

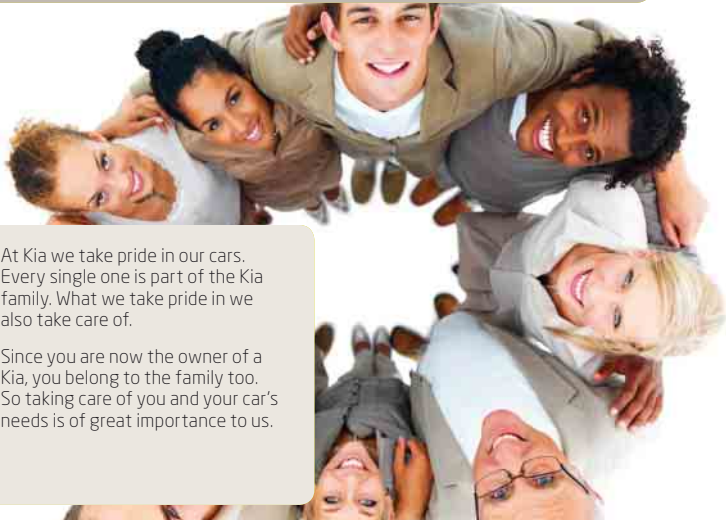


WELCOME TO
THE **FAMILY**

"Family-like Care"™

 KIA MOTORS SERVICE

IT'S ALL ABOUT "FAMILY-LIKE CARE"!



At Kia we take pride in our cars. Every single one is part of the Kia family. What we take pride in we also take care of.

Since you are now the owner of a Kia, you belong to the family too. So taking care of you and your car's needs is of great importance to us.

QUALITY NOW
COMES WITH A
7-YEAR WARRANTY



At Kia we have confidence in what we do. That's why all our cars are covered with a pioneering 7 year manufacturer's warranty. Even better: the warranty is fully transferable between owners.

You will only find this at Kia.

Our manufacturer's warranty means bumper-to-bumper* coverage for 7 years or 100,000 miles. In the unlikely event of a warranty repair being required, we will cover all the repair costs - including labour and parts. And because it is transferable, it will help you maximise the resale value of your car when you decide to sell it.

*Terms and exclusions apply. For further details please go to www.kia.co.uk

YOUR NEW CAR HAS ARRIVED. WHAT HAPPENS NEXT?

First of all, we want you to enjoy every minute with your new car. Just providing a vehicle that fits your needs is not enough for us though. We believe that you deserve only the best service to be completely happy with your car.

ALWAYS ACCOMPANIED

In addition to our unique 7 year warranty, every new Kia owner receives our 24/7 Roadside Assistance as part of the ownership package for the first 12 months. That means reassuring motoring - with help always at hand. Even if "little mishaps" occur, such as locking your keys in your car or running out of fuel, we are there to help - free of charge!



THE KIA 10 STEP SERVICE PROMISE

1 APPOINTMENTS

Your appointment suits your schedule.

2 CUSTOMER GREETING

A friendly welcome awaits you when entering our service area.

3 DIAGNOSIS

We listen to what you have to say and take the time to discuss the repair options.

4 REPAIR ORDERS

Before starting any service work on your vehicle, we will review the repair details with you and ask for a confirmation signature.

5 PRICING

Our pricing policy is transparent.

6 PERFORMING SERVICE WORK

Your service will be performed in a timely and accurate manner.

7 MONITORING

We will keep you informed regarding repair progress and changes in the timing.

8 FINAL INSPECTION

After the service work, the repair is crosschecked and quality controlled to ensure that all work has been completed.

9 VEHICLE COLLECTION

When you arrive to pick up your car, we will explain the repair details and answer any questions you may have.

10 FOLLOW-UP

Don't be surprised if you receive a call from us a few days after picking up your vehicle. Your feedback contributes to our commitment to continuous service improvement.

PERSONALISING YOUR KIA. THE RIGHT WAY.

Do you want to make your Kia even more stylish or comfortable? With Kia Genuine Accessories the option is yours.

Kia recommends using Genuine Accessories. They provide a flexible and convenient way to tailor your car to your individual requirements with no compromises on safety and quality – whether it's a floor mat or a roof carrier system.

Genuine Accessories are designed to Kia's stringent manufacturer standards and made specifically to fit Kia vehicles.



WHY USE KIA GENUINE PARTS?

Kia Genuine Parts are manufactured to the same high standards as factory-fitted parts; designed, tested and manufactured to the strict quality levels set out by Kia. Only by using Genuine Parts can you be sure that the safety and reliability of your Kia vehicle will not be compromised.

This way you know that the safety and performance standards of your Kia are maintained as if it came directly from the factory.

Where to obtain Kia Genuine Parts?

To obtain Kia Genuine Parts, please contact your Kia authorised dealership.



USEFUL CONTACTS

0800 015 8762

Roadside Assistance

0845 601 7521

Kia Customer Services

GB 11/2010

www.kia.co.uk

www.youtube.com/kiamotorsuk

