

# Kia My Convenience Plus

Kavish Automobiles Pvt Ltd (MH402)  
EMH4020113  
Wed Jul 26 10:18:43 IST 2023

# Service

Connected • Adaptive • Responsive • Engage

Kavish Automobiles Pvt Ltd (MH402)  
EMH4020113

Wed Jul 26 10:18:43 IST 2023

<u>KMI Version</u>	<u>Date Version</u>
1.0	15-02-2022
1.1	21-07-2023



21<sup>st</sup> July 2023

Dear Dealer Partner,

Season's Greetings!!

Many congratulations for the The New Seltos Launch.

We, at Kia India are working together with our partners to give customers an experience and ownership that inspires.

My Convenience Plus program with Carens to provide differentiated experience for our esteemed customers. The program has been lauded equally by our dealers and customers for its first in class comprehensive coverage.

Customers has always been at the centre of things we do. Reflecting the "Adaptive" core value of Kia Service, we are pleased to introduce, 'My Convenience Plus' total peace of mind program, where customer has an option of getting coverage for maintenance, warranty & emergency services for his/her The New Seltos & Carens. Inflation protection, Personalization, Transparency, PAN India validity & coverage are few key differentiators of this industry 1<sup>st</sup> program.

The low cost of maintenance along with uniform pricing & nationwide service coverage of My Convenience Plus program would assist in further improving customer perception towards Kia Service.

We look forward for your continued enthusiastic participation. In case of any clarification/feedback, please feel free to contact our Regional Aftersales Team.

Warm Regards,

Mr. DS Roh  
HOD Aftersales  
Kia India

Mr. Paramjiv Dutta  
Sr. GM Aftersales  
Kia India

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# KIA Service

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**C**onnecting  
through digital service

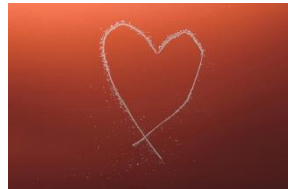


Kia Link

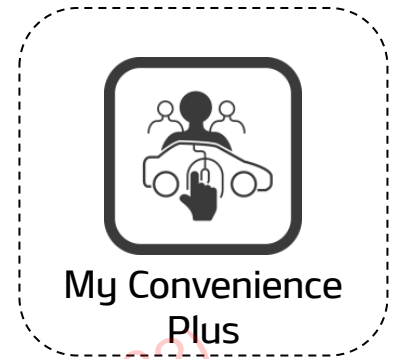


Kia Digital  
Owners Manual

**A**daptive  
to your specific needs



Scratch Care



My Convenience  
Plus

**R**esponsive  
through our network & offerings



Kia Care



Kia Mobile Workshop

**E**ngage  
for a better future



Usage of  
Water Borne Paints



EV Service  
Readiness

# Service

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# My Convenience Plus

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Adaptive to your specific needs



## My Convenience Plus

My Convenience plus program is a **comprehensive maintenance program** only applicable for Carens & The New Seltos which gives coverage of :

### **Maintenance + Extended Warranty + Road Side Assistance**

(as per the package chosen)

For customer there are 2 packages available for customers to choose from :

#### **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 / 100,000 Kms)

##### Road Side Assistance :

Standard coverage of 3 Years + *Option of extending by 1 Year at a special price of Rs 1,099*

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

##### Maintenance Coverage :

Periodic Maintenance Services up to **5 Years / 50,000 Kms** as scheduled in Owner's Manual

##### Warranty :

Standard Warranty of 3 Years + **2 Years of Extended Warranty** (coverage up to 5 Years / 120,000 Kms)

##### Road Side Assistance :

Standard coverage of 3 Years + **Extension of 2 Years (including Tyre Alloy protection in the first year) - RSA coverage up to 5 Years**

#### **+ Scratch Care Program**

1 Scratch repair free of cost in an ownership period of 12 months from the date of sale

- Kia Carens retailed up to 31st December 2022,
- The New Seltos retailed up to 31<sup>st</sup> December 2023

# My Convenience Plus Coverage

Services		Pre-paid Maintenance (PPM)	Extended Warranty	Road Side Assistance (extension)
Coverage		✓	✓	✓
Package Options	Premium (4 Years)	4 Services (10K, 20K, 30K & 40 K)	4 Years / 1,00,000 Kms (3 Years Standard + 1 Year EW)	4 Years (3 Years Standard + 1 Year*)
	Luxury (5 Years)	5 Services (10K, 20K, 30K, 40 K & 50K)	5 Years / 1,20,000 Kms (3 Years Standard + 2 Year EW)	5 Years (3 Years Standard + 2 Year)
Package Inclusion				
Basic		All scheduled maintenance basis PPM selected as per Owner's Manual Normal Condition running	3 Years Standard + 1 Year EW / 2 Year EW	3 Years Standard + 1 Year* / 2 Year extension
Complimentary Services		Wheel Alignment , Balancing & Tyre Rotation		
Complimentary Services frequency		In concurrence with PPM chosen Eg. 4 for 4 Yrs/ 40,000 Kms 5 for 5 Yrs/ 50,000 Kms		

\* Optional, to be bought separately at a special price of Rs 1,099

PPM coverage	Free Services <sup>^</sup>	10K* Kms	20K* Kms	30K Kms	40K Kms	50K Kms
Premium (4 Years)	✓	✓	✓	✓	✓	
Luxury (5 Years)	✓	✓	✓	✓	✓	✓

<sup>^</sup>Carens Free Service – 1000 Kms, 10000 Kms & 20,000 Kms

\*Labour Free Service

Scheduled Services	 Genuine Parts		
Every 10K Service	✓	✓	✓

# My Convenience Plus Coverage

## Pre Paid Maintenance (PPM) coverage

- Kia as OEM prescribes the maintenance schedule of every model and the same is suggested in the Owner's Manual
- Kia vehicle in India are recommended to come for service once in every 10,000 Kms
- Parts , Consumables recommended as per owner's manual –

PMS Components	Change Interval	Type	4 Years	5 Years
			40,000 Kms	50,000 Kms
Engine oil	1 Yr / 10,000 Kms	Consumable	4	5
Engine oil filter	1 Yr / 10,000 Kms	Part	4	5
Coolant (Engine)	5 Yr / 1,00,000 Kms	Consumable	0	1
Fuel filter	4 Yr / 40,000 Kms	Part	1	1
Fuel filter cartridge	4 Yr / 40,000 Kms	Part	1	1
Air cleaner filter	2 Yr / 20,000 Kms	Part	2	2
Climate control air filter	2 Yr / 20,000 Kms	Part	2	2
Brake/clutch fluid	3 Yr / 30,000 Kms	Consumable	1	1
Labour^	1 Yr / 10,000 Kms	Labour	2	3

^Carens & The New Seltos Free Service – 1000 Kms, 10000 Kms & 20,000 Kms

## \*Available Pre Paid Maintenance options to Customer under My Convenience Program

- 4 Years / 40,000 Kms (Wheel Alignment, Balancing & Tyre Rotation once a year\*)
- 5 Years / 50,000 Kms (Wheel Alignment, Balancing & Tyre Rotation once a year\*)

## My Convenience v/s My Convenience Plus comparison

	My Convenience	My Convenience Plus
<b>Selling Window</b>	Date of Sale to 3 <sup>rd</sup> Free Service (2 Year)	<b>Date of sale (within 60 Days only)</b>
<b>Model</b>	Carnival, Seltos, Sonet & Carens	The New Seltos & Carens
<b>Program Features</b>	Pre Paid Maintenance + Car Care (Any one of the following - Preventive Care, AC Care, Fresh Care and Hygiene Care)	<b>Pre Paid Maintenance + Extended Warranty + Road Side Assistance</b>
<b>Program USP's</b>	<ul style="list-style-type: none"> <li>• <b>Selling Dealer can service for customers</b></li> <li>• <b>Variable Price basis City category</b></li> <li>• <b>Pre Paid Maintenance Coverage only</b></li> <li>• Inflation Protection</li> <li>• Up front Benefit</li> <li>• 2 Car Care services included</li> <li>• Individualized Coverage of 3 - 5 years</li> </ul>	<ul style="list-style-type: none"> <li>• <b>PAN India Coverage and validity</b></li> <li>• <b>Uniform Price across network</b></li> <li>• <b>Comprehensive coverage</b></li> <li>• Inflation Protection</li> <li>• Up front Benefit</li> <li>• 10% off on other Car Care services</li> <li>• Total Coverage of 4/5 years</li> </ul>

## My Convenience Plus – Benefits

### Customer

- Inflation protection & comprehensive coverage
- PAN India validity & coverage
- Upfront Value benefit as per chosen package
- 10% additional discount on other car care services



### Dealer



- Customer Retention
- Ease of business
- Support in Customer maintenance cost perception
- Increase in revenue & earning Potential

### Kia India

- Differentiating Experience
- Enhanced Brand value
- Customer Satisfaction & Retention



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## My Convenience Plus – Key Differentiators



**Peace of mind :**  
Protection from Inflation



**Simplified :**  
Program, easy for customers to understand & select



**Transparency :**  
Customer can monitor services : availed and remaining



**Personalization :**  
Customer chooses basis requirement



**Flexibility :**  
PAN India coverage & Validity



**All In One :**  
Comprehensive coverage of maintenance, warranty & emergency services

# My Convenience Plus Process Cycle

My Convenience process consists of **4 stages** :



Deposit balance in Virtual Account (MCP, EW)



Sell the package during Sales



Provide chosen maintenance services to Customer



Close the Repair Order and submit the claim



**Flexibility** :  
PAN India coverage & Validity

# My Convenience Plus – Stages

- **4 key stages & 2 sub stages** basis customer requirement in My Convenience program :



Stage	Name	Kia Platforms	Remarks
1	Credit Balance	Virtual Account DMS GWMS	Low balance message available in DMS
2	Sales	DMS	OTP Verification Certificate
3	Customer Visit	DMS	
4	Dealer Claim (PPM)	DMS SAP	

5	Cancellation		No option for cancelling the program
---	--------------	--	--------------------------------------

## My Convenience Plus – Stage 1 – Credit Balance

### Depositing balance in Virtual Account

- For selling My Convenience Plus package it is important that the dealer maintains a **minimum balance of Rs 50,000** in each of the virtual account of My Convenience & Extended Warranty
- In case the dealer balance amount is **insufficient in the dealer will not be able to sell** the My Convenience Plus package and error message would appear on the screen

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# My Convenience – Stage 2 – Sales

## DMS Sales Process Flow

Search Customer through VIN / Reg. No.



Select PPM & Package from the list



Select Care Package that customer selects

Generate OTP



Customer Shares OTP

Take Payment from Customer



Confirm the Selection



Share the Certificate & Invoice



Take Certificate Print & Customer Acknowledgement



# My Convenience Plus – Stage 2 – Sales

## DMS Sales UI

Reference	Field Name	Change Point
1	VIN / Reg no. Search area	-
2	My Convenience Radio Button	For selecting the program
3	EW & MCP Balance	EW balance window only gets visible for My Convenience Plus
4	Pre-Paid Maintenance drop down selection	-
5	Packages available and selection by double click	-
6	Send and Confirm OTP button	-
7	Employee Name	New Field Addition Mandatory while opting
8	Odometer Reading	New Field Addition Mandatory while opting My Convenience Plus
9	Invoice / Certificate / Submit Button	EW Invoice Print button introduced for taking invoice print of My Convenience Plus EW

**Path:** Service > My Convenience > My Convenience Submit

Flow of process remains same as previous. Change point : Selection of Program, Selection of Employee Name & Odometer Reading while submitting



# My Convenience Plus – Stage 2 – Sales

## Certificate Copy Reference – Front

### My Convenience Plus Certificate



1. Customer Name
2. VIN
3. Selected Package
4. Selections

❖ Please note the Customer name will appear as saved in DMS

①

Dear Jayesh,

This is to certify that your Kia Seltos (1.5 Diesel) with VIN

②

**MZBEU813LKN003870**

is covered under My Convenience Plus Program

③

**5 Years Luxury**

Applicable up to 13/02/2027

Your own **personalized comprehensive** program

Dealer Code : UP307

Program No. : MUP3072202070001

Purchase Date : 14/02/2022

\*Whichever occurs first, under the terms and conditions as given overleaf

④

Pre Paid  
Maintenance

5 Years  
50,000 Kms

Extended  
Warranty

5 Years  
120,000Kms

RSA  
Retail

5 Years

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# My Convenience Plus – Stage 2 – Sales

## Certificate Copy Reference – Rear

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### Terms & Conditions

Dear Jayesh ("Your Customer"),  
 Congratulations on purchasing My Convenience Plus - your own personalized comprehensive peace of mind program. You have chosen the 5 Years Luxury here in after referred to as "Program". This certificate explains the terms, conditions & limitations that

Apply to this Program. We recommend you to keep this document in a safe place. Please note that the features of the Program once chosen cannot be altered or amended.

#### A. Coverage/Validity :

Unless transferred as per the terms of this Program, this Program can be availed only from the dealership from where it has been purchased.

#### B. What is covered ?

The Program covers the following:

1. Pre-paid Maintenance : 5 Yrs/50,000 Kms : Periodic Maintenance Schedule Services as defined in the latest Owner's Manual for scheduled services including labour.  
 It would cover replacement of Kia Genuine Parts & recommended consumables (as defined in latest Owner's Manual with specifications. Refer services covered matrix below (Kia India reserves the right to change frequency at its own discretion).

Extended Warranty : 5 Years 120000Kms, Road Side Assistance 5 Years

Parts / Consumables / Labour / Car Care	Maximum no. of changes under the program	Remarks
Air Filter	4	Complimentary service Wheel Alignment, Balancing & Tyre Rotation once a year cannot be taken exclusively.
Climate Control Air Filter	4	
Fuel Filter Cartridge	2	
Oil Filter	10	
Brake Fluid	5	Quantity for consumables as mentioned in latest Owner's Manual
Coolant - U2 1.5	5	
Engine Oil	10	
Schedule Service Labour for 20 Kms	2	
Schedule Service Labour for 30 Kms	2	
Schedule Service Labour for 40 Kms	2	
Schedule Service Labour for 50 Kms	2	
Wheel Alignment	10	
Wheel Balancing	10	
Wheel Care	2	

**Note:** My Convenience Plus program only covers the defined consumables, parts and labour as stated above; any other terms not specified in Section B above including any other service or job is not covered under the scope of the Program.

The Program only covers "Replace or Change" items as defined in latest Owner's Manual (only exception to Wheel Balancing & Alignment)

Any other parts, consumables & labour, which is not specified in Section B is not covered within the scope of the Program (including cost of weight balances and cost for those services to be borne by customer at actuals.

#### C. What is not covered (PPM). For Extended Warranty Scan the QR code below:

##### I. This program does not cover

1. Any non-scheduled maintenance
  - a. Some examples include but are not limited to, replacement of brake pads / shoes, brake disc, suspension lower arm, shock absorbers, wiper rubber etc.
  - b. Damage caused to glass, lights, indicators, paints, internal or external trim, panel, body, wheels, tyres and tyre liners, under scheduled maintenance services
  - c. Repair / replacement of parts related to mechanical / electrical failure
2. Additional parts replacement, adjustments and/or repairs that may be required as a result of any modification made to vehicle.
3. Additional parts replacement, adjustments and/or repairs that may be required as a result of wear and tear, accident, damage, misuse or misuse
4. Additional parts replacement, adjustments and/or repairs that may be required as a result of:
  - a. Failure to use the vehicle in accordance with the instructions contained in latest Owner's Manual
  - b. Failure to maintain proper level of fluids, lubricants, coolants, fuels or contamination of fluids
  - c. Failure to ensure that the vehicle is properly, regularly and punctually serviced in accordance with the instructions and recommendations specified by Kia in the Owner's manual
  - d. The vehicle has been serviced by entity other than an authorized dealer of KIA
  - e. Use of Non-Genuine Spare Parts (parts not specified / recommended by Kia)
  - f. Environmental damages. Examples include (but are not limited to), bird or animal excreta, industrial fallout, airborne contaminants, tree sap, chemicals and other hazards
  - g. Washing through water with a level exceeding centre line of the wheels
  - h. Repairs & parts replacement resulting from the use of contaminated fuel
5. Additional service or maintenance requirements as a result of vehicle being used under severe/unusual conditions as defined in latest Owner's Manual
6. Tyre or tyre tube replacements and repairs unless covered in the luxury package for the first year only\*
7. Vehicle registration cost, statutory and government charges, motor vehicle insurance premiums or fuel, other consumables not specified above etc.
8. Any repairs required as a result of continued operation of the vehicle once a defect or fault has occurred (including loss of lubricants and cooling)
9. Any consequential loss, damage or liability incurred as a result of scheduled servicing, non-scheduled maintenance or a mechanical failure (including personal liability)
10. Any claim caused by war, war like activities, civil disturbances, riots, natural calamities, nuclear waste or nuclear material, etc.

##### II. This program will cease to operate where the vehicle :

1. Has been modified from the manufacturer's original specifications
2. Is being or has been used or tested in preparation for or participation in any form of motor sport
3. Has not been serviced in accordance with the service requirements detailed under vehicle service requirements in the Owner's Manual
4. Odometer reading cannot be determined as accurately by virtue of it having been inoperative, tampered with or removed from vehicle
5. Is being used for a purpose for which it is not designed


 Extended Warranty  
 Terms & Conditions

 Road Side Assistance  
 Benefits

#### D. Jurisdiction:

All disputes and differences arising shall be settled mutually and in case no mutually acceptable settlement is arrived at within 30 days of the said dispute, the same shall be subject to exclusive jurisdiction of courts in New Delhi only.

Customer Signature

Dealer Stamp

\*Conditions Apply, for more info please contact your nearest authorized Kia dealer

Adaptive to your specific needs

1. Coverage
2. T&C
3. EW T&C
4. Undertaking



# My Convenience Plus – Stage 2 – Sales

## Invoice Copy Reference – PPM & RSA (5 Years)



### Tax Invoice



IRN No.:

Invoice No. : MUP3072202070004 Invoice Date : 14/02/2022		NH-44, Sy.No.151-2, Erramanchi Village, Penukonda (M), Anantapur District, Andhra Pradesh – 515 164 GSTN No : 37AAGCK5972Q6ZG
Customer Name : Sonu chandole Customer Address : Pune		
GST No-		
S.No.	Description	Amount(Rs)
I	Towards sale of 5 Yrs/50,000 Kms Seltos (1.5 Diesel) My Convenience Plus 5 Years LUXURY with RSA to Vin MZBEP813LKN003702  Valid upto 13/02/2027 or 50,000 Kms (PPM) , whichever comes earlier  RSA Amount  Net value of My Convenience package SAC Code - 998729 PPM IGST - 18%  RSA IGST - 18%	27,136.0           2810  6,463.0  429
Tax Amount in Words Six Thousand Eight Hundred Ninety Two Rupees Only		6,892
Total Invoice Amount in words Thirty Six Thousand Eight Hundred Thirty Seven Rupees Only		36,837

Kia India Pvt.Ltd.

NH-44, Sy.No.151-2, Erramanchi Village, Penukonda (M),  
 Anantapur District, Andhra Pradesh – 515 164

For Kia India Pvt. Ltd.

*Soudeetha H/B.R.*

Authorized Signature



# My Convenience Plus – Stage 2 – Sales

## Invoice Copy Reference – EW (5 Years)



### Tax Invoice



IRN No:

Invoice No. : 220200014	NH-44, Sy.No.151-2, Erramanchi Village, Penukonda (M), Anantapur District, Andhra Pradesh – 515 164 GSTN No 37AAGCK5972Q6ZG	
Invoice Date : 14/02/2022		
Customer Name : Sonu chandole		
Customer Address : Pune		
GST NO-		
S.No.	Description	Amount(Rs)
1	Towards sale of My Convenience Plus EW Coupon to Vin <b>MZBEP813LKN003702</b> Valid upto 18/01/2027 Value of My Convenience Plus EW Coupon Less Discount @ 0.0 % Net value of My Convenience Plus EW Coupon SAC Code - 998729 IGST - 18%	12423.0 0.0 12423.0 2236.14 0 0
Tax Amount in Words Two Thousand Two Hundred Thirty Six Rupees and Fourteen Paise Only		2236.14
Total Invoice Amount in words Fourteen Thousand Six Hundred Fifty Nine Rupees and Fourteen Paise Only		14659.14

For Kia India Pvt. Ltd.

Authorized Signature

Kia India Pvt. Ltd.

NH-44, Sy.No.151-2, Erramanchi Village, Penukonda (M),  
Anantapur District, Andhra Pradesh – 515 164



## My Convenience – Stage 3 – Customer Visit

- Repair Order
  - Repair Estimate
  - Repair Order Opening
    - NPN Part creation
    - Parts Issuance from DPOS
  - Repair Order Closure
  - Repair Order Billing

Stages		Difference in My Convenience RO
Repair Estimate		Use Estimate code MCP01
Repair Order Opening	Demand Code	Use Demand Code MCP01
	Parts	<ol style="list-style-type: none"> <li>1. Use Issue Type "My Convenience" while issuing Parts from DPOS</li> <li>2. Use NPN code for Engine Oil as prescribed for My Convenience</li> </ol>
	Labour	Pre-defined Labour Codes applicable for program only
Repair Order Closure		No Change
Repair Order Billing		<ol style="list-style-type: none"> <li>1. For My Convenience Services the customer invoice would be of zero value</li> <li>2. On the rear side of Invoice service matrix would be available showing services availed and remaining</li> </ol>



# My Convenience – Stage 4 – Dealer Claim

- Dealer Claim
  - Claim Intimation
  - SAP Interface – Batch Processing
  - Disbursal to Dealer Account

**No Change**

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# Annexures

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## My Convenience Plus — Carens Pricing & USP

My Convenience Plus	Gasoline	Diesel
Premium (4 Years)	<b>Rs 31,108</b> @ Rs 7,777 / Yr	<b>Rs 35,552</b> @ Rs 8,888 / Yr
Luxury (5 Years)	<b>Rs 44,440</b> @ Rs 8,888 / Yr	<b>Rs 49,995</b> @ Rs 9,999 / Yr

All prices shown above are including GST

Per Year Cost	Program USP's (Customer Benefits)
7,777 (7 benefits 4 USP's)	<ol style="list-style-type: none"> <li>1. Peace of Mind for 4/5 Yrs with best in class cost of ownership &amp; experience</li> <li>2. Inflation protection for PMS parts, consumables &amp; labour</li> <li>3. PAN India Coverage &amp; Validity</li> <li>4. Complimentary Wheel Alignment, Balancing &amp; Rotation for 4/5 PMS services</li> <li>5. Extended Warranty &amp; Pre Paid Maintenance coverage as per selection</li> <li>6. Customer average savings of more than Rs 6,000</li> <li>7. Optional 4th year RSA at special price in 4 year Premium package</li> </ol>
8,888	7,777/ Yr + Tyre Alloy Protection scheme in the initial year



## My Convenience Plus — The New Seltos Pricing & USP

My Convenience Plus	Gasoline	Diesel
Premium (4 Years)	<b>Rs 32,796</b> Rs 0.82 Cost/Km Avg. yearly cost : Rs 8,199	<b>Rs 37,596</b> Rs 0.94 Cost/Km Avg. yearly cost : Rs 9,399
Luxury (5 Years)	<b>Rs 46,995</b> Rs 0.94 Cost/Km Avg. yearly cost : Rs 9,399	<b>Rs 51,995</b> Rs 1.04 Cost/Km Avg. yearly cost : Rs 10,399

All prices shown above are including GST  
 Cost/Km in Premium basis 40,000 Kms  
 Cost/Km in Luxury basis 50,000 Kms

### Program USP's (Customer Benefits)

- Peace of Mind for 4/5 Years with best in class cost of ownership & experience
- Inflation protection for Periodic Maintenance Service, parts, consumables & labour
- PAN India Coverage & Validity
- Complimentary Wheel Alignment, Balancing & Rotation for 4/5 PMS services
- Extended Warranty & Pre Paid Maintenance coverage as per selected program
- Optional 4th year Road Side Assistance at special price in 4 year Premium package
- Tyre Alloy Protection scheme in the 1st year (Applicable in 5 year Luxury package)
- Customer average savings of more than Rs 4,000



# KIN Ownership Programs – Sales Window

	Date of Sale	2 Month	1 Yr	2 Yr	3Yr	4 Yr	5 Yr	6 Yr
Standard Warranty	3 Yrs / UL Kms							
Extended Warranty	Up to 2 Yrs					1 year extension	2 year extension	
My Convenience Plus	Up to 60 days					4 year (Premium)	5 year (Luxury)	
My Convenience	From DOS to 2 Yr / 20,000 Kms				3 year	4 year	5 year	
My Convenience Flexi						Available at 30K starting point for next 2/3 services		
RSA Retail	Up to 3 Years standard coverage						1 year extension	2 year extension

\*\* Window in DMS upto 60 days for MCP Plus sale

Sale Window 

Coverage 

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## KIN Ownership Programs – Dealer Margin

### Upfront Selling Margin

Model	4 Year (Premium)	5 Year (Luxury)
1.5 G TGDI	1814	2569
1.5 G MPI	1814	2569
1.5 D CRDi	2049	2899

All prices in INR

1. Pls note PPM Consumables & Labour at retail Margin over and above upfront selling margin
2. The margin for the program would be settled on monthly basis as done in EW currently
3. To check if the valid signed invoice has been settled may pls refer to My Convenience Sales Report – Sent Status where Not Sent means VIN dealer commission data no interfaced with SAP

### Claim

1. Consumables & Labour at prevailing retail rate
2. Fixed cost for Wheel Alignment & Balancing

For any queries & feedback feel free to write to :

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

Mail Subject : My Convenience Plus Query / Feedback

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## My Convenience Plus – Program Applicability

Model	My Convenience	My Convenience Plus
Carens	✓	✓
Sonet	✓	X
Carnival	✓	X
Seltos	✓	✓

IC Models

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