

# Why the type of engine oil used is important?

Using the correct oil keeps your engine running smoothly. Primarily, oil stops the metal surfaces in your engine from grinding together and wearing, by creating a separating oil film between them. The oil also disperses heat and reduces wear, protecting the engine.

On top of this, good oil prevents dirt build-up and deposits by keeping them in suspension. Motor oil even protects against sludge and fights oxidation, keeping the oil fresh and minimising acids which can cause corrosion.

## INSIST ON SHELL HELIX ULTRA WITH PUREPLUS TECHNOLOGY

New Shell Helix Ultra is formulated with exclusive Shell PurePlus Technology, a leading edge gas-to-liquid process that converts natural gas into crystal clear base oil. The base oil is 99.5% pure and contains no impurities, which helps to deliver ultimate cleansing effect and maximum performance in maintaining fuel economy.

The unique combination of Shell PurePlus Technology with Active Cleansing Technology enables Shell Helix Ultra to deliver even higher levels of cleansing and protection, making it the most advanced motor oil ever.

| Special Features        | Customer Benefits  |
|-------------------------|--|
| Enhanced Viscosity      | <ul style="list-style-type: none"><li>• Faster oil flow for quicker engine warm-up</li><li>• Easier starting in cold weather</li><li>• Maintain oil's performance in extreme temperatures</li><li>• Fuel economy up to 3%**</li><li>• Improved piston cleanliness*</li></ul> |
| Reduced Oil Consumption | <ul style="list-style-type: none"><li>• Reduced oil consumption compared to conventional group II and III base oils, due to low-volatility oils</li></ul>  |

\* Compared to conventional Group II and Group III base oils in sequence IIIG oxidation and piston deposit test

\*\* Based on the M111 FE test compared with the industry reference oil. Fuel economy varies from 1.7% to 3% depending on the different vehicle types and the applied engine oil (e.g. up to 3% fuel economy with Shell Helix Ultra Professional AF 5W-30)



## Guarantees and Warranties

Genuine parts always come with extended warranties. Kia genuine parts come with a 1-year or 20,000 km (whichever comes first) warranty, unlike non-genuine parts.

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

It is strongly advised that you always bring your vehicle to qualified specialist workshops such as Cycle & Carriage for servicing at recommended service intervals - every 6 months or 10,000 km, whichever comes first. We use Shell Helix Ultra 5W-30/5W-40 fully synthetic engine oil with PurePlus Technology.

With complete service history records, this also gives you peace of mind that your vehicle warranty will never be compromised.



We care for you the same way we care for our family. Experience the Cycle & Carriage Kia Service spirit as we welcome you at our Kia Service Centres. Rest assured that your car will be in the best of hands with our professionally trained service personnel who use only latest recommendeddiagnostic tools and genuine parts. There is no doubt that we provide you with only the best, so that you will enjoy peace of mind.



WE DRIVE FIRST CLASS

## Customer Service Centres

**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

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

## Customer Assistance Centre

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)

# Kia Care Service Plan



The Power to Surprise

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## Kia Care Service Plan

Designed to offer you peace of mind with savings in tow, the 2-year Kia Care Service Plan provides 4 comprehensive scheduled servicing for your car. You can be assured that professional quality maintenance (using latest recommended diagnostic tools, genuine Kia parts and technical expertise) is provided for your car, thus ensuring optimal driving performance and comfort.

Kia Care Service Plan makes it more cost effective for you to maintain your car in the long run and helps fetch a better vehicle resale value as well.

Sign up today and enjoy the following exclusive benefits and privileges:

- 20% savings on servicing cost
- 15% discount on additional Kia parts purchase^^
- Complimentary 24-hour On-the-Road Assistance^
- Complimentary Annual Pre-Holiday Inspection (New!)
- Free unlimited tyre patching (New!)
- And many more

| Model                       | Service Menu Price<br>(2x Lubrication + 1x Maintenance + 1x Major) | 2-year Kia CARE Service Plan Price |
|-----------------------------|--|------------------------------------|
| Picanto                     | \$1,118 – \$1,238  | \$894 – \$990                      |
| Rio                         | \$1,162 – \$1,247  | \$929 – \$997                      |
| Cerato                      | \$1,182 – \$1,317  | \$945 – \$1,053                    |
| Cerato Forte/Forte Koup     | \$1,176 – \$1,332  | \$940 – \$1065                     |
| Cerato Koup T-GDI/ Forte K3 | \$1,310 – \$1,444  | \$1,048 – \$1,155                  |
| Soul                        | \$1,210 – \$1,278  | \$968 – \$1,022                    |
| Niro                        | \$1,310  | \$1,048                            |
| Magentis                    | \$1,358  | \$1,086                            |
| Optima K5                   | \$1,451 – \$1,542  | \$1,160 – \$1,233                  |
| Stinger                     | \$1,877 – \$1,924  | \$1,501 – \$1,539                  |
| Carnival                    | \$1,544  | \$1,235                            |
| Carens (Petrol)             | \$1,382 – \$1538   | \$1,105 – \$1,230                  |
| Carens (Diesel)             | \$1,857  | \$1,485                            |
| Sportage (Petrol)           | \$1,337 – \$1,436  | \$1,069 – \$1,148                  |
| Sportage (Diesel)           | \$2,477  | \$1,981                            |
| Sorento (Petrol)            | \$1,516 – \$1,628  | \$1,212 – \$1,302                  |
| Sorento (Diesel)            | \$2,191 – \$2,241  | \$1,752 – \$1,792                  |

Prices shown are inclusive of 7% GST and are subject to change without prior notice. Terms and conditions apply.

You can also enjoy 0% instalment payment plan (12 months) for payments \$500 & above.

### ⚠ IMPORTANT

Servicing must be done in accordance to Cycle & Carriage recommended scheduled service interval. Other repairs and replacements not included in the plan will be charged separately.

Notes:

^Only breakdown attendance fee and towing charges (within Singapore) are covered. Not including tyre change and accident cases. All other fees and charges incurred are payable by customer.

^^Valid only for replacement of parts at Kia Customer Service Centres. Discount privileges not in conjunction with other promotions.

The Kia Care Service Plan comprises 4 scheduled servicing visits at 10,000 km/6-month intervals, whichever comes first. The service scope at each visit will follow either Lubrication, Maintenance or Major, depending on the mileage.

- **Lubrication (Service A):** 1,000/10,000/30,000/50,000/70,000/90,000/110,000/130,000/150,000/170,000/190,000 km
- **Maintenance (Service B):** 20,000/60,000/100,000/140,000/180,000 km
- **Major (Service C):** 40,000/80,000/120,000/160,000/200,000 km

### LUBRICANT/FLUID REPLACEMENT

Shell Helix Ultra 5W-30/5W-40 Fully Synthetic Engine Oil with PurePlus Technology

Brake Fluid

Clutch Fluid\*

Transmission Fluid

Engine Coolant

### PARTS REPLACEMENT

Engine Oil Filter

Drain Plug Washer

Air Con Filter\*\*

Engine Air Filter

Diesel Fuel Filter\*

Petrol Fuel Filter\*\*

Spark Plugs\*\*

### INSPECT & TOP-UP/ ADJUSTMENT

Transmission (Condition/Fluid Level)

Brake Fluid (Condition/Fluid Level)

|  | Lubrication (Service A) | Maintenance (Service B) | Major (Service C) |
|--|-------------------------|-------------------------|-------------------|
|  |                         |                         |                   |
|  | ✓                       | ✓                       | ✓                 |
|  |                         |                         | ✓                 |
|  |                         |                         | ✓                 |
|  |                         |                         | ✓                 |
|  |                         |                         | ✓                 |
|  |                         |                         |                   |
|  | ✓                       | ✓                       | ✓                 |
|  | ✓                       | ✓                       | ✓                 |
|  |                         | ✓                       | ✓                 |
|  |                         | ✓                       | ✓                 |
|  |                         | ✓                       | ✓                 |
|  |                         |                         | ✓                 |
|  |                         |                         | ✓                 |
|  |                         |                         |                   |
|  | ✓                       | ✓                       | ✓                 |
|  | ✓                       | ✓                       | ✓                 |

|   | Lubrication (Service A) | Maintenance (Service B) | Major (Service C) |
|---|-------------------------|-------------------------|-------------------|
| Coolant Reservoir (Condition/Fluid Level)                 | ✓                       | ✓                       | ✓                 |
| Power Steering (Condition/Fluid Level)*                   | ✓                       | ✓                       | ✓                 |
| Tyre Condition & Pressure                                 | ✓                       | ✓                       | ✓                 |
| Vehicle Battery & Electrolyte Level                       | ✓                       | ✓                       | ✓                 |
| Cooling System & Hoses                                    | ✓                       | ✓                       | ✓                 |
| Drive Belt  | ✓                       | ✓                       | ✓                 |
| Operation of Horn   | ✓                       | ✓                       | ✓                 |
| All Vehicle Lightings                                     | ✓                       | ✓                       | ✓                 |
| All Engine & Transmission Mountings Condition             | ✓                       | ✓                       | ✓                 |
| Windshield Washer & Wiper Operation (Front/Rear)          | ✓                       | ✓                       | ✓                 |
| Fuel Tank, Hoses & Pipe Lines for Leak                    | ✓                       | ✓                       | ✓                 |
| Front & Rear Brake Pads/ Shoes Thickness                  | ✓                       | ✓                       | ✓                 |
| Electronic System Check using Kia Diagnostic System (KDS) | ✓                       | ✓                       | ✓                 |
| Reset Maintenance Indicator*                              | ✓                       | ✓                       | ✓                 |
| Exhaust System  | ✓                       | ✓                       | ✓                 |
| Drive Axle Boots & CV Joints                              | ✓                       | ✓                       | ✓                 |
| Check for any Oil/Fluid Leaks                             | ✓                       | ✓                       | ✓                 |
| Hybrid System*  | ✓                       | ✓                       | ✓                 |
| Tyre Rotation and Balancing**                             | ✓                       | ✓                       | ✓                 |
| Brakes System   |                         | ✓                       | ✓                 |
| Clutch System*  |                         | ✓                       | ✓                 |
| Steering System & Linkages                                |                         | ✓                       | ✓                 |
| Suspension System   |                         | ✓                       | ✓                 |
| Clean & Lubricate all Brakes                              |                         | ✓                       | ✓                 |
| Diesel Particulate Filter (DPF)*                          |                         |                         | ✓                 |

*\*If applicable.*

### \*\*Separate Order

- Tyre Rotation and Balancing (recommended at every 5,000 km)
- Spark Plug (every 40,000 km)
- Air Con Filter (upon recommendation)
- Petrol Fuel Filter (every 40,000 km)

## TERMS & CONDITIONS

### KIA CARE SERVICE PLAN (Passenger Car only)

#### General Terms and Conditions

1. The Cycle & Carriage Kia Care Service Plan (2-year/40,000 km) and accompanied benefits and privileges shall be valid for a period of two years or 40,000 km in mileage, whichever comes first, effective from the date of first utilisation of the Kia Care Service Plan for any Kia vehicles provided that:

- A) The Kia vehicle was purchased from Cycle & Carriage Kia Pte Ltd ("Cycle & Carriage") or Cycle & Carriage Fulco Motor Dealer Pte Ltd.  
B) Cycle & Carriage has received full payment for the Kia Care Service Plan purchased for the vehicle.

2. The service scope of Kia Care Service Plan shall only cover two (2) Lubrication Service, one (1) Maintenance Service and one (1) Major Service, excluding optional items, in accordance with the Cycle & Carriage Kia Service Menu.

3. Any payment received for Kia Care Service Plan is only refundable or transferable in the event of a change in vehicle ownership or the vehicle is deregistered. The amount refunded will be based on the remaining unutilised service visits (not including GST). Any amount paid using service credits for Kia Care Service Plan is strictly non-refundable. The Kia Care Service Plan shall not under any circumstances whatsoever, be transferable from one vehicle to another. A nominal administrative fee will be charged to process the refund request.

4. The prices for the Kia Care Service Plan shall only cover the service and maintenance work under the Kia Care Service Plan (as amended from time to time) and the cost and charges incurred for any replacement parts or additional service or repair work performed on the vehicles shall be charged to and payable by the customer separately.

5. All services and maintenance works to be performed by Cycle & Carriage under the Kia Care Service Plan shall be in accordance to the manufacturer's requirements, specifications and schedules. The customer must ensure that the vehicle is sent to Cycle & Carriage's Kia Customer Service Centre for regular servicing and maintenance under the Kia Care Service Plan at the prescribed servicing intervals of 10,000 km or 6 months, whichever comes first. The scope of work and replacement parts for the vehicle shall vary from one (1) Kia Care Service Plan to another.

6. Cycle & Carriage reserves the right to terminate the Kia Care Service Plan for any vehicle with immediate effect by written notice to the customer without any refund of payment to the customer in the event of one or all of the following:

- A) Where the customer neglects or does not adhere or comply with the prescribed servicing intervals stipulated for the vehicle, whether or not this leads to any deterioration or affects the vehicle's operating condition in any way whatsoever; and/or

- B) Where Cycle & Carriage discovers that the customer has, whether directly or indirectly, misrepresented to Cycle & Carriage about the condition of the vehicle or the vehicle components and/or the vehicle had at any time during the Kia Care Service Plan or prior thereto from the date of purchase of the vehicle, been serviced or repaired by any service centres other than Cycle & Carriage's Kia Customer Service Centres.

7. 15% discount on Kia parts is only valid for Kia parts replacement carried out at Cycle & Carriage's Kia Customer Service Centre and is not valid for batteries and accessories (e.g. tyres, rims, radio, body kit, upholstery, etc), body & paint work (e.g. accident/insurance repair, body work and respray job) and other promotional items and packages.

8. Complimentary 24-hour On-the-Road Assistance under Kia Care Service Plan shall only cover the cost of breakdown attendance fee and towing charges (within Singapore). Not including tyre change and accident cases. All other fees and charges incurred shall be payable by the customer.

9. Complimentary Pre-Holiday Inspection is valid once a year and shall be carried out at Cycle & Carriage Kia Service Centre, and it is strictly non-refundable nor transferable.

10.Free unlimited tyre patching during the validity period of Kia Care Service Plan.

Any termination hereunder shall be without prejudice to other rights or remedies that Cycle & Carriage may have, at law or under agreement, prior to or consequent upon such termination.