

# 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.**

**5**  
YEAR

UNLIMITED  
MILEAGE WARRANTY

**10**  
YEAR

ENGINE WARRANTY

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.

Upon expiry of the vehicle's factory warranty at the end of the 5th 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.

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

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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)
<b>LUBRICANT/ FLUID REPLACEMENT</b>			
Shell Helix Ultra 5W-30/5W-40 Fully Synthetic Engine Oil with PurePlus Technology	✓	✓	✓
Brake Fluid			✓
Clutch Fluid*			✓
Transmission Fluid			✓
Engine Coolant			✓
<b>PARTS REPLACEMENT</b>			
Engine Oil Filter	✓	✓	✓
Drain Plug Washer	✓	✓	✓
Air Con Filter**		✓	✓
Engine Air Filter		✓	✓
Diesel Fuel Filter*			✓
Petrol Fuel Filter**			✓
Spark Plugs**			✓
<b>INSPECT &amp; TOP-UP/ ADJUSTMENT</b>			
Transmission (Condition/Fluid Level)	✓	✓	✓
Brake Fluid (Condition/Fluid Level)	✓	✓	✓
Coolant Reservoir (Condition/Fluid Level)	✓	✓	✓
Power Steering (Condition/Fluid Level)*	✓	✓	✓
Tyre Condition & Pressure	✓	✓	✓

	Lubrication (Service A)	Maintenance (Service B)	Major (Service C)
<b>INSPECT &amp; TOP-UP/ ADJUSTMENT</b>			
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)

## Service Menu Price List



# Service Menu Price List

MODEL	Service Menu Price	CARE Plan Member's Price
<b>LUBRICATION (SERVICE A)</b>		
Picanto	\$171	\$137
Rio	\$177 - \$192	\$141 - \$154
Cerato	\$181 - \$208	\$144 - \$167
Cerato Forte/Forte Koup	\$181 - \$220	\$144 - \$176
Cerato Koup T-GDi/Forte K3	\$181 - \$215	\$144 - \$172
Soul	\$181	\$145
Niro	\$189	\$152
Stonic	\$220	\$176
Magentis	\$220	\$176
Optima K5	\$217 - \$240	\$173 - \$192
Stinger	\$329 - \$360	\$264 - \$288
Carnival	\$267	\$214
Carens (Petrol/Diesel)	\$226 - \$333	\$180 - \$267
Sportage (Petrol/Diesel)	\$217 - \$458	\$173 - \$367
Sorento (Petrol/Diesel)	\$240 - \$405	\$192 - \$324
<b>MAINTENANCE (SERVICE B)</b>		
Picanto	\$288	\$231
Rio	\$294 - \$317	\$235 - \$254
Cerato	\$309 - \$342	\$247 - \$274
Cerato Forte/Forte Koup	\$303 - \$342	\$242 - \$274
Cerato Koup T-GDi/Forte K3	\$303 - \$355	\$242 - \$284
Soul	\$306 - \$310	\$244 - \$248
Niro	\$314	\$252
Stonic	\$367	\$294
Magentis	\$345	\$276
Optima K5	\$357 - \$379	\$285 - \$304
Stinger	\$504 - \$529	\$404 - \$424
Carnival	\$391	\$313
Carens (Petrol/Diesel)	\$351 - \$478	\$280 - \$383
Sportage (Petrol/Diesel)	\$337 - \$570	\$269 - \$456
Sorento (Petrol/Diesel)	\$366 - \$518	\$292 - \$415

MODEL	Service Menu Price	CARE Plan Member's Price
<b>MAJOR (SERVICE C)</b>		
Picanto	\$488 - \$608	\$390 - \$487
Rio	\$502 - \$546	\$401 - \$437
Cerato	\$511 - \$565	\$408 - \$452
Cerato Forte/Forte Koup	\$511 - \$571	\$408 - \$457
Cerato Koup T-GDi/Forte K3	\$510 - \$659	\$408 - \$528
Soul	\$538 - \$610	\$430 - \$488
Niro	\$618	\$495
Stonic	\$540	\$432
Magentis	\$573	\$459
Optima K5	\$660 - \$683	\$528 - \$547
Stinger	\$653 - \$737	\$523 - \$590
Carnival	\$619	\$496
Carens (Petrol/Diesel)	\$579 - \$713	\$463 - \$571
Sportage (Petrol/Diesel)	\$566 - \$991	\$452 - \$793
Sorento (Petrol/Diesel)	\$670 - \$913	\$536 - \$731

Prices include 7% GST.



Sign up for Kia Care Service Plan to become a Care Plan Member and enjoy greater savings for your servicing.

## Kia Care Service Plan



The 2-year Kia Care Service Plan is designed to offer you peace of mind with savings for your vehicle servicing. It comes with 4 comprehensive servicing visits (2 x Lubrication, 1 x Maintenance and 1 x Major) for every 6 months or 10,000 km interval, whichever comes first. Using only the latest recommended diagnostic tools and Kia Grade A genuine parts to ensure quality maintenance of your Kia. This is not only important for a smoother drive, but also to enhance your vehicle's resale value.

We have enhanced the plan so that you can enjoy an **extra 10% off**, on top of the usual 20% servicing discount, if your vehicle age is 4 years and above.

This is to reward you with more savings as you drive longer with Kia at Cycle & Carriage.

Model	2-Yr Kia Care Service Plan^		2-Yr Service Menu Price (Usual Price)
	Vehicles aged below Yr 4 (20% off)	Vehicles aged Yr 4 & above (20% + 10% off)	
Picanto	<b>\$895 - \$990</b>	<b>\$805 - \$891</b>	\$1,118 - \$1,238
Rio	<b>\$929 - \$998</b>	<b>\$834 - \$898</b>	\$1,162 - \$1,247
Cerato	<b>\$945 - \$1,059</b>	<b>\$851 - \$954</b>	\$1,182 - \$1,323
Cerato Forte / Forte Koup	<b>\$940 - \$1,065</b>	<b>\$846 - \$959</b>	\$1,176 - \$1,332
Cerato Koup T-Gdi / Forte K3	<b>\$1,048 - \$1,155</b>	<b>\$944 - \$1,040</b>	\$1,310 - \$1,444
Soul	<b>\$968 - \$1,022</b>	<b>\$872 - \$920</b>	\$1,210 - \$1,278
Niro	<b>\$963</b>	<b>\$867</b>	\$1,204
Stonic	<b>\$1,077</b>	<b>\$970</b>	\$1,347
Magentis	<b>\$1,086</b>	<b>\$978</b>	\$1,358
Optima K5	<b>\$1,160 - \$1,233</b>	<b>\$1,053 - \$1,110</b>	\$1,451 - \$1,542
Stinger	<b>\$1,501 - \$1,539</b>	<b>\$1,351 - \$1,386</b>	\$1,877 - \$1,942
Carens (Petrol)	<b>\$1,105 - \$1,230</b>	<b>\$995 - \$1,107</b>	\$1,382 - \$1,538
Carens (Diesel)	<b>\$1,485</b>	<b>\$1,337</b>	\$1,857
Sportage (Petrol)	<b>\$1,069 - \$1,148</b>	<b>\$963 - \$1,034</b>	\$1,337 - \$1,436
Sportage (Diesel)	<b>\$1,981</b>	<b>\$1,783</b>	\$2,477
Sorento (Petrol)	<b>\$1,212 - \$1,302</b>	<b>\$1,091 - \$1,172</b>	\$1,516 - \$1,628
Sorento (Diesel)	<b>\$1,752 - \$1,792</b>	<b>\$1,577 - \$1,613</b>	\$2,191 - \$2,241



Up to 25%  
Parts  
Discount^



Free 24/7  
Roadside  
Assistance



Free annual  
Pre-Holiday  
Inspection



Free unlimited  
tyre patching



Exclusive weekly  
promotions and  
more!

<sup>^</sup>Prices shown are after discount, inclusive of 7% GST and are subject to change without prior notice. Terms and conditions apply. Enjoy interest-free 12-month instalment plans for payment of \$500 & above.

<sup>11</sup><sup>^^</sup>25% parts discount applies to vehicles aged 5-year and above, while 15% parts discount applies to vehicle age below 5-year. Privileges are not to be used in conjunction with other promotions.

## TERMS & CONDITIONS

### KIA CARE SERVICE PLAN (FOR PASSENGER CARS ONLY)

1. The Kia Care Service Plan and any accompanied benefits and privileges shall be valid for a period of two (2) years or 40,000km in mileage, whichever comes first, effective from the date of purchase of the Kia Care Service Plan for any Kia vehicle, 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 the Kia Care Service Plan shall cover two (2) Lubrication Service, one (1) Maintenance Service, and one (1) Major Service, excluding any other optional items, in accordance with the Cycle & Carriage Kia Service Menu.
3. Any payment received for the Kia Care Service Plan is only refundable in the event of a change in vehicle ownership or deregistration of the vehicle. The amount refunded will be based on the remaining unutilised service visits, including 7% GST. Any amount paid using service credits for the Kia Care Service Plan is strictly non-refundable. The Kia Care Service Plan shall not be transferable under any circumstances whatsoever. An administrative fee of \$50 will be charged to process the refund request.
4. The price of the Kia Care Service Plan shall only cover the services and maintenance under the Kia Care Service Plan, as amended from time to time. The cost and charges incurred for any other parts replacement, additional service or repair work performed on the vehicle shall be charged to and payable by the customer separately.
5. All services and maintenance to be performed by Cycle & Carriage under the Kia Care Service Plan will be in accordance with the manufacturer's requirements, specifications and schedules. As such, the customer must ensure that servicing and maintenance of the vehicle under the Kia Care Service Plan is done at the prescribed servicing intervals of every 6 months or 10,000km, whichever comes first, by Cycle & Carriage Kia Authorised Service Centres. The scope of work and parts replacement 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 Cycle & Carriage has reason to believe that the customer has neglected or has not adhered to or complied 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, directly or indirectly, made misrepresentations to Cycle & Carriage about the condition of the vehicle and/or vehicle components, including providing an incomplete servicing history of the vehicle to Cycle & Carriage.
7. Holders of a Kia Care Service Plan are entitled to a discount on Kia parts replacement carried out at Cycle & Carriage Kia Authorised Service Centres. The discount only applies to parts and not 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), merchandise or any other promotional items and packages.
8. The parts discount extended is dependent on the age of vehicle at the point of replacement in accordance with the following discount structure:

Vehicle Age	Below 5-yr	5-yr & above
Parts Discount	15%	25%

9. Free 24/7 Roadside Assistance under the 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.
10. Free Pre-Holiday Inspection is valid once a year to be carried out at any Cycle & Carriage Kia Authorised Service Centres, and is strictly non-refundable nor transferable.
11. Free unlimited tyre patching is available during the validity period of the 2-year Kia Care Service Plan.

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





## 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	<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)



## 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.





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](mailto: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.kia.sg](http://www.kia.sg)