

# My Convenience Plus

An industry-first\* ownership program offering benefits like never before.



Movement that inspires

## Kia Service

Connected • Adaptive • Responsive • Engage

\*My Convenience Plus is the first program in passenger car industry which offers comprehensive coverage of Maintenance, Extended Warranty & Roadside Assistance in one program.

# Kia Service

Connected • Adaptive • Responsive • Engage

Kia Service is committed to delivering customer centric-experiences of inspiring ownership. We at Kia ensure that we are:

## Connected

through digital services.



MyKia App



Kia Krystal<sup>^</sup>

## Adaptive

to your specific needs.



Scratch Care<sup>\*</sup>



My Convenience Plus

## Responsive

through our network & offerings.



Kia Call Centre and RSA



Extended Warranty

## Engaged

for a better future.



Advance Pick-up and Drop



EV Service Readiness

<sup>\*</sup>T&C Apply

<sup>^</sup>Live Steaming and Consultation

# My Convenience Plus

An industry first\* ownership program offering benefits like never before.

Choose a program as per your requirement:



My Kia



My Needs



My Program

## My Convenience Plus



**Premium**  
4 years comprehensive coverage

**Luxury**  
5 years comprehensive coverage

### Program USPs



Pan India coverage and validity



Uniform price across network



Comprehensive coverage

Includes all of the above as per recommended PMS schedule

### Other Benefits

- Upfront **Value Benefit** basis the chosen package
- **Complimentary** wheel alignment, balancing and tyre rotation once a year
- **Cost Protection** from inflation

\*My Convenience Plus is the first program in passenger car industry which offers comprehensive coverage of Maintenance, Extended Warranty & Roadside Assistance in one program.

# Options Available for The New Sonet

Based on their requirements, customers can choose from these available packages:

## Premium

4 years of comprehensive coverage.

 Maintenance coverage	4 years/ 40 000 km^
 Warranty	3 years standard + 1 year EW*
 Roadside assistance	3 years standard + 1 year optional
 Gasoline price	₹ 32 796
 Diesel price	₹ 36 552

## Luxury

5 Years of comprehensive coverage.

 Maintenance coverage	5 years/ 50 000 km^
 Warranty	3 years standard + 2 years EW**
 Roadside assistance	3 years standard + 2 years***
 Gasoline price	₹ 43 995
 Diesel price	₹ 49 995

“**Best-in-Class**” cost of ownership  
with comprehensive coverage in the segment.

Additional **10% discount** for other car care services during program tenure.

^Periodic maintenace services as scheduled in owners manual.

\*Coverage upto 4 years/ 1 00 000 km.

\*\*Coverage upto 5 years/ 1 20 000 km.

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 Maintenance coverage	4 years/ 40 000 km^
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 Roadside assistance	3 years standard + 1 year optional
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Based on their requirements, customers can choose from these available packages:

## Premium

4 years of comprehensive coverage.

 Maintenance coverage	4 years/ 40 000 km^
 Warranty	3 years standard + 1 year EW*
 Roadside assistance	3 years standard + 1 year optional
 Gasoline price	₹ 34 796
 Diesel price	₹ 39 552

## Luxury

5 Years of comprehensive coverage.

 Maintenance coverage	5 years/ 50 000 km^
 Warranty	3 years standard + 2 years EW**
 Roadside assistance	3 years standard + 2 years***
 Gasoline price	₹ 49 995
 Diesel price	₹ 55 995

“**Best-in-Class**” cost of ownership with comprehensive coverage in the segment.

Additional **10% discount** for other car care services during program tenure.

^Periodic maintenace services as scheduled in owners manual.

\*Coverage upto 4 years/ 1 00 000 km.

\*\*Coverage upto 5 years/ 1 20 000 km.

# Options Available for The Carens

Based on their requirements, customers can choose from these available packages:

## Premium

4 years of comprehensive coverage.

 Maintenance coverage	4 years/ 40 000 km^
 Warranty	3 years standard + 1 year EW*
 Roadside assistance	3 years standard + 1 year optional
 Gasoline price	₹ 33 796
 Diesel price	₹ 37 552

## Luxury

5 Years of comprehensive coverage.

 Maintenance coverage	5 years/ 50 000 km^
 Warranty	3 years standard + 2 years EW**
 Roadside assistance	3 years standard + 2 years***
 Gasoline price	₹ 46 995
 Diesel price	₹ 52 995

“All-in-One” comprehensive coverage program.

Additional **10% discount** for other car care services during program tenure.

^Periodic maintenace services as scheduled in owners manual.

\*Coverage upto 4 years/ 1 00 000 km.

\*\*Coverage upto 5 years/ 1 20 000 km.

# Options Available for The Carens Clavis

Based on their requirements, customers can choose from these available packages:

## Premium

4 years of comprehensive coverage.

 Maintenance coverage	4 years/ 40 000 km^
 Warranty	3 years standard + 1 year EW*
 Roadside assistance	3 years standard + 1 year optional
 Gasoline price	₹ 33 796
 Diesel price	₹ 37 552

## Luxury

5 Years of comprehensive coverage.

 Maintenance coverage	5 years/ 50 000 km^
 Warranty	3 years standard + 2 years EW**
 Roadside assistance	3 years standard + 2 years***
 Gasoline price	₹ 46 995
 Diesel price	₹ 52 995

“All-in-One” comprehensive coverage program.

Additional **10% discount** for other car care services during program tenure.




^Periodic maintenace services as scheduled in owners manual.

\*Coverage upto 4 years/ 1 00 000 km.

\*\*Coverage upto 5 years/ 1 20 000 km.

# Premium Package Coverage

Example: Premium **4 years** comprehensive package coverage.

Item*	1.5K km	10K km	20K km	30K km	40K km
 Genuine Parts	No replacement	✓	✓	✓	✓
 Oil	No replacement	✓	✓	✓	✓
 Labour	✓	✓	✓	✓	✓
Extended Warranty	Coverage up to 4 years/ 1 00 000 km*				
Roadside Assistance	Coverage up to 4 years (if RSA opted while purchasing)				

Complimentary Services					
Wheel Alignment	—	✓	✓	✓	✓
Wheel Balancing	—	✓	✓	✓	✓
Tyre Rotation	—	✓	✓	✓	✓



\*whichever comes earlier

Genuine parts include oil filter, air filter, ac filter, etc.  
Oil includes engine oil & brake oil.

Additional coverage of select wear & tear parts with paid add-ons.  
**My Convenience Secure** (more details ahead).

# Luxury Package Coverage

Example: Premium **5 years** comprehensive package coverage.

Item*	1.5K km	10K km	20K km	30K km	40K km	50K km
 Genuine Parts	No replacement	✓	✓	✓	✓	✓
 Oil	No replacement	✓	✓	✓	✓	✓
 Labour	✓	✓	✓	✓	✓	✓
Extended Warranty	Coverage up to 5 years/ 1 20 000 km*					
Roadside Assistance	Coverage up to 5 years					

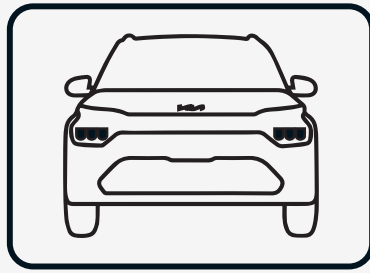
Complimentary Services						
Wheel Alignment	—	✓	✓	✓	✓	✓
Wheel Balancing	—	✓	✓	✓	✓	✓
Tyre Rotation	—	✓	✓	✓	✓	✓

\*whichever comes earlier

Genuine parts include oil filter, air filter, ac filter, etc.  
Oil includes engine oil & brake oil.

Additional coverage of select wear & tear parts with paid add-ons.  
**My Convenience Secure** (more details ahead).

# How to Avail My Convenience Plus at the Dealer



## Step 1

My Convenience Plus can be availed within **first 60 days of purchase of the vehicle.**



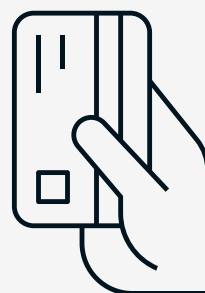
## Step 2

Choose your package



## Step 3

Share OTP (one time password) to finalize the package.



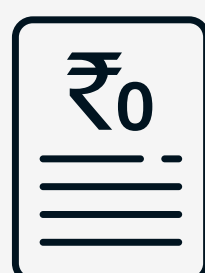
## Step 4

Make the payment.



## Step 5

Collect certificate and invoice copies.

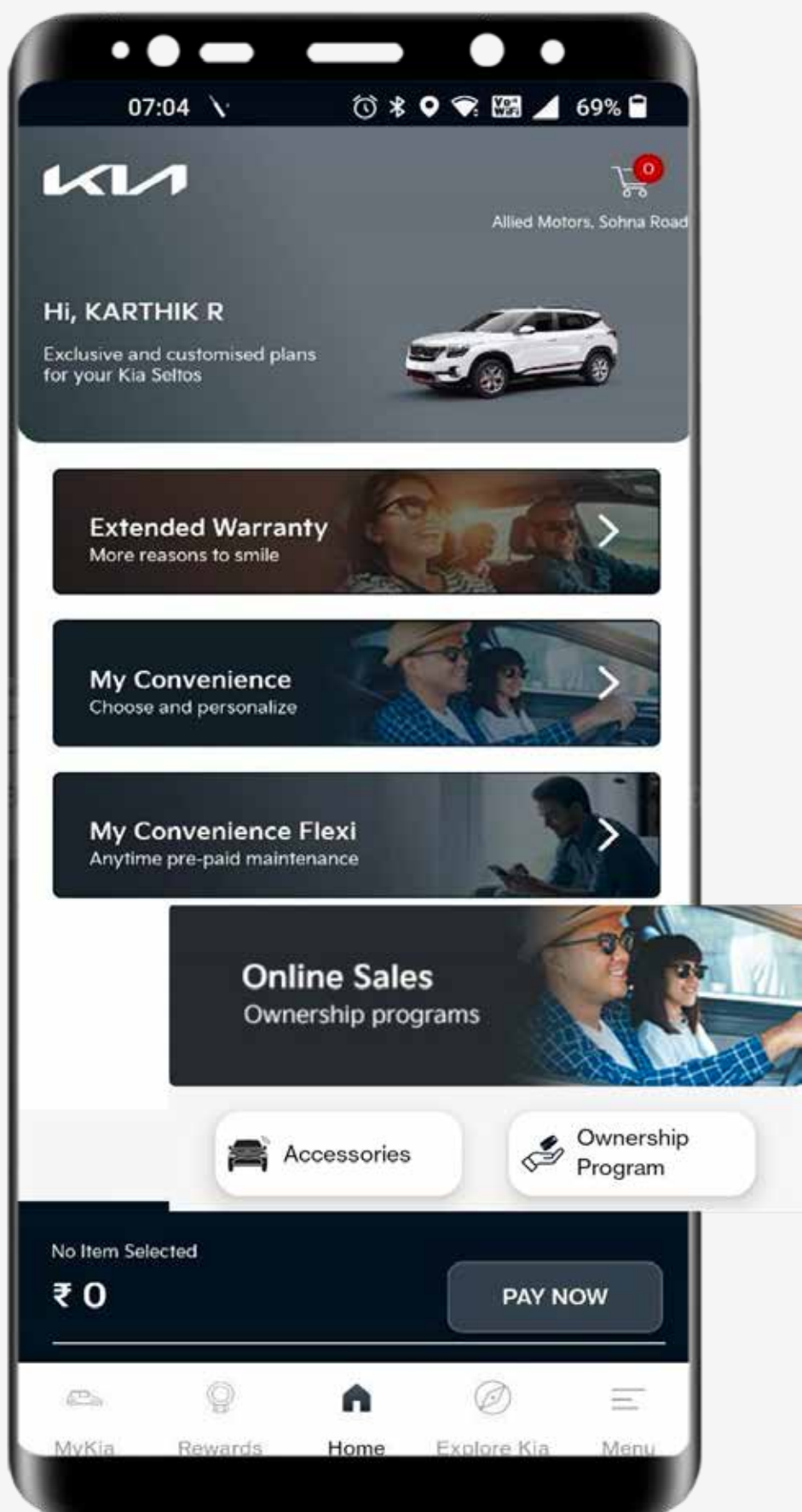


## Step 6

Avail services and monitor your remaining services.

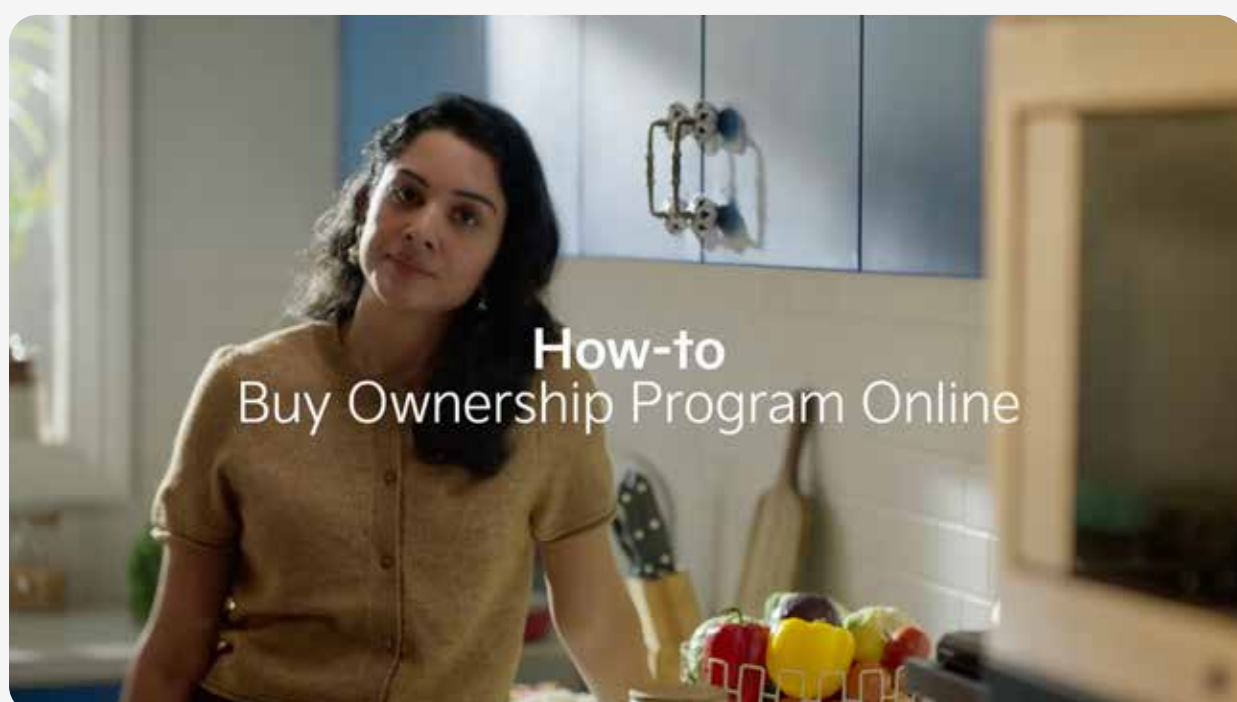
# How to Avail My Convenience Plus Online

The My Kia App lets you explore and purchase protection plans right from your phone. Easy, effortless, exactly how it should be.



- Step 1:  
Open MyKia App
- Step 2:  
Go to 'Ownership Program' tab
- Step 3:  
Select the dealer
- Step 4:  
Go on My Convenience Plus tab & choose the package
- Step 5:  
Click on 'Add to Cart'
- Step 6:  
Open cart and review the Selected Package
- Step 7:  
Accept Terms and Conditions for the transaction
- Step 8:  
Input a one time password (OTP) and complete the transaction
- Step 9:  
Download the Certificate and Invoice copy from 'My Dashboard'

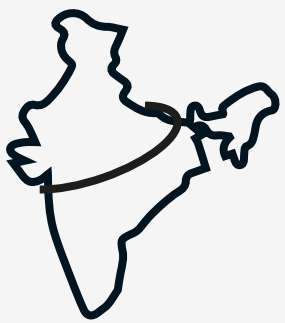
Watch the video for more information



Scan the QR Code and watch the video for more information

# Customer Benefits

## Program USPs



### **Pan India coverage and validity.**

No matter where you are, our coverage protects your car at every step.



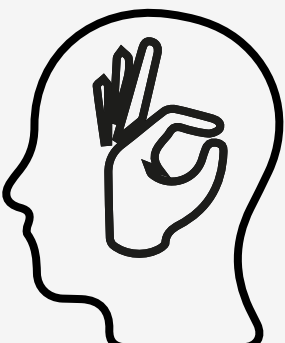
### **Uniform price across network.**

Enhance your ownership experience with the assurance of standard pricing.



### **Comprehensive coverage.**

This feature ensures that there are no loose ends in your coverage and includes Extended Warranty, Roadside Assistance and Pre-paid Maintenance.



### **Peace of mind.**

Price protection (no price-hike impact) during the program.



### **Savings.**

Package entitles you for price-hike protection, upfront savings and other complimentary services.

# Kia Service

Connected • Adaptive • Responsive • Engage

# | FAQ's

## **Q1. Is it mandatory to buy a My Convenience Plus program?**

A: It is not mandatory to buy any My Convenience program. The decision is optional as per personal driving needs and requirements.

## **Q2. Why should I buy a My Convenience Plus program if it is not mandatory?**

A: My Convenience Plus packages provide not only comprehensive coverage, but also include price-hike protection, upfront savings and benefits of complimentary services.

## **Q3. What is My Convenience Plus?**

A: My Convenience Plus is a comprehensive maintenance program especially design for the Carens which covers Maintenance + Extended Warranty + Roadside Assistance (as per the package chosen).

### **Premium (4 years of comprehensive coverage):**

- **Maintenance Coverage:** Periodic maintenance services up to 4 years/ 40 000 kms as scheduled in owner's manual
- **Warranty:** Standard warranty of 3 years + 1 year of extended warranty (coverage up to 4 years/ 1 00 000 km)
- **Roadside Assistance:** Standard coverage of 3 years + option of extending by 1 year

### **Luxury (5 years of comprehensive coverage):**

- **Maintenance Coverage:** Periodic maintenance services up to 5 year/ 50 000 km as scheduled in owner's manual
- **Warranty:** Standard warranty of 3 years + 2 years of extended warranty (coverage up to 5 years/ 1 20 000 km)
- **Roadside Assistance:** Standard coverage of 3 years + 2 years (including type alloy protection in the initial year)

**Q4. How can I track and monitor my services?**

A: The invoice of My Convenience Plus has a matrix at the back, which gives comprehensive details of all services availed, and remaining in the program.

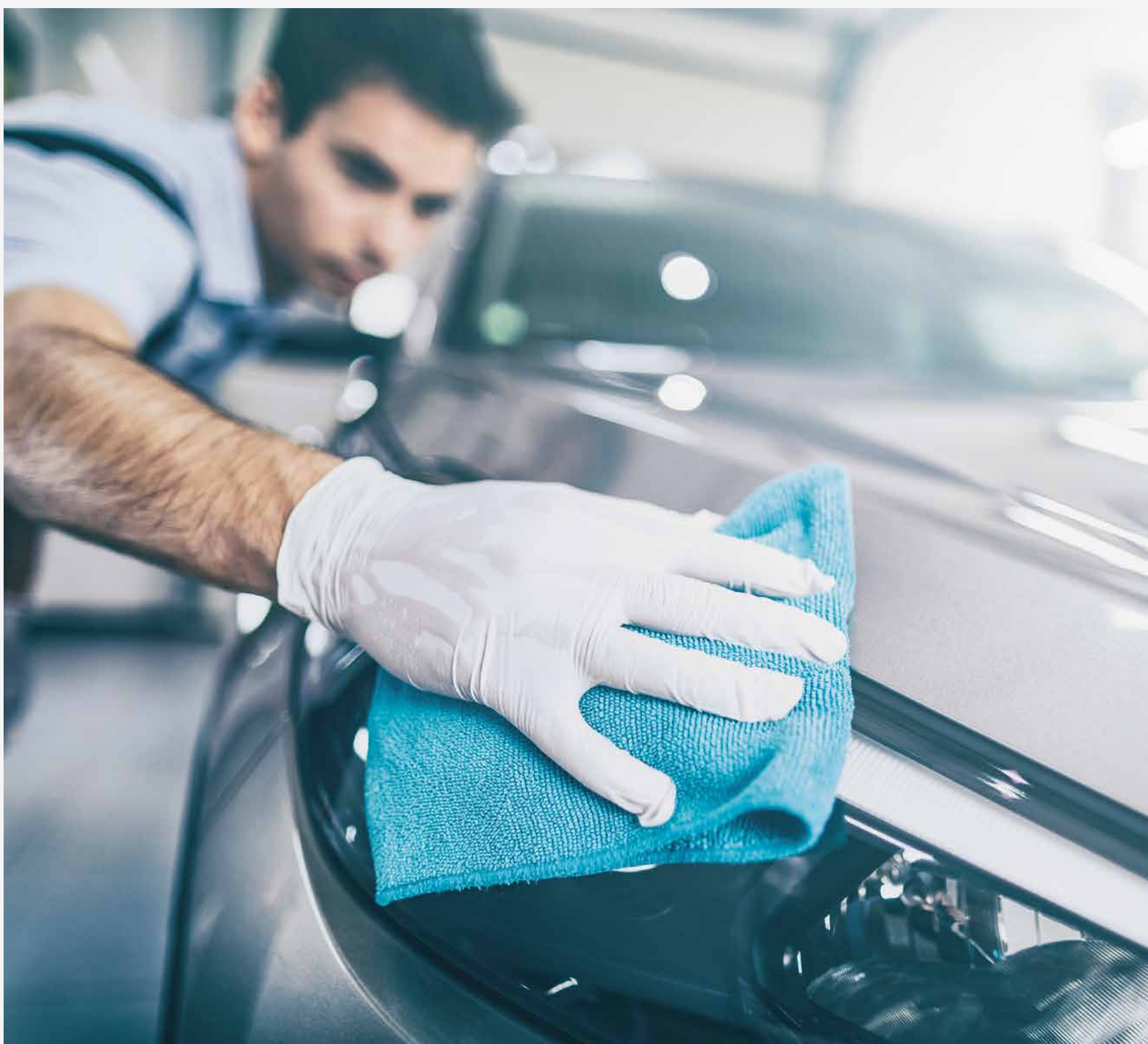
**Q5. I have purchased my package in Delhi and then moved to Bengaluru, will my package be eligible there?**

A: My Convenience Plus has pan India coverage and validity.

**Q6. Can I cancel the My Convenience Plus program?**

A: No, there is no option for cancelling the program.

\*For more information please visit your nearest Kia dealership



# My Convenience Secure

**My Convenience Secure is a paid add-on option** available with My Convenience Plus at the time of purchase. **It provides coverage of selected wear & tear parts** like clutch discs, brakes, bulbs, bushings, engine mountings, fuses, wipers and more.





MCP Secure can be purchased as an add-on to the MCP Plus package, as shown below:

Maintenance Programs (Vehicle Delivery)	Current Coverage of Customer				New Paid Add-on coverage	Total Cost & Coverage for Customer	Secure Purchasing Window
	Pre-Paid Maintenance (PPM)	Extended Warranty (EW)	Roadside Assistance (RSA)	Connected Car Services (CCS)^	Wear & Tear Parts (WTP)		
My Convenience Plus	✓	✓	✓	✓	✓	MCP cost + Secure cost PPM + EW + RSA + WTP	Up to 60 days from vehicle delivery

## Eligibility Criteria and Validity

- Customers can only purchase the add-on program during the purchase window (as stated above)
- The coverage period for MCP Secure in line with the vehicle's warranty: 3 Years or 50 000 Km (whichever comes earlier) from the date of vehicle purchase

## Secure Add-on Pricing (incl. of GST)

				
Kia Sonet	Kia Syros	Kia Carens	Kia Seltos	
My Convenience (within 2 months)	₹ 8 999	₹ 8 999	₹ 11 999	₹ 14 999

\*Secure add-on cannot be availed as a standalone option but with MC OR MCP+

# 'How To' Videos

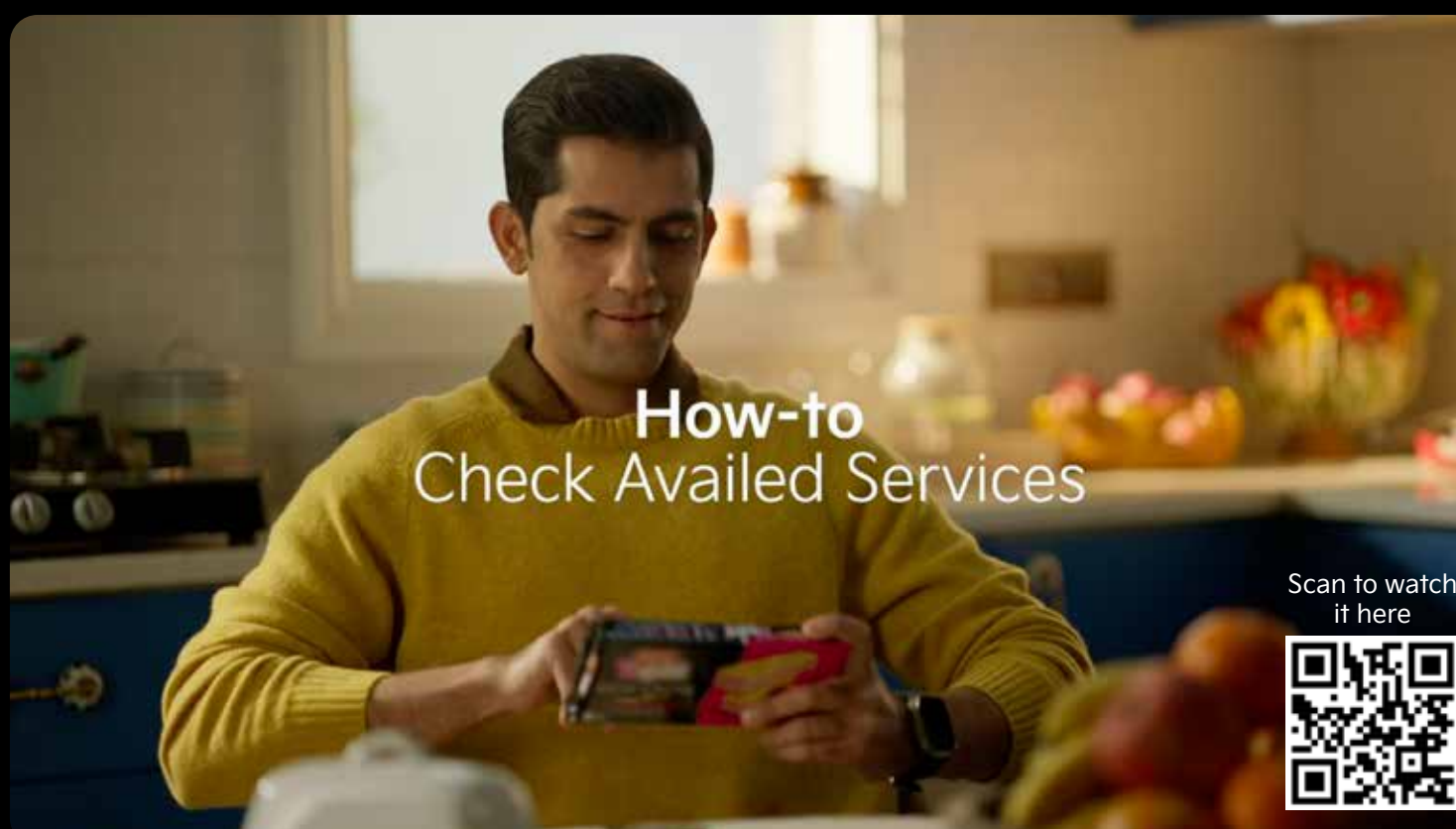
Available on Kia.com and Kia India YouTube Channel



Kia India | Know your My Kia App | Buy Ownership Program Online



Kia India | Know your My Kia App | Download Invoices & Certificates



Kia India | Know your My Kia App | Track Past Service Records



Kia India | Know your My Kia App | Access Kia Exclusive Document

How To  
Watch Playlist



# Add convenience to your drive.

My Convenience Plus is a comprehensive maintenance program designed to cover Pre-paid Maintenance, Extended Warranty and Roadside Assistance\*. It is a one-of-its-kind, industry-first ownership program with benefits like never before.



\*As per the package chosen by the consumer

744

Consumer  
Touchpoints

329

Cities  
Covered

475

Service  
Points



Wherever you go,  
we stay with you.

[www.kia.com](http://www.kia.com)

**Kia Care**



**1800 108 5000**

[kiacare@kiaindia.net](mailto:kiacare@kiaindia.net)

For more information, visit our dealership or contact:

1800 108 5000 |  093195 91407 | [www.kia.com](http://www.kia.com) | [kiacare@kiaindia.net](mailto:kiacare@kiaindia.net)



| Look for "Kia India" @    

Version 1.3