

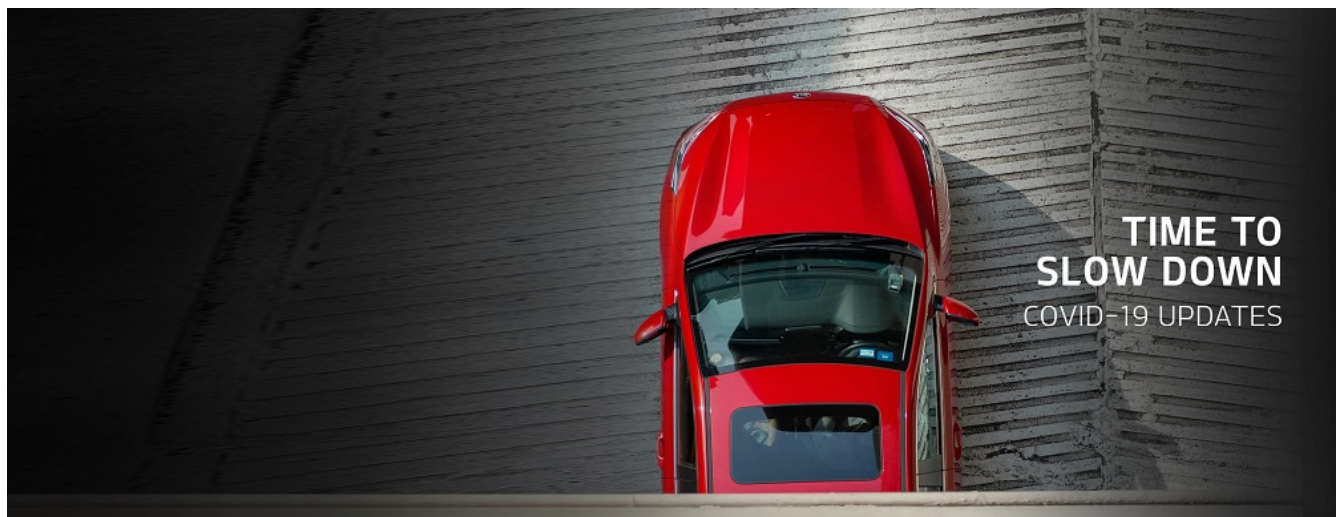


Kia Connect

May 2020



Welcome to Kia Connect! We are excited to announce that Cycle & Carriage has won the Kia Category Excellence Award in recognition of our commitment to quality. Read on to find out what this award means, learn more about our new accessories line-up, our Drop & Go service and Service Rental programme. Also, stand to win a Cycle & Carriage cash card valued at \$20!



COVID-19 UPDATES

These are trying times, but not to worry – we'll still be here for you.

Our showrooms will be temporarily closed from 7 April to 1 June 2020. Our authorised service centres will operate with shortened working hours to support only essential services such as vehicle recovery and repair services for emergency and public transport vehicles.

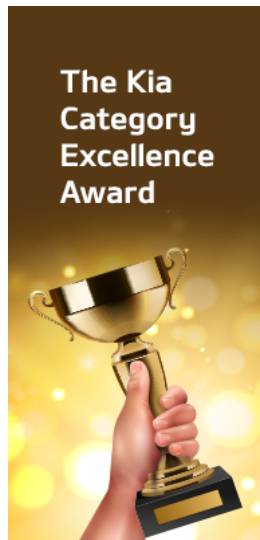
If you have a service appointment made between 7 April – 1 June 2020, kindly re-schedule your appointment to 2 June 2020 onwards through the following channels:

- Customer Assistance Hotline **6471 9111** (Monday - Friday, 8:30am to 6:00pm, excluding public holidays)
- **myC&C App**
- Online booking system www.mycnc.com.sg

For 24/7 emergency and roadside assistance, please call us at **6475 9500**.

For any other enquiries, please reach out to us via our Customer Assistance Hotline **6471 9111** (Monday – Friday, 8:30am to 6:00pm, excluding public holidays)

Stay safe! Together, we will get through this.



KIA CATEGORY EXCELLENCE AWARD

The Category Excellence Award is given to the top 5 percent 3S (sales, service and spare parts) dealerships in recognition of their outstanding performance in complying with Kia Motor's Global 3S Dealership Standards for sales & service performance and customer satisfaction.

Each year, 2,896 dealers from 41 countries vie for the award. Competition is intense, and we are proud to have emerged as one of the best in the global dealer network.

This is testament to our commitment to deliver the highest standard to you and inspires us to continue delivering more exceptional journeys in the years to come.

Thank you for your support in making this possible.

CHECK OUT OUR NEW LINE-UP OF ACCESSORIES!

As an everyday companion, your Kia deserves the best in quality.

Jazz up your Kia with our new line-up of accessories. We have a range of car accessories specially selected for your Kia, to make your journeys safer and more convenient.

Browse our new range accessories at:

[E-CATALOGUE](#)

For accessories & merchandise purchases, feel free to approach any of our service advisors at our Alexandra, Pandan Gardens, and Sin Ming service centres when we resume normal operations after circuit breaker.

In the meantime, if you have any enquiries, you can reach us at enquiries@eshop.cyclecarriage.com



In a rush? Go for Drop & Go for greater convenience. No more waiting in the queue for a service advisor to attend to you when you send your car in for servicing.

Simply fill up the Drop & Go envelope, drop your car keys in, and hand it over to our friendly service staff at the reception counter*. Our service advisor will give you a call before commencement of work. Our Drop & Go is available at all authorised service centres.

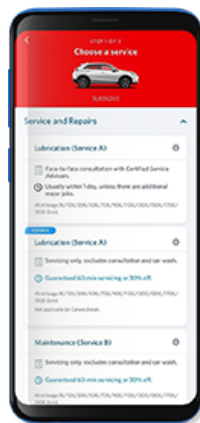
*Not available for express service and services where a test drive is required.



INTRODUCING CYCLE & CARRIAGE SERVICE RENTAL PROGRAMME

Need a replacement car to travel around while your own ride is being serviced or repaired? Now you can rent one from Cycle and Carriage Leasing. Take your pick from a wide range of vehicles that we offer, conveniently located at our service centres. Simply pick-up the car when you drop off your own car and return it when your car is ready for collection. Prices start from as low as **\$70 nett with fuel included**.

Click [HERE](#) to find out more now! Or call Cycle & Carriage Leasing at **6251 8880** for assistance.



DOWNLOAD THE MYC&C APP

If you haven't gotten the myC&C app, what are you waiting for? Download it now to receive important notifications and to gain easy access to service booking, your vehicle information, service credits, service plans and more.



ANSWER & WIN!

Stand a chance to win an exclusive Cycle & Carriage cash card worth \$20! Email us the correct answers to the following questions by 30 June 2020 at aftersales.mktg@cyclecarriage.com.sg with the subject title: **Kia Connect Quiz <car plate number>** and you could be 1 of our 3 lucky winners!

Question 1:

Where can you purchase our new line-up of car accessories?

Question 2:

Name any one of the service centres that offer the Drop & Go service.



Terms & Conditions

Contest ends on 30 June 2020. Winners will be notified via email in July 2020. This quiz is only open to customers of Cycle & Carriage Singapore. Customers should own a Kia. Employees of Cycle & Carriage Singapore, their advertising and promotion agencies and their immediate family members are not eligible to participate in this quiz.

KIA Authorised Service Centres

241 Alexandra Road
S(159931)
Tel: 6427 8800

209 Pandan Gardens
S(609339)
Tel: 6568 4555

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

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



Exceptional Journeys



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Please do not reply to this email. For any enquiries, please call our Customer Assistance Centre at 6471 9111.

This email was sent by: **Cycle & Carriage Singapore**
239 Alexandra Road Singapore, Singapore, 159930,
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