

Kia Service Menu



The Power to Surprise

Introduction



At Cycle & Carriage, we take pride in the competence of our aftersales 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 recommended Kia Global 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.

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 Authorised Service Centres.

This is our commitment to you.





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.

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

OUR AFTERSALES AUTHORISED SERVICE CENTRES PROVIDE A ONE-STOP SERVICE THAT INCLUDES:

- Lubrication and maintenance services
- Replacement of battery, tyres, rims and other minor components
- Repairs and replacement of suspension, brakes and steering components
- Electrical/electronic/audio repairs
- Service and repair of air con systems
- Accident repairs/motor vehicle insurance claims
- Full and partial respray, grooming and polishing
- Restoration/renewal of trim and upholstery
- Sales of accessories including body kits, spoilers, sports rims, steering wheel and others
- Overhaul of engine, transmission and axles



Service Scopes

These packages comprise of basic parts replacement such as engine oil, oil filter and drain plug washer. Comprehensive inspections and adjustments are also carried out to guarantee that your Kia vehicle is always at its optimal condition.

- **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

	Lubrication (Service A)	Maintenance (Service B)	Major (Service C)
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)	✓	✓	✓
Coolant Reservoir (Condition/Fluid Level)	✓	✓	✓

	Lubrication (Service A)	Maintenance (Service B)	Major (Service C)
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*

**** The following separate orders are chargeable:**

- 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)





Importance of changing the following parts at recommended intervals

AIR CON FILTER

- Filter away dust, pollutants, bacteria and other harmful elements from external air for a cleaner cabin air
- Ensure cleaner and fresher cabin air by reducing odour, carbon monoxide and nitrogen oxide
- Clogged air con filter will negatively impact the health and comfort for you and your passengers
- Replace upon recommendation

OIL FILTER

- Maintain correct oil pressure, flow volume and filter out foreign particles and debris from entering the engine oil
- Clogged oil filter may lead to oil starvation, resulting in friction between engine parts to cause engine failure
- Replace with every oil change

AIR FILTER

- Prevent dust and other foreign particles in the air from entering the engine
- Clogged air filter results in poor engine performance and increased fuel consumption
- Replace every 20,000 km

SPARK PLUG

- Ignite a mixture of air and fuel to create engine power
- Worn out spark plug leaves fuel unburned, hence increasing fuel consumption, unstable running and engine to misfire
- Replace every 40,000 km. For Platinum spark plug, to replace between 80,000 km to 100,000 km

FUEL FILTER

- Trap and prevent large particles in the fuel from getting into the engine and causing serious engine damage
- Replace where applicable to prevent choked filter, which can lead to engine stalling

BATTERY

- A physical reserve of energy used to power the vehicle during ignition and provide energy for the on-board systems
- Battery has to comply with manufacturer's specifications
- Check every servicing and replace when necessary

BRAKE PADS AND DISCS

- Enable vehicle to slow down or stop when hydraulic brakes are applied
- Worn brake pads may cause loss of braking power and is dangerous to you and your passengers
- Visual check is usually sufficient for both brake pads and brake discs. To check on the rear drum brakes, removal of wheels is essential

TRANSMISSION FILTER

- Transmission will wear and create metal particles and band material. The filter holds these and prevents them from being recirculated throughout the transmission
- Replace where applicable

V-BELT/ SERPENTINE BELT

- To drive the water pump, power steering pump, air conditioning compressor, and alternator
- Recommended to change when:
 1. There are more than four cracks in the belt per inch
 2. Any single crack is more than half the depth of the belt
 3. Between 40,000 km to 60,000 km since last replacement

Why is the type of engine oil used important?

Using the correct engine oil keeps your engine running smoothly.

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

On top of this, good engine oil prevents dirt build-up and deposits by keeping them in suspension. It can also protect against sludge and fights oxidation, minimising corrosion of your engine.

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 engine oil ever.

Special Features

Customer Benefits

Enhanced Viscosity

- Faster oil flow for quicker engine warm-up
- Easier starting in cold weather
- Maintain oil's performance in extreme temperatures
- Fuel economy up to 3%**
- Improved piston cleanliness*

Reduced Oil Consumption

- Reduced oil consumption compared to conventional group II and III base oils, due to low-volatility oils

* Compared to conventional Group II and Group III base oils in sequence IILG 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)



Shell
HELIX ULTRA
with PUREPLUS Technology



Budget or safety: Which will you choose?

Is it really cheaper to use non-genuine parts for your car in the long run? Why compromise on the safety of you and your loved ones?

QUALITY

When using genuine parts you can be assured that they are of higher quality than any others in the market as they have passed rigorous quality standard tests, including testing the parts on the actual vehicle itself. Many non-genuine parts will often be of lower quality due to the inferior materials used.

EXACT FIT

Genuine parts will fit your vehicle as they are engineered to the exact standards as your vehicle - using the same blueprints, dies, tools and moulds used in the vehicle's manufacturing process. Non-genuine parts may not fit properly as they serve a range of car models, which may cause problems to your vehicle later on. At Cycle and Carriage, we use only genuine parts from our Principal Marqués for your vehicles.

RELIABLE AND DURABLE

Be absolutely assured of the reliability and durability of genuine parts. This is because genuine parts have been tested to ensure durability and performance, even under the most demanding conditions. Non-genuine parts require frequent servicing, repairs and even major engine overhauls. All these will only mean higher costs to you in the long run.

ONE PART AFFECTS ANOTHER

In many cases, every single individual part has been designed to work with another to produce a single output. If you replace a genuine part with one of lesser quality, it could affect the performance of the vehicle considerably and jeopardise your safety on the road.

GUARANTEES AND WARRANTIES

All Kia genuine parts replacement and repairs come with 2-year or 40,000 km warranty, whichever comes first. Genuine parts always come with warranty, unlike non-genuine parts.



Genuine Parts



Exceptional Journeys

Authorised Service Centres

CENTRAL

241 Alexandra Road S(159931)
Tel: 6427 8800

WEST

209 Pandan Gardens S(609339)
Tel: 6568 4555

NORTHEAST

600 Sin Ming Avenue S(575733)
Tel: 6932 8000

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: 6471 9111
Email: CustomerAssistanceCentre@cyclecarriage.com.sg

24/7 Roadside Assistance: 6475 9500

For more information on aftersales services and hassle-free booking,
please log on to www.aftersales.cyclecarriage.com.sg