

Terms and Conditions

Kia Maintenance Plan Programme -Terms and Conditions

These Terms and Conditions govern the operation of Kia's Maintenance Plan Programme ("KMP Programme") and are effective from 22 May 2026.

1. Under the KMP Programme, customer with a Kia vehicle that is less than 11 months old and have a mileage under 10,000km, have the option to prepaid 5 years or 10,000/15,000km* interval standard scheduled services for his/her Kia vehicle depending on model based on the Owner's manual (as detailed in Paragraph 14 below).
2. The KMP Programme only applies to the standard scheduled services set out in the Owner's Manual for the customer's Kia vehicle.
3. The prepaid price for each eligible standard scheduled service under the KMP Programme covers the cost (including Sales and Services Tax (SST)) of:
 - a) labour;
 - b) genuine parts (listed in the specific Kia service schedule in the Owner's Manual);
 - c) fluids; and
 - d) Sundries.
4. The KMP Programme does not cover the cost of any of the following:
 - a) Additional maintenance or repair for wear and tear items including, but not limited to, tyres, brake pads and bulbs;
 - b) Fluid top ups or other items required between scheduled services;
 - c) Items that require replacement or repair due to excess wear and tear, misuse or a lack of maintenance as described in the Owner's Manual;
 - d) Supplementary maintenance services (which will vary depending on the use of the vehicle) such as the conditions listed in the "*Maintenance Under Severe Usage Conditions*" section of the Owner's Manual for the applicable vehicle;
 - e) Additional maintenance and repairs that may be recommended by your Kia dealer to suit your driving conditions. Your Kia dealer will advise if any additional items require attention prior to the works being undertaken. Your Kia dealer must obtain your consent before completing those additional works.
5. The KMP Programme is assigned to the vehicle and not the owner. Any prepaid servicing purchased under the KMP Programme is transferable to subsequent owners of the vehicle, but cannot be transferred to another vehicle.
6. No refunds will be issued for unused prepaid services or if the vehicle is sold. In any circumstance where the vehicle has been rendered no longer drivable prior to the expiry of its prepaid service plan, no credit of the remaining value of the unused plan will be provided.

7. The KMP Programme is available to customers from the Warranty Start Date for their Kia vehicle. Service due dates for the vehicle are also calculated from the Warranty Start Date.
8. The KMP Programme is only available if the customer's vehicle meets the following criteria:
 - a) The vehicle is a Kia vehicle distributed by Kia Sales Malaysia Sdn. Bhd. and sold through an authorised Kia dealer.
 - b) The vehicle is less than 11 months old (from warranty start date).
 - c) The vehicle's mileage is under 10,000 km.
 - d) No free service maintenance has been performed on the Kia Vehicle.
 - e) The vehicle has not been modified from the manufacturer's original specifications (including performance, electrical, software, suspension, exhaust, engine, or other aftersales modifications), and the vehicle's mileage has not been tampered with.

Please note: If a free service maintenance has already been performed on the customer's vehicle, that vehicle is not eligible for the KMP Programme.

9. Prepaid services purchased under the KMP Programme are only available at authorised Kia dealers.
10. Servicing conducted under the KMP Programme must be carried out in accordance with Kia's time and kilometre (whichever occurs first) scheduled maintenance requirements, set out in the Owner's Manual for the applicable Kia vehicle.
11. Customers cannot claim both specified distance service and the corresponding time period service separately under the KMP Programme.
12. If any scheduled maintenance service for the vehicle is missed, additional costs may apply when the vehicle is next serviced, in addition to the prepaid price for that particular service. Those additional costs are not covered by the KMP Programme.
13. These Terms and Conditions may be amended from time to time. The amended terms and conditions will be published on the Kia website and will take effect immediately on publication.
14. The interval scheduled services for Kia vehicles that are eligible under the KMP Programme are as follows:
 - a) Twelve (12) months starts from vehicle first registration date. or ten thousand (10,000) /fifteen thousand (15,000)* kilometre service, whichever occurs first;
 - b) Twenty four (24) months starts from vehicle first registration date or twenty thousand (20,000)/thirty thousand (30,000)* kilometre service, whichever occurs first;

- c) Thirty six (36) months starts from vehicle first registration date or thirty thousand (30,000)/ forty five thousand (45,000)* kilometre service, whichever occurs first;
- d) Forty eight (48) months starts from vehicle first registration date or forty thousand (40,000)/sixty thousand (60,000)* kilometre service, whichever occurs first;
- e) Sixty (60) months starts from vehicle first registration date or fifty thousand (50,000)/seventy five thousand (75,000)* kilometre service, whichever occurs first.

* depending on model based on the Owner's manual

15. All decisions by Kia regarding a vehicle's eligibility for the KMP Programme shall be final and conclusive.

16. These Terms and Conditions of the KMP Programme shall be governed by and construed in accordance with the laws of Malaysia.