

Kia After-Sales Service and Warranty Guide



CYCLE & CARRIAGE
WE DRIVE FIRST CLASS

Customer Service Centres

20 Leng Kee Road S(159094)
Tel: 6427 8800
Fax: 6427 8811

209 Pandan Gardens S(609339)
Tel: 6568 4567
Fax: 6569 1056

330 Ubi Road 3 S(408650)
Tel: 6746 1000
Fax: 6487 5857

Body & Paint Centre

209 Pandan Gardens S(609339)
Tel: 6568 4501
Fax: 6565 1240

Customer Assistance Centre

239 Alexandra Road S(159930)
Tel: 6471 9111
Fax: 6476 6228
Email: cs@cyclecarriage.com.sg

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The Power to Surprise

For 24-hour On-the-road assistance, just dial 6475 9500.
For hassle-free service booking,
log on to www.kia.com.sg/booking



CONGRATULATIONS ON YOUR NEW KIA

Before you begin a long and rewarding journey with your Kia, we would like to introduce you to the after-sales services that Cycle & Carriage offers and the warranty that your Kia enjoys.



AFTER-SALES SERVICES GUIDE

INTRODUCTION

It's only at Cycle & Carriage that your Kia enjoys the kind of quality service and care that no one else can match. To protect your vehicle's warranty and for added peace of mind and assurance, please ensure your Kia is maintained and serviced by authorised Cycle & Carriage service centres according to the recommended service schedule.

We use state-of-the-art technology and diagnostic tools endorsed by Kia Motors Corporation (the Manufacturer), and world class quality control systems to ensure your vehicle gives you many years of motoring pleasure. In addition, our training programmes ensure that every one of our Kia specialist technicians has the skills required to correctly service, maintain and repair our entire range of vehicles.

At Cycle & Carriage authorised service centres, only genuine Kia parts that have been fully tested to meet Kia's stringent quality control are fitted onto your car during servicing. Genuine parts keep your vehicle running efficiently and optimise its life. In the long run, this means you protect your investment for higher resale potential.

At Cycle & Carriage, we keep proper track of all your service records, thus ensuring our service advisers are in the best position to advise you on the type of servicing your vehicle requires.

KIA CUSTOMER SERVICE CENTRES

Enjoy the support of our 3 service centres network which are conveniently located around the island. Our waiting areas are furnished with amenities such as WIFI, internet kiosks, refreshments and ample reading materials, so you can lounge comfortably while your vehicle is being serviced.

Service Centres

Leng Kee Service Centre
20 Leng Kee Road

Pandan Gardens Service Centre
209 Pandan Gardens

Eunos Service Centre
330 Ubi Road 3

Operating Hours
Monday - Friday: 8.30am to 7.00pm
Saturday: 8.30am to 1.00pm
Sunday and Public Holiday: Closed



AFTER-SALES SERVICES GUIDE

OUR AFTER-SALES SERVICES

Dedicated Service

Our qualified Kia Service Advisors will provide professional advice and feedback regarding your vehicle service and repair. Our range of services includes:

- Routine service maintenance
- Overhaul of engine, transmission and axles
- Repairs and replacement of suspension, brakes and steering
- Air-con, electrical and audio system repairs
- Replacement of battery, tyres, rims and other minor components
- Accident repairs/motor vehicles insurance claims
- Full and partial re-spray, grooming and polishing
- Restoration/renewal of trims and upholstery
- Accessory sale of car mats, GPS, bluetooth car kits, window films etc

Night Drop off service

For your convenience, our after-sales services extend beyond office hours. Simply drop off your vehicle for servicing and maintenance at our security guard post. You can be assured that we will attend to your car at the start of the next business day.

Service Packages

To help maintain your Kia in optimal condition, we offer several servicing and grooming packages. Please check with our Kia Service Advisors for more details.



AFTER-SALES SERVICES GUIDE

Free Shuttle Service

For your convenience, complimentary shuttle service is available on weekdays to the nearest MRT station (every half hour from 8.30am to 10.30am) from our Leng Kee and Pandan Gardens Service Centres. Pick up service is available from Jurong Interchange to Pandan Gardens Service Centre (every half hour from 4.30pm to 5.30pm)

Alternatively, we can help you book a taxi upon request.

Service Booking

Online Booking:

Visit our website at www.kia.com.sg/booking to make an advance booking for your service appointment. This ensures the after-sales service team's availability, reducing your waiting time on the day of your scheduled appointment.

SMS Booking:

Simply SMS **Book Kia** <Service Centre Location*> <Vehicle Number> <Preferred Date DDMMYY> to 8126 6800 and you will receive a confirmation call. If you send your SMS after 4pm, you will be contacted only on the next business day.

* Note: <LK> for Leng Kee, <PG> for Pandan Gardens, <EK> for Eunos.

Example: Book Kia LK SKA1234A 010111

Customer Assistance Centre

Our customer assistance centre is manned by a highly trained and dedicated team to answer your queries. Please call 6471 9111, or email your enquiry to cs@cyclecarriage.com.sg.

24-Hour On-the-Road Assistance

Life's little surprises tend to occur when you least expect them. This is the reason why we have set up a 24-Hour On-the-Road Assistance 7 days a week to provide you with round-the-clock service and assistance. Simply call 6475 9500.



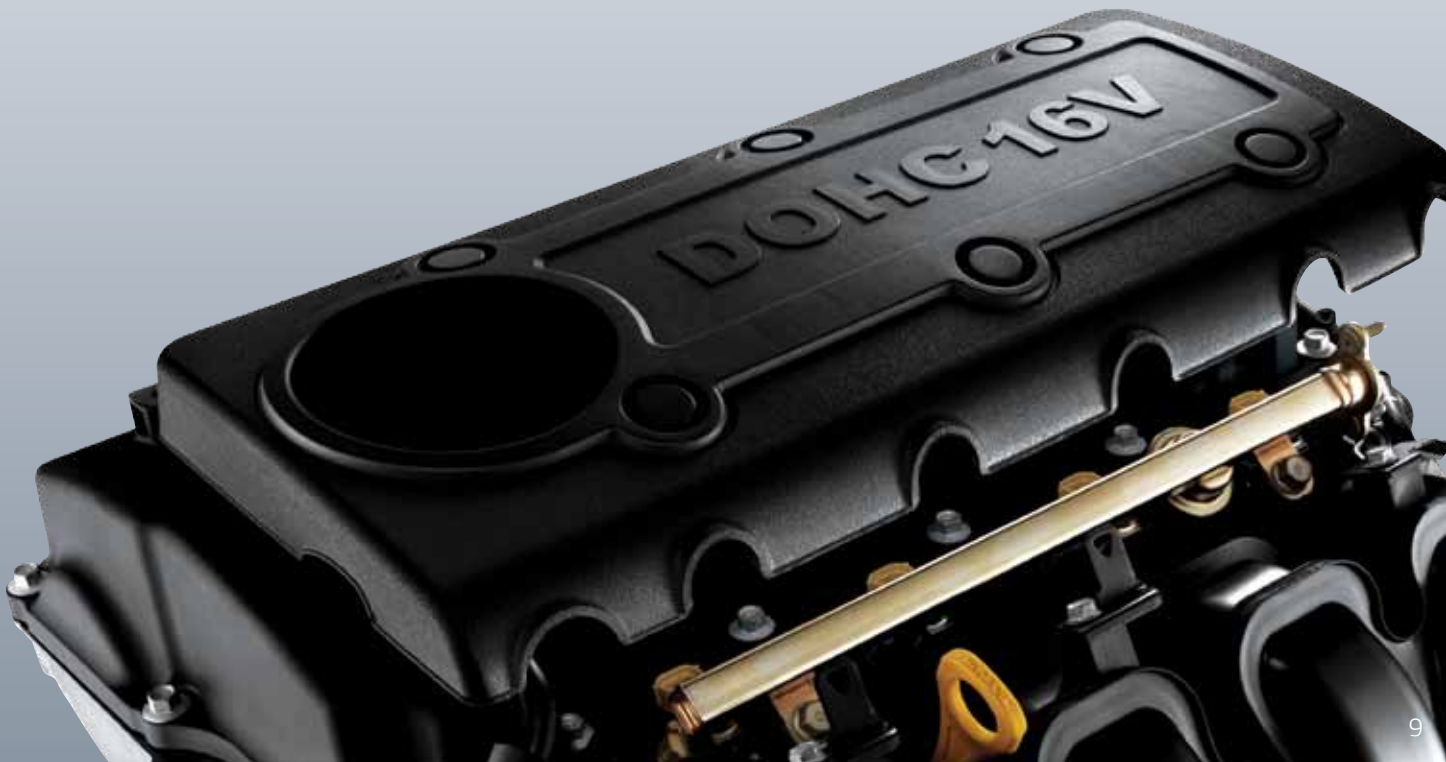
WARRANTY GUIDE

All Kia vehicles have undergone stringent pre-delivery processes and checks to ensure your vehicle is delivered in pristine condition. From the date of registration, your new vehicle is covered against defects in materials and workmanship for a period of 5 years or Unlimited Mileage for passenger cars and 3 years or up to 100,000km in mileage for commercial vehicles, whichever is earlier.

It is important that you always bring your vehicle to Cycle & Carriage service centres for servicing at recommended service intervals - every 10,000km or 6 months[^], whichever is earlier. The first year servicing at 1,000km and 10,000km is provided free (labour only) for all Kia passenger cars. Servicing is provided free (labour only) at 1,000km, 5,000km and 10,000km for all Kia commercial vehicles.

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

[^]With usage of fully synthetic engine oil



WARRANTY GUIDE

WHAT IS COVERED UNDER WARRANTY

Contractual warranty

Repair or replacement of parts acknowledged as faulty by manufacturer, as well as the labour necessary to repair the vehicle.

Anti-perforation

Up to 5 years (for passenger cars) and up to 3 years (for commercial vehicles) from the date of registration, subject to an annual inspection by Cycle & Carriage.

Battery

1 year/Unlimited mileage, whichever is earlier, from the date of vehicle registration.

Paintwork

Original bodywork paint or lacquer defect.

Accessories

Sports Rims, Radio, CD Changer, VCD Changer, LCD Panel, Leather seats, and Alarm are covered under warranty for 20,000km or 12 months, whichever comes first.

WHAT IS NOT COVERED UNDER WARRANTY

Consumables

Consumables are normal maintenance items which require periodic replacement from motoring wear and tear. They include:

- All types of Lubricants and Fluids
- Refrigerants

Wear-and-tear items

Wear-and-tear items require periodic inspections, adjustment and/or replacement at certain mileage. They include:

- Spark plugs (Gasoline) & glow plugs (Diesel)
- Lamp bulbs
- Fuses
- Contact points
- Injection nozzles
- Brushes of various type of motor
- Air cleaner element
- Fuel filter
- Oil filter
- Clutch disc & Clutch cover
- Brake pads & Brake disc
- Wiper blade (including rubber)
- Bushings
- Oil seal
- Various type of gaskets (except cylinder head gasket)
- Drive belts
- Tyres
- Tubes or Hoses
- Rubber parts
- Remote key battery
- De-colouration, fading, flaking, rusting, etc. of paint coat
- De-colouration, fading & deformation of leather & other trims



WARRANTY GUIDE

WARRANTY CONDITIONS

- Maintenance and repairs on your vehicle must be carried out in conformity with the prescription laid down by Kia Motors Corporation (the Manufacturer) in Singapore. Such operations are to be performed exclusively by Cycle & Carriage authorised service centres.
- Failure to comply with the recommended maintenance schedule may invalidate this warranty. You must provide proof of maintenance records, invoices, etc.
- Warranty may be rendered null and void under these conditions:
 1. Use of vehicle for motorsport, races, rallies or resultant accidents.
 2. Alteration to the original specifications or installation of equipment which are neither provided for nor authorised by Kia Motors Corporation (the Manufacturer) or Cycle & Carriage Kia Pte Ltd.
 3. Use of non-genuine parts.
 4. Natural/environment causes.
 5. War, invasion, act of foreign enemy, hostilities (whether declared as a war or not), civil war, rebellion, revolution, riots, etc.
 6. Vandalism.
 7. Glass damage, if it is not clearly proven that this is due to manufacturing or installation errors.
 8. Modification to vehicle's system and components not carried out by Cycle & Carriage Kia Pte Ltd.
 9. Exceeding permitted axle loads.
 10. Your warranty does not cover any loss, damage or failure caused wholly or partially by lack of maintenance.
 11. Your warranty may become invalid if you continue to drive when a fault becomes apparent. Please refer to owner's manual.

