service team's availability on your desired date and time, reducing waiting time on the day of your scheduled appointment.

## Customer Assistance Centre

As your trusted partner, your well-being as well as your vehicle's are important to us. If you have any enquiries or need any assistance, please contact our Customer Assistance Centre at [CustomerAssistanceCentre@cyclecarriage.com.sg](mailto:CustomerAssistanceCentre@cyclecarriage.com.sg) or 6471 9111.

## 24-hour On-the-Road Assistance

To ensure your needs are addressed immediately, each Service Centre has a 24-hour emergency hotline and an Accident Reporting Centre with dedicated professionals who are always ready to assist you. Simply call 6475 9500.

\* Terms and conditions apply.

Visit [www.aftersales.cyclecarriage.com.sg](http://www.aftersales.cyclecarriage.com.sg) for more information.



## Warranty Guide



### 5-YEAR UNLIMITED MILEAGE FACTORY WARRANTY

All Kia vehicles have undergone stringent pre-delivery processes and checks to ensure your vehicle is delivered in pristine condition. From the date of registration, your new vehicle is covered against defects in materials and workmanship for a period of 5 years (unlimited mileage) for passenger cars.

It is important that you always bring your vehicle to Cycle & Carriage service centres for servicing at recommended service intervals - every 10,000 km or 6 months<sup>^</sup> (whichever comes first). With complete service history records, this also gives you peace of mind that your warranty will never be compromised.

<sup>^</sup> With usage of fully synthetic engine oil.



### CYCLE & CARRIAGE 10-YEAR ENGINE WARRANTY

Starting from 1 June 2014, all Kia passenger cars (except electric models and commercial vehicles) will come with a 10-year engine warranty\*, subject to a maximum mileage of 200,000 km or 10 years (whichever comes first).

Upon expiry of the vehicle's factory warranty at the end of the 5<sup>th</sup> year from the date of registration, Cycle & Carriage will undertake another 5 years of the vehicle's engine warranty, stretching to a total of 10 years.

**Important! To ensure that your vehicle gives you many years of motoring pleasure as well as higher resale potential, Cycle & Carriage offers an unrivalled 10-year engine warranty, provided that all engine-related repairs and servicing at recommended service intervals (every 10,000km or 6 months whichever comes first) are done at our Service Centres.**

\* Terms and conditions apply.

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## **10 YEAR LITHIUM BATTERY WARRANTY**

### **CYCLE & CARRIAGE 10-YEAR WARRANTY ON LITHIUM-ION POLYMER HYBRID BATTERY (NEW!)**

For the first 5 years, the hybrid vehicle's lithium-ion polymer hybrid battery is covered under the factory's 5-year unlimited mileage warranty from the date of registration of the car. Under the warranty terms and conditions stated in the Kia manufacturer's warranty booklet, the battery capacity (detected by the onboard diagnostic system) shall be repaired up to the capacity of factory's recommended level. Failing which, it shall be replaced at no cost to you.

Upon expiry of the factory's first 5-year unlimited mileage warranty, Cycle & Carriage will undertake and extend an additional 5 years or 200,000km of extended warranty coverage for the lithium-ion polymer hybrid battery to a total of 10 years or 200,000km (whichever comes first) from the registration date. This warranty extension is applicable only if the Hybrid System is serviced, maintained and repaired by Cycle & Carriage in accordance with the manufacturer's recommendations. Replacement will be on the condition that the battery is beyond repair, with capacity deteriorating below factory's recommended level, as detected by the onboard diagnostic system.

# Warranty Guide

## WHAT IS COVERED UNDER WARRANTY

### Contractual Warranty

Repair or replacement of parts acknowledged as faulty by the Manufacturer, as well as the labour necessary to repair the vehicle. Towing for immobilised vehicle within Singapore is covered.

### Anti-perforation

Up to 5 years for passenger cars from the date of registration, subject to an annual inspection by Cycle & Carriage.

### Battery

1-year (unlimited mileage) from the date of vehicle registration.

### Genuine Parts

All Kia vehicles with a 5-year unlimited mileage factory warranty will enjoy a 2-year or 40,000 km (whichever comes first) warranty on their genuine parts replacement.

### Paintwork

Original bodywork paint or lacquer defect.

### Accessories

Accessories fitted locally such as audio, in-car camera, reverse sensor and GPS system are covered under warranty for 12 months.

## WHAT IS NOT COVERED UNDER WARRANTY

### Consumables

Consumables are normal maintenance items which require periodic replacement from motoring wear and tear. They include:

- All types of lubricants and fluids
- Refrigerants

### Wear-and-tear Items

Wear-and-tear items require periodic inspections, adjustment and/or replacement at certain mileage. They include parts such as but are not limited to:

- |   |  |
|---|--|
| ▪ Air cleaner element   | ▪ Oil filter   |
| ▪ Brake pads & brake discs                                      | ▪ Oil seal   |
| ▪ Brushes of various types of motors                            | ▪ Remote key battery                                     |
| ▪ Bushings  | ▪ Rubber parts   |
| ▪ Clutch disc & clutch cover                                    | ▪ Spark plugs (Gasoline) & glow plugs (Diesel)           |
| ▪ De-colouration, fading & deformation of leather & other trims | ▪ Tubes or hoses   |
| ▪ De-colouration, fading, flaking, rusting, etc. of paint coat  | ▪ Tyres  |
| ▪ Drive belts   | ▪ Various types of gaskets (except cylinder head gasket) |
| ▪ Fuel filter   | ▪ Wiper blade (including rubber)                         |
| ▪ Fuses   |  |
| ▪ Lamp bulbs  |  |

Incidental or consequential costs, such as loss of use, personal effects or income, are also not covered.



## WARRANTY CONDITIONS

- Maintenance and repairs on your vehicle must be carried out in accordance with the prescription laid down by Kia Motors Corporation (the Manufacturer) in Singapore. Such operations are to be performed exclusively by Cycle & Carriage authorised service centres.
- Failure to comply with the recommended maintenance schedule may invalidate this warranty. You must provide proof of maintenance records, invoices, etc.
- Warranty may be rendered null and void under these conditions:
  1. Use of vehicle for motorsport, races, rallies or resultant accidents.
  2. Alteration to the original specifications or installation of equipment which is neither provided for nor authorised by Kia Motors Corporation (the Manufacturer) or Cycle & Carriage Kia Pte Ltd.
  3. Use of non-genuine parts.
  4. Natural/environmental causes.
  5. War, invasion, act of foreign enemy, hostilities (whether declared as a war or not), civil war, rebellion, revolution, riots, etc.
  6. Vandalism.
  7. Glass damage, if it is not clearly proven that this is due to manufacturing or installation errors.
  8. Modification to vehicle's system and components not carried out by Cycle & Carriage Kia Pte Ltd.
  9. Exceeding permitted axle loads.
  10. Your warranty does not cover any loss, damage or failure caused wholly or partially by lack of maintenance.
  11. Your warranty may become invalid if you continue to drive when a fault becomes apparent. Please refer to owner's manual.







WE DR|VE FIRST CLASS

### Customer Service Centres

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#### CENTRAL

241 Alexandra Road S(159931)  
Tel: 6427 8800

#### WEST

209 Pandan Gardens S(609339)  
Tel: 6568 4555

#### EAST

330 Ubi Road 3 S(408650)  
Tel: 6746 1000

### Body & Paint Centre

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209 Pandan Gardens,  
Cycle & Carriage Auto Hub S(609339)  
Tel: 6568 4501

### Customer Assistance Centre

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239 Alexandra Road S(159930)  
Tel: 6471 9111

Email: [CustomerAssistanceCentre@cyclecarriage.com.sg](mailto:CustomerAssistanceCentre@cyclecarriage.com.sg)

For 24-hour On-The-Road Assistance, just dial 6475 9500.

For more information on after-sales services and hassle-free booking, please log on to [www.aftersales.cyclecarriage.com.sg](http://www.aftersales.cyclecarriage.com.sg)