



WE DR|VE FIRST CLASS

### Customer Service Centres

#### CENTRAL

241 Alexandra Road S(159931)  
Tel: 6427 8800  
Fax: 6427 8811

#### WEST

209 Pandan Gardens S(609339)  
Tel: 6568 4555  
Fax: 6569 1056

#### EAST

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

### Body & Paint Centre

209 Pandan Gardens,  
Cycle & Carriage Auto Hub S(609339)  
Tel: 6568 4501  
Fax: 6565 1240

### Customer Assistance Centre

239 Alexandra Road S(159930)  
Tel: 6471 9111  
Fax: 6476 6228

Email: [CustomerAssistanceCentre@cyclecarriage.com.sg](mailto:CustomerAssistanceCentre@cyclecarriage.com.sg)

For 24-hour On-The-Road Assistance, just dial 6475 9500.

For more information on after-sales services and hassle-free booking, please log on to [www.aftersales.cyclecarriage.com.sg](http://www.aftersales.cyclecarriage.com.sg)

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## Kia Service Menu



Expect nothing but excellent car care and professional service only at Cycle & Carriage. Rest assured that your Kia will be in good hands with our expertly trained service personnel, who use only proper diagnostic tools and genuine parts.



The Power to Surprise

## Introduction



At Cycle & Carriage, we take pride in the competence of our after-sales 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 proprietary diagnostic system—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 Kia Service Centres.

**This is our commitment to you.**

**5**  
YEAR  
UNLIMITED  
MILEAGE WARRANTY

It is important that you always bring your vehicle to Cycle & Carriage Service Centres for servicing at recommended service intervals – every 10,000 km or 6 months, whichever comes first.

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

### OUR AFTER-SALES 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 services that encompass comprehensive inspections and adjustments. They include the engine oil filter, drain plug washer and other basic parts replacements, as well as inspections and top-ups/adjustments to guarantee that your Kia vehicle is always in 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

## 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)
Shell Helix Ultra 5W-30/5W-40 Fully Synthetic Engine Oil with PurePlus Technology	✓	✓	✓
Brake Fluid			✓
Clutch Fluid*			✓
Transmission Fluid			✓
Engine Coolant			✓
Engine Oil Filter	✓	✓	✓
Drain Plug Washer	✓	✓	✓
Air Con Filter**		✓	✓
Engine Air Filter		✓	✓
Diesel Fuel Filter*			✓
Petrol Fuel Filter**			✓
Spark Plugs**			✓
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*	✓	✓	✓
Road Test*	✓	✓	✓
Exhaust System	✓	✓	✓
Drive Axle Boots & CV Joints	✓	✓	✓
Check for any Oil/Fluid Leaks	✓	✓	✓
Tyre Rotation and Balancing**	✓	✓	✓
Brakes System		✓	✓
Clutch System*		✓	✓
Steering System & Linkages		✓	✓
Suspension System		✓	✓
Clean & Lubricate all Brakes		✓	✓
Diesel Particulate Filter (DPF)*			✓

\*If applicable

### \*\*Separate Order

- Tyre Rotation and Balancing (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	<ul style="list-style-type: none"><li>• To filter out dust, pollutants, bacteria and other harmful elements contained in external air supplied to the interior of vehicles, and clean the air inside vehicles through circulation. It ensures cleaner, fresher and healthier air in the car by reducing odour, carbon monoxide and nitrogen oxide</li><li>• Clogged air filters are bad for you and your passenger's health and comfort</li><li>• Replace every 20,000 km or once a year to prolong the lifespan of the cooling coil</li></ul>
OIL FILTER	<ul style="list-style-type: none"><li>• To maintain the correct oil pressure, flow volume, pressure relief valve opening and, of course, to filter out and trap foreign particles and debris introduced into the oil by normal riding</li><li>• Blocked filter may lead to oil starvation, and ultimately, engine failure</li><li>• Replace with every oil change</li></ul>
AIR FILTER	<ul style="list-style-type: none"><li>• An engine needs an exact mixture of air and fuel in order to run, and all of the air enters the system first through the air filter. This catches the dirt and other foreign particles in the air, preventing them from entering the system and possibly damaging the engine</li><li>• Replace every 20,000 km</li></ul>
SPARK PLUG	<ul style="list-style-type: none"><li>• A device used in an internal combustion engine to ignite the air-fuel mixture through an electric spark</li><li>• Replace every 40,000 km and for platinum plug, every 80,000 km to 100,000 km for reliable starting, low emissions, good fuel economy and performance</li></ul>
FUEL FILTER	<ul style="list-style-type: none"><li>• Traps and prevents large particles in the fuel from getting into the engine and causing serious engine damage</li><li>• Replace where applicable to prevent choked filter, which can lead to engine stalling</li></ul>

BATTERY	<ul style="list-style-type: none"><li>• A physical reserve of energy used to power the vehicle during ignition and provide energy for the on-board systems</li><li>• Check every servicing schedule</li><li>• Most Important: Battery has to comply with Manufacturer's specifications</li></ul>
BRAKE PADS AND DISCS	<ul style="list-style-type: none"><li>• 2 brake pads squeezed together into the spinning brake disc to slow/stop the vehicle when hydraulic brakes are applied</li><li>• Visual check is usually sufficient for both brake pads and brake discs. To check on the rear drum brakes, removal of wheels is essential</li></ul>
TRANSMISSION FILTER	<ul style="list-style-type: none"><li>• Transmission will wear and create metal particles and band material. The filter holds these and prevents them from being recirculated throughout the transmission</li><li>• Replace where applicable</li></ul>
V-BELT/ SERPENTINE BELT	<ul style="list-style-type: none"><li>• To drive the water pump, power steering pump, air conditioning compressor, and alternator</li><li>• Recommended to change when:<ol style="list-style-type: none"><li>1. There are more than four cracks in the belt per inch</li><li>2. Any single crack is more than half the depth of the belt</li><li>3. It has been between 40,000 km ~ 60,000 km or more since it was last replaced</li></ol></li></ul>

# Why the type of engine oil used is important?

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

On top of this, good oil prevents dirt build-up and deposits by keeping them in suspension. Motor oil even protects against sludge and fights oxidation, keeping the oil fresh and minimising acids which can cause corrosion.

## 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 motor 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 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 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.

### EASIER TO FIT

Genuine parts will fit your vehicle as they are engineered to exacting standards - 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. Even if your vehicle appears to be driving fine, you may encounter problems later on. At Cycle and Carriage, we use only genuine parts from our Principal Marqués for your vehicles.

### RELIABILITY AND DURABILITY

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

Genuine parts always come with extended warranties. Kia genuine parts come with a 1-year or 20,000 km warranty (whichever comes first), unlike non-genuine parts.

All Kia vehicles come with a 5-year unlimited mileage factory warranty, as well as a 2-year or 40,000 km (whichever comes first) warranty on their genuine parts replacement.



Genuine Parts