

My Convenience

Customise your maintenance needs

My Kia | My Maintenance | My Requirements



Movement that inspires

Kia Service

Connected • Adaptive • Responsive • Engage

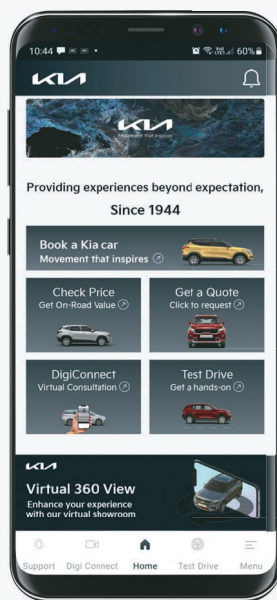
Kia Service

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[^]

Adaptive

to your specific needs.



Scratch Care^{*}



My Convenience

Responsive

through our network & offerings.



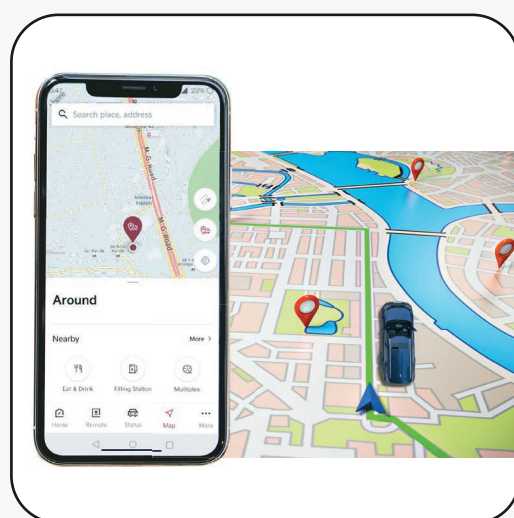
Kia Call Centre and RSA



Extended Warranty

Engaged

for a better future.



Advance Pick-up and Drop



EV Service Readiness

^{*}T&C Apply

[^]Live Streaming and Consultation



My Convenience

Customise your maintenance needs

Choose and personalise your own program as per your driving needs.



My Kia



My maintenance needs



My personalised requirements

My Convenience Offerings (PPM + Care Pack)

Pre-Paid Maintenance (PPM)

Choose **any one PPM** as per your need.

3 years
30 000 Km

4 years
40 000 Km

5 years
50 000 Km



Genuine Parts



Oil



Labour

Includes all of the above as per recommended PMS schedule

Care Pack (Car Care Services)

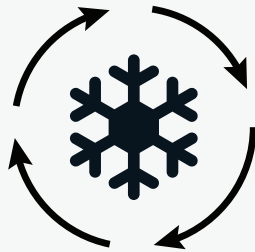
Choose **any one Care Pack** basis your requirement



Preventive care



Fresh care



AC care



Hygiene care

Other Benefits

- Upfront **Value Benefit** basis the chosen package
- **Complimentary** Wheel Alignment, Balancing and Tyre Rotation once a year*
- One Time Complimentary - Alloy/Wheel Care Service
- **Cost Protection** from Inflation

*basis the PPM selected. Eg. 2 times in 2 Years package

How to Decide

Your PPM & Care Pack





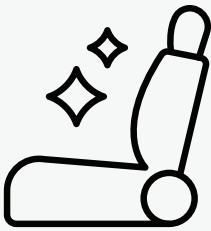


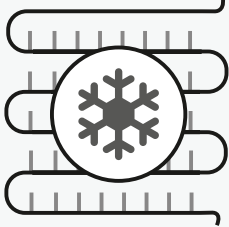


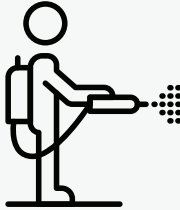

Pre-Paid Maintenance

Select the maintenance schedule as per your time and mileage requirement

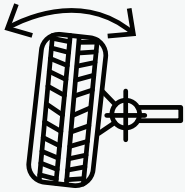

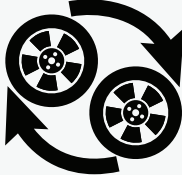

PPM	1.5K Km	10K Km	20K Km	30K Km	40K Km	50K Km
3 Years	✓	✓	✓	✓	—	—
4 Years	✓	✓	✓	✓	✓	—
5 Years	✓	✓	✓	✓	✓	✓

Care Pack

Choose any one based on your requirement

 Preventive Care	Under Body Coating	 Prevents rusting, reduces vibrations	Rodent Repellent	 Rat repellent
 Fresh Care	Interior Enrichment	 Cleans the interiors	Exterior Enrichment	 Clean the exteriors
 AC Care	AC Evaporator Cleaning	 Cleans using borescope gun	AC Disinfectant	 Clean and fresh air circulation
 Hygiene Care	Fumigation	 Sanitization through natural substances	Carbon Air Filter	 Removes <PM2.5 level

Complimentary Services

Once a year			1 time usage
 Wheel Alignment	 Wheel Balancing	 Tyre Rotation	 Alloy/Wheel Care (Polishing)

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

Coverage

Example: If someone selects a 3 Year Preventive Care package, the coverage is as below

Services covered in 3 Year Preventive Care are:
PPM for 3 Years + Preventive Care Services + Complimentary Services

Item*	1.5K Km	10K Km	20K Km	30K Km
 Genuine Parts	No Replacement	✓	✓	✓
 Oil	No Replacement	✓	✓	✓
 Labour	✓	✓	✓	✓
Under Body Coating	Once during the tenure of 3 years			
Rodent Repellent	Once during the tenure of 3 years			
Complimentary Services				
Wheel Service	Once during the tenure of 3 years			
Wheel Alignment	—	✓	✓	✓
Wheel Balancing	—	✓	✓	✓
Tyre Rotation	—	✓	✓	✓

*as per recommended periodic maintenance schedule defined in Owners Manual

Genuine Parts include Oil Filter, Air Filter, AC Filter, Fuel Filter etc.
Oil include Engine Oil & Brake Oil

Availing My Convenience



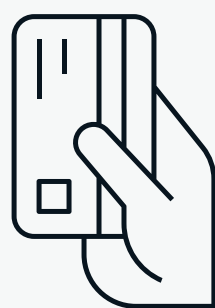
Step 1

Choose & make your own package
PPM + Care Package.



Step 2

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



Step 3

Make the payment.



Step 4

Collect certificate and invoice copy.

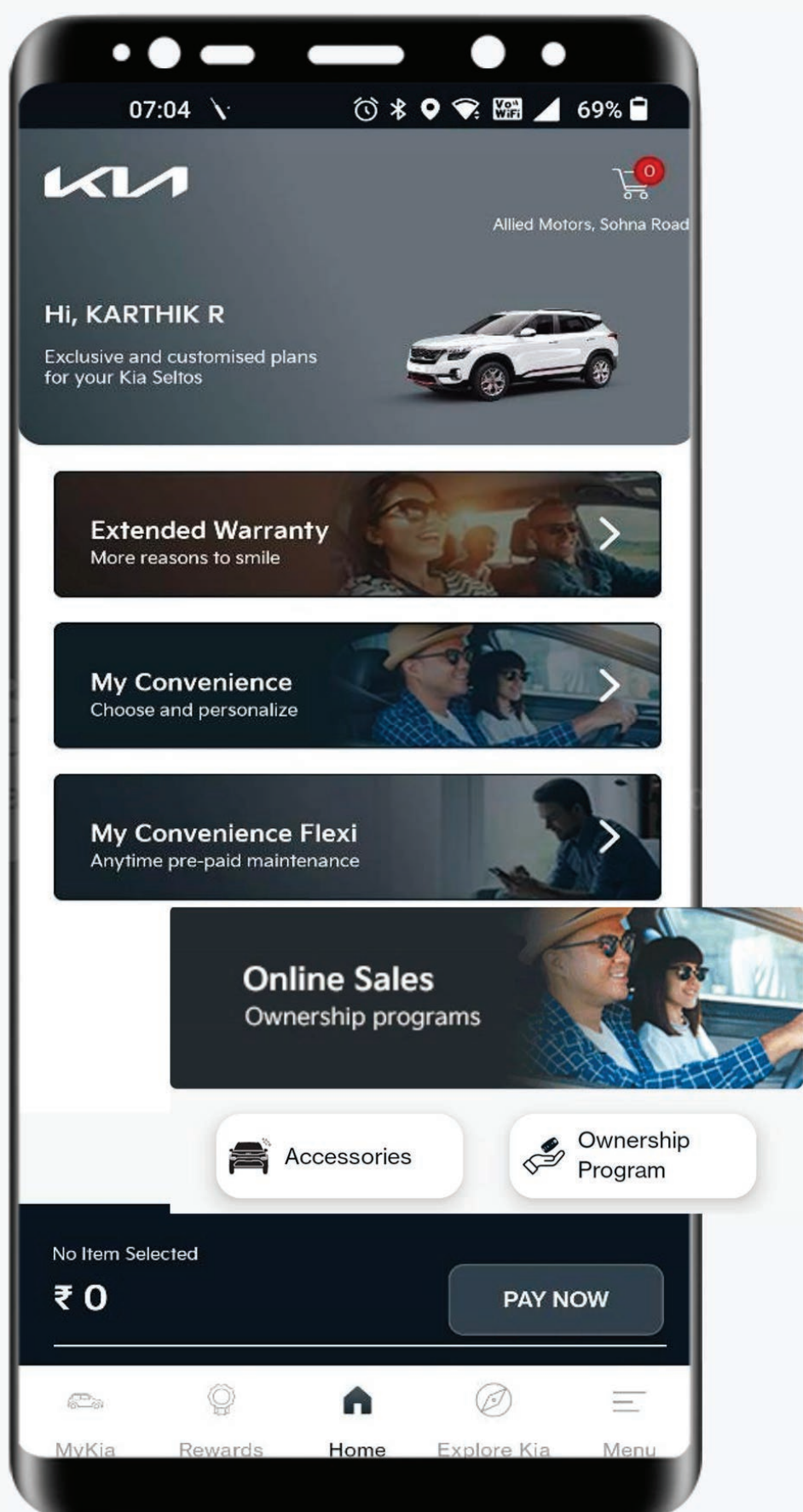


Step 5

Avail services
and monitor your remaining services.

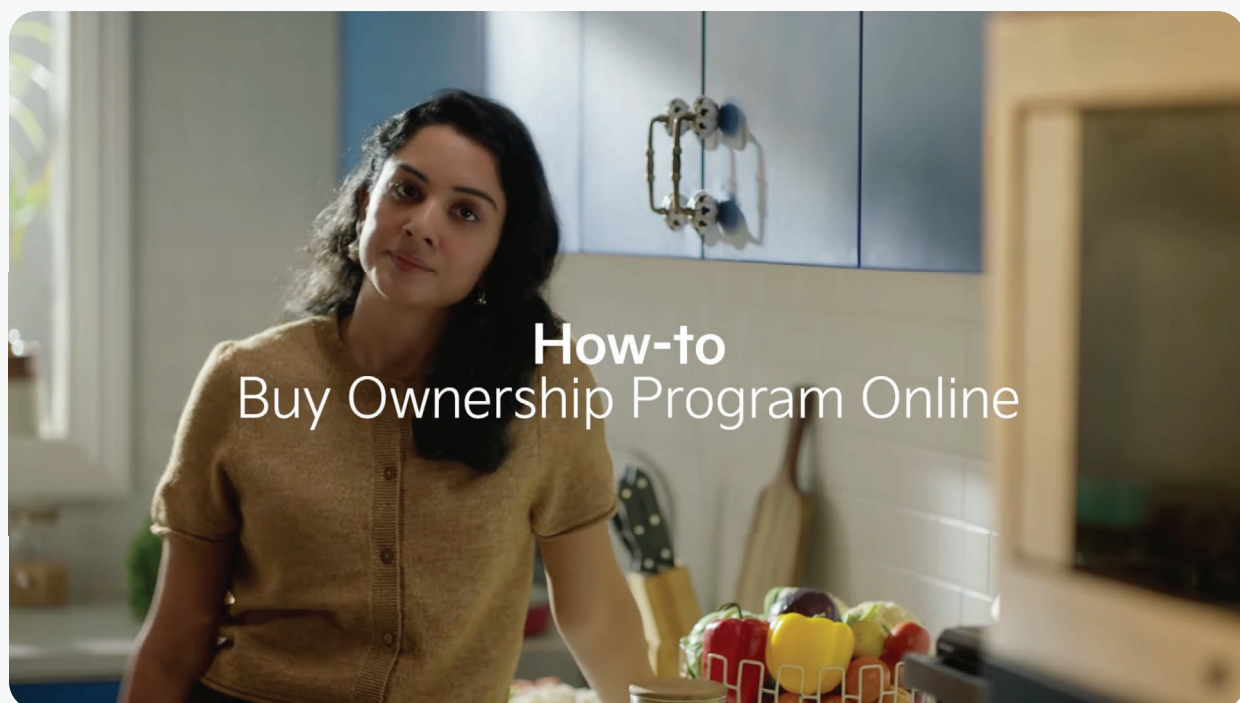
How to Avail My Convenience Online

The My Kia App lets you explore and purchase protection plans right from your phone. easy, effortless, and 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 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

Peace of mind

Price Protection (no price hike impact) during the program.

Transparency

Program feature which enables you to monitor & check the balance services/parts remaining in program.

- **Personalisation**

Make your own maintenance package as per your driving needs.

- **Flexibility**

Program provides flexibility of transferring the program to other dealer/city or cancel the program.

- **Unrestricted**

Purchase anytime up to 1 year / 10 000 Km.

Simplified

Simple notified and informed 5 step purchase process.

Savings

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

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FAQ's

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

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

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

A: For a consistent performance of the vehicle, scheduled maintenance services are recommended. My Convenience package not only gives an option to personalize your maintenance as per your driving needs, but also provides price hike protection, upfront savings and gives benefits of complimentary services.

Q3. What is My Convenience program?

A: We at Kia are adaptive to your specific needs thus My Convenience program gives an opportunity to customise your maintenance program as per your requirements. At the same time My Convenience program gives protection from price hike, upfront savings and gives benefits of complimentary services.

Q4. What Options are available in My Convenience Program?

A: 1 choice to make while availing My Convenience Prepaid maintenance (PPM): - 1 option from the 3 options available for pre-paid maintenance

3 Years / 30 000 Km	4 Years / 40 000 Km	5 Years / 50 000 Km
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Car Care Pack - 1 option from the 4 car care package options available.

Preventive Care	AC Care	Fresh Care	Hygiene Care
Underbody Coating Rodent Repellent	AC Evaporator Cleaning AC Disinfectant	Interior Enrichment Exterior Enrichment	Fumigation Carbon Air Filter

Q5. How many services can I avail under My Convenience program?

A: Basis the chosen package the number of services can be availed.
Eg. a 3 Years Hygiene Care would cover services for 1.5k, 10K Km, 20K Km & 30K Km along with 1 time car fumigation and 1 time carbon air filter replacement under Hygiene Care. Additionally complimentary Wheel Alignment, Balancing & Tyre Rotation once a year along with 1 time Alloy/Wheel Care Service during the tenure of 3 years. For more information pls refer to the section “How to Decide your PPM & Care Pack”

Q6. How can I track and monitor my services?

A: The invoice copy of My Convenience has a matrix in its rear side, which gives insights into services availed and remaining in the program.

Q7. I have purchased my package in Delhi and moved to Bengaluru, will my package be eligible there?

A: Program provides flexibility of transferring the program to other dealer/city by paying a nominal fee. For more details please contact your nearest authorized Kia workshop.

Q8. Can I cancel the My Convenience program?

A: Yes you have an option of cancelling the program as per requirement. For more details please contact your nearest authorized Kia workshop.

Q9. Do I have to get my service only from the dealer from where I purchase the package?

A: To avail the services it is mandatory to visit the dealer from where the program was purchased. Program provides flexibility of transferring the program to other dealer/city by paying a nominal fee, if required. For more details please contact your nearest authorized Kia workshop.



My Convenience Secure

My Convenience Secure is a paid add-on option available with My Convenience 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 on add-on to the and MCP Plus packages, 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	✓ with car care)	×	×	×	✓	MC cost + Secure cost PPM + 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

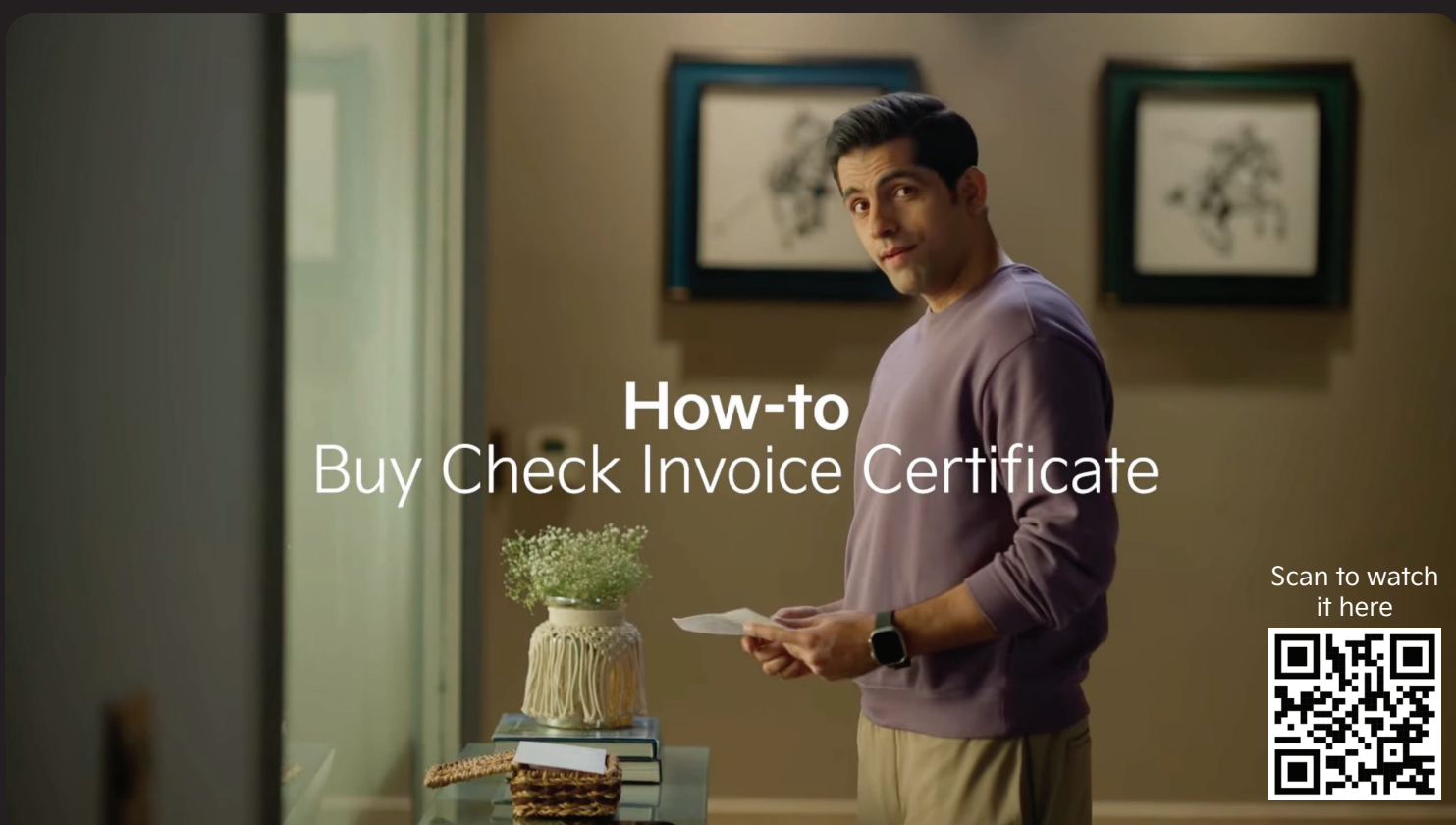
*Secure add-on cannot be availed as a standalone option but with MC OR MCP+

'How To' Videos

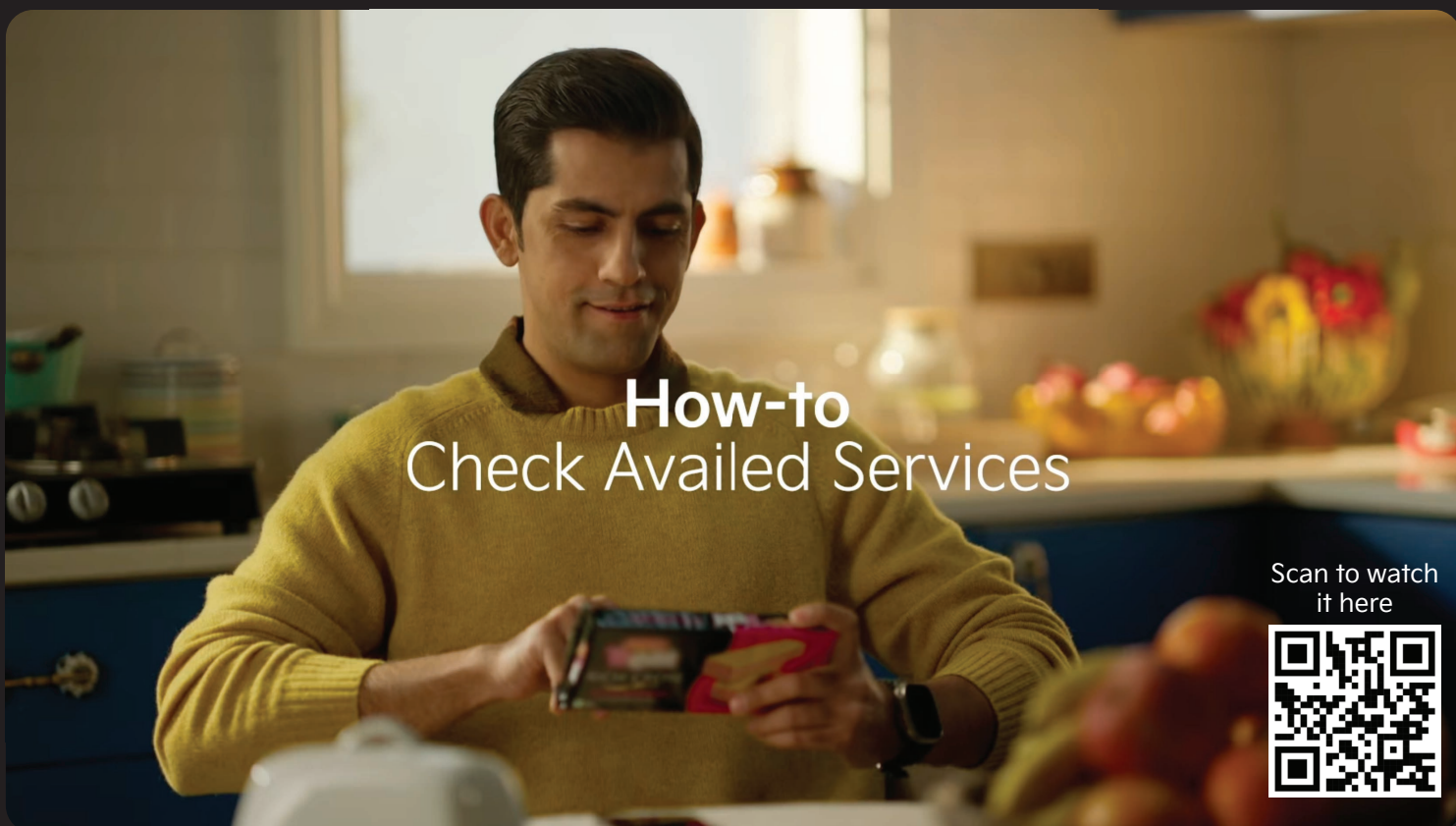
Available on Kia.com and Kia India YouTube Channel



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

Whether it's buying our cars or the experience after, we at Kia believe in the power of world-class assistance. My Convenience is an initiative in that direction, designed to make your service experience seamless and effortless.



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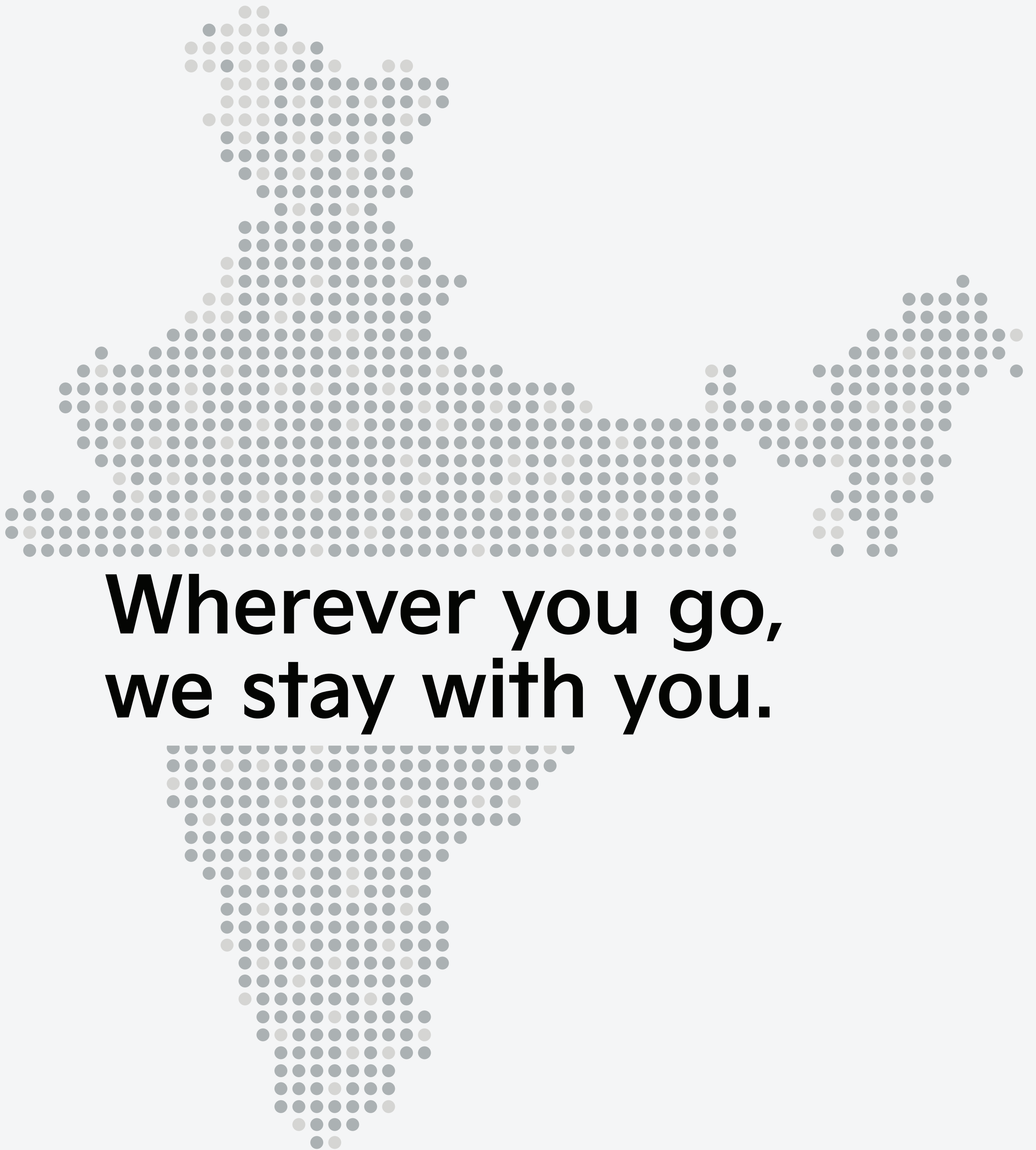
Consumer
Touchpoints

329

Cities
Covered

475

Service
Points



Wherever you go,
we stay with you.

www.kia.com

Kia Care



1800 108 5000

kiacare@kiaindia.net

For more information, visit our dealership or contact:

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