



Service
Promise to Care

Connected • Adaptive • Responsive • Engage



My Convenience

Customise your maintenance needs



My Kia | My Maintenance | My Requirements



The Power to Surprise



Service

Promise to Care

Connected • Adaptive • Responsive • Engage

Connected

through digital services



Kia Link
Mobile App

Owner's Manual

Kia Digital
Owner's Manual

Adaptive

to your specific needs



Scratch Care



My Convenience

Responsive

through our network & offerings



Kia Call Centre
&
RSA



Kia Mobile Workshop

Engage

for a better future



Usage of Water
Borne Paints



EV Service Readiness



My Convenience

Customise your maintenance needs

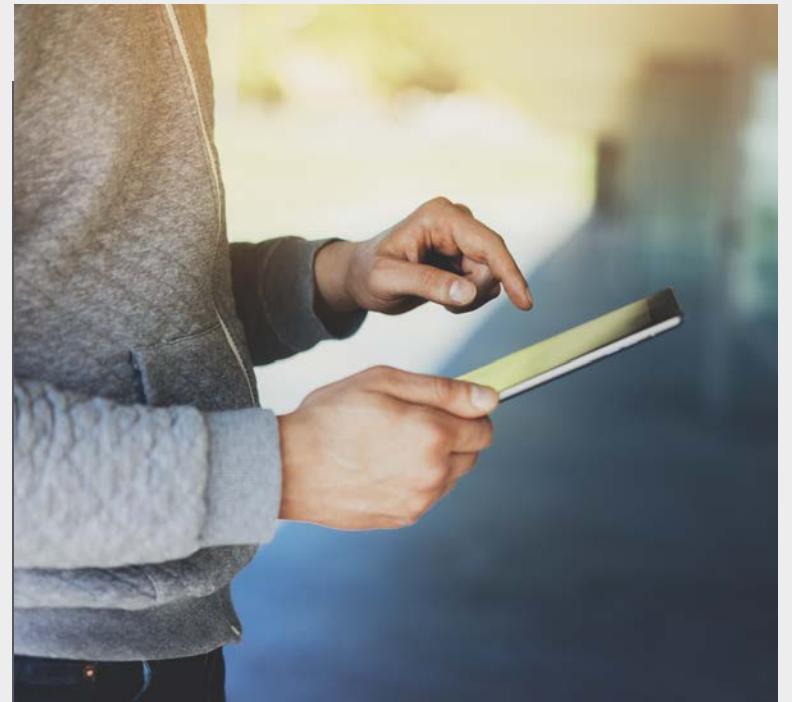
Choose and personalise your own program as per your driving needs.



My Kia



My maintenance needs



My personalised requirements

My Convenience Offerings (PPM + Care Pack)

Pre-Paid Maintenance (PPM)

Choose **any one PPM** as per your need.

2 years
20,000 Kms

3 years
30,000 Kms

4 years
40,000 Kms

5 years
50,000 Kms



Genuine Parts



Oil



Labour

Includes all of the above as per recommended PMS schedule

Care Pack (Car Care Services)

Choose **any one Care Pack** basis your requirement



Preventive care



Fresh care



AC care



Hygiene care

Other Benefits

- Upfront **Value Benefit** basis the chosen package
- **Complimentary** Wheel Alignment, Balancing and Tyre Rotation once a year*
- One Time Complimentary – Alloy/Wheel Care Service
- **Cost Protection** from Inflation

How to Decide

Your PPM & Care Pack

Pre-Paid Maintenance

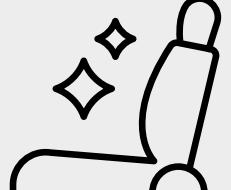
Select the maintenance schedule as per your time and mileage requirement

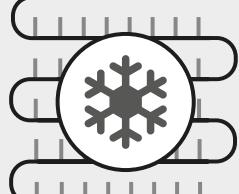
PPM	1K Kms	5K Kms	10K Kms	20K Kms	30K Kms	40K Kms	50K Kms
2 Years	✓	✓	✓	✓	—	—	—
3 Years	✓	✓	✓	✓	✓	—	—
4 Years	✓	✓	✓	✓	✓	✓	—
5 Years	✓	✓	✓	✓	✓	✓	✓

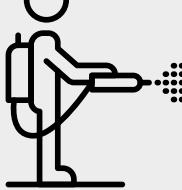
Care Pack

Choose any one based on your requirement

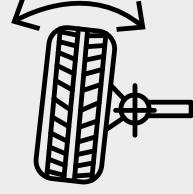
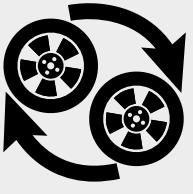
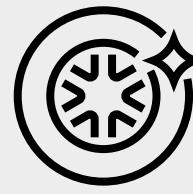
	Under Body Coating	  Prevents rusting, reduces vibrations	Rodent Repellent	 Rat repellent
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	Interior Enrichment	 Cleans the interiors	Exterior Enrichment	 Clean the exteriors
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	AC Evaporator Cleaning	 Cleans using borescope gun	AC Disinfectant	 Clean and fresh air circulation
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	Fumigation	 Sanitization through natural substances	Carbon Air Filter	 Removes <PM2.5 level
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Complimentary Services

Once a year			1 time usage
			

Additional **10% discount** for other car care services during program tenure

Coverage

Example: If someone selects a 3 Year Preventive Care package, the coverage is as below

Services covered in 3 Year Preventive Care are:

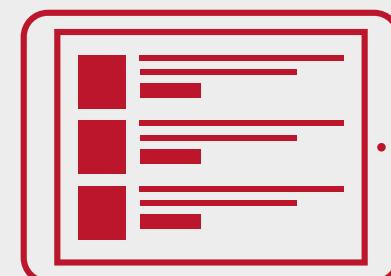
PPM for 3 Years + Preventive Care Services + Complimentary Services

Item*	1K Kms	5K Kms	10K Kms	20K Kms	30K Kms
 Genuine Parts	No Replacement	No Replacement	✓	✓	✓
 Oil	No Replacement	No Replacement	✓	✓	✓
 Labour	✓	✓	✓	✓	✓
Under Body Coating	Once during the tenure of 3 years				
Rodent Repellent	Once during the tenure of 3 years				
Complimentary Services					
Wheel Service	Once during the tenure of 3 years				
Wheel Alignment	—	—	✓	✓	✓
Wheel Balancing	—	—	✓	✓	✓
Tyre Rotation	—	—	✓	✓	✓

*as per recommended periodic maintenance schedule defined in Owners Manual

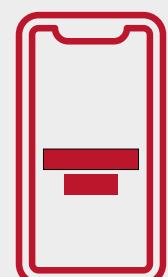
Genuine Parts like Oil Filter, Air Filter, AC Filter, Fuel Filter etc.
Oil like Engine Oil & Brake Oil

Availing My Convenience



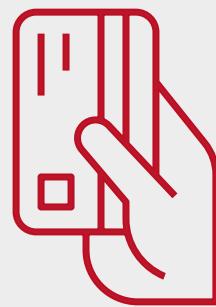
Step 1

Choose & make your own package
PPM + Care Package



Step 2

Share OTP (One Time Password)
to finalise the package



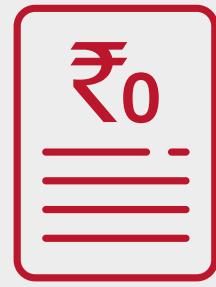
Step 3

Make payment



Step 4

Collect certificate and invoice copy



Step 5

Avail services
and monitor your remaining services

Customer Benefits

Peace of mind

Price Protection (no price hike impact) during the program

Transparency

Program feature which enables you to monitor & check the balance services/parts remaining in program

- **Personalisation**

Make your own maintenance package as per your driving needs

- **Flexibility**

Program provides flexibility of transferring the program to other dealer/city or cancel the program

- **Unrestricted**

Purchase anytime up to 1 year / 10,000 Kms

Simplified

Simple notified and informed 5 step purchase process

Savings

Package entitles you for price hike protection, upfront savings and other complimentary services



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FAQ's

Q1. Is it mandatory to buy My Convenience program?

Ans. It is not mandatory to buy My Convenience program, the decision to buy is as per personal driving needs and requirements.

Q2. Why should I buy My Convenience program if it is not mandatory?

Ans. For a consistent performance of the vehicle, scheduled maintenance services are recommended. My Convenience package not only gives an option to personalize your maintenance as per your driving needs, but also provides price hike protection, upfront savings and gives benefits of complimentary services.

Q3. What is My Convenience program?

Ans. We at Kia are adaptive to your specific needs thus My Convenience program gives an opportunity to customise your maintenance program as per your requirements.

At the same time My Convenience program gives protection from price hike, upfront savings and gives benefits of complimentary services.

Q4. What Options are available in My Convenience Program?

Ans. 2 choices to make while availing My Convenience

Prepaid maintenance (PPM): - 1 option from the 4 options available for pre-paid maintenance

2 Years / 20,000 Kms	3 Years / 30,000 Kms	4 Years / 40,000 Kms	5 Years / 50,000 Kms
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Car Care Pack - 1 option from the 4 car care package options available.

Preventive Care	AC Care	Fresh Care	Hygiene Care
Underbody Coating Rodent Repellent	AC Evaporator Cleaning AC Disinfectant	Interior Enrichment Exterior Enrichment	Fumigation Carbon Air Filter

Q5. How many services can I avail under My Convenience program?

Ans. Basis the chosen package the number of services can be availed. Eg. a 3 Years Hygiene Care would cover services for 1k, 5k, 10K Kms, 20K Kms & 30K Kms along with 1 time car fumigation and 1 time carbon air filter replacement under Hygiene Care. Additionally complimentary Wheel Alignment, Balancing & Tyre Rotation once a year along with 1 time Alloy/Wheel Care Service during the tenure of 3 years. For more information pls refer to the section "How to Decide your PPM & Care Pack"

Q6. How can I track and monitor my services?

Ans. The invoice copy of My Convenience has a matrix in its rear side, which gives insights into services availed and remaining in the program.

Q7. I have purchased package in Delhi and moved to Bangalore, will my package be eligible in Bangalore?

Ans. Program provides flexibility of transferring the program to other dealer/city by paying a nominal fee.

For more details please contact your nearest authorized Kia workshop.

Q8. Can I cancel the My Convenience program?

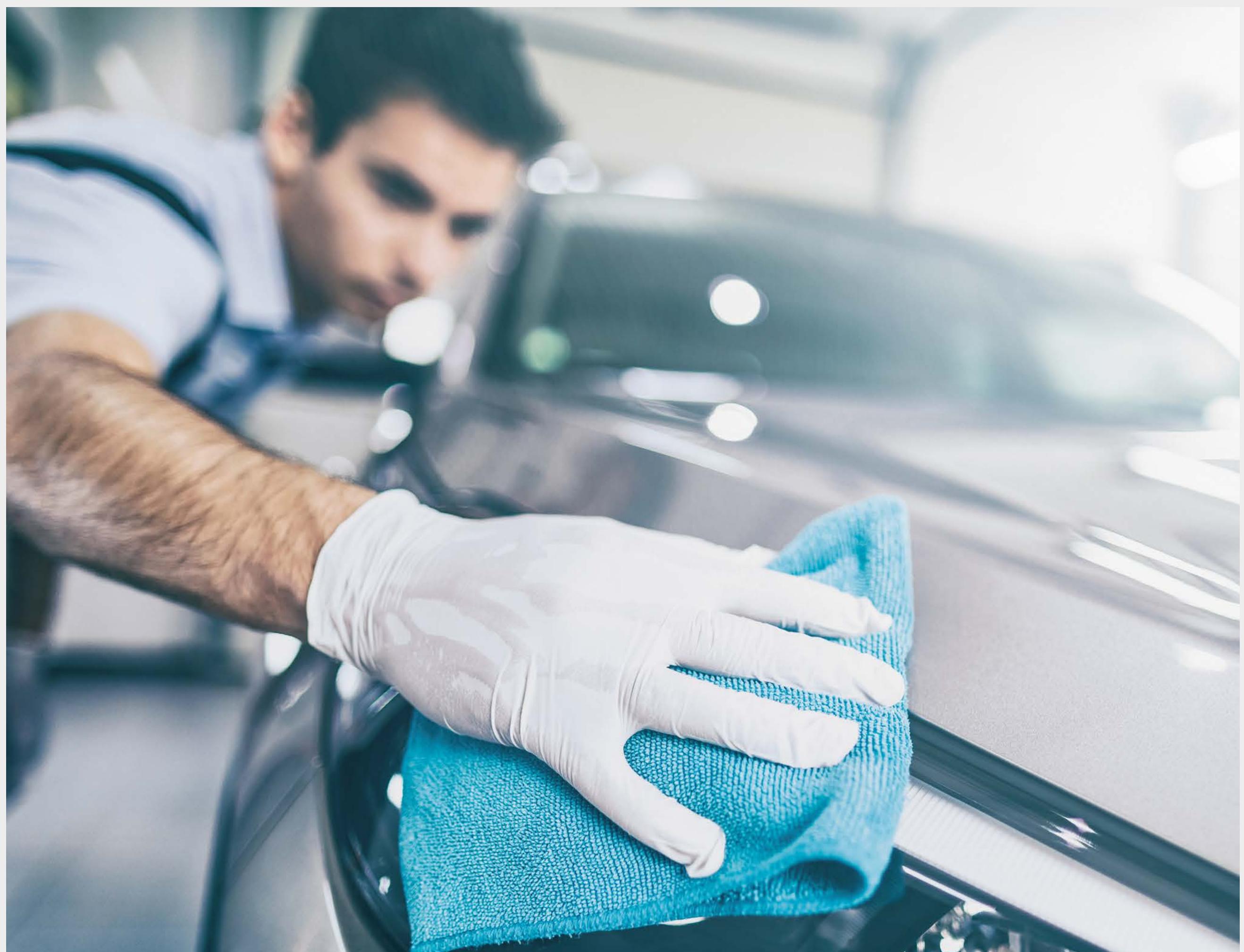
Ans. Yes you have an option of cancelling the program as per requirement. For more details please contact your nearest authorized Kia workshop.

Q9. Do I have to get my service only from the dealer from where I purchase the package?

Ans. To avail the services it is mandatory to visit the dealer from where the program was purchased.

Program provides flexibility of transferring the program to other dealer/city by paying a nominal fee, if required.

For more details please contact your nearest authorized Kia workshop.



Add convenience to your drive

Whether it's buying our cars or the experience after, we at Kia believe in the power of world-class assistance. My Convenience is an initiative in that direction, designed to make your service experience seamless and effortless.



265

Consumer
Touchpoints

160

City
Coverage

206

Sales
Points

192

Service
Points



**Close to you, no matter
where you are.**



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