

Mitsubishi Aftersales Services & Warranty Guide



**MITSUBISHI
MOTORS**

Drive your Ambition





CONGRATULATIONS ON YOUR NEW MITSUBISHI

Before you begin a long and rewarding journey with your Mitsubishi, we would like to introduce you to the aftersales services that Cycle & Carriage offers and the warranty that your Mitsubishi enjoys.



Aftersales Services Guide

INTRODUCTION

At Cycle & Carriage, we take pride in the competence of our aftersales staff, who are well-trained and fully qualified to look after your Mitsubishi vehicle. Our team is always kept up-to-date with the latest developments in the automotive industry, thanks to a rigorous ongoing training programme conducted by our in-house trainers, as well as trainers from the Manufacturer.

With more than a century-long history in the automotive industry in Singapore, you can entrust your vehicle to Cycle & Carriage, knowing that we use the latest recommended diagnostic system-MUTIII-from the Manufacturer. We also use Grade A genuine parts and right specifications of lubricants and consumables, so as to keep your Mitsubishi vehicle running at its optimal condition. This is especially important in a hot and humid tropical climate like Singapore.

MITSUBISHI AUTHORISED SERVICE CENTRES

Enjoy the support of our 4 Authorised Service Centres conveniently located around the island. Our waiting areas are furnished with amenities such as Wi-Fi, television, refreshments and ample reading materials, so you can lounge comfortably while your vehicle is being serviced.

Authorised Service Centres

Leng Kee (Central)

20 Leng Kee Road S(159094)

Tel: 6470 8688

Pandan Gardens (West)

209 Pandan Gardens S(609339)

Tel: 6568 4555

Sin Ming (Northeast)

600 Sin Ming Avenue S(575733)

Tel: 6932 8000

Eunos (East)

330 Ubi Road 3 S(408650)

Tel: 6746 1000

Operating Hours

Monday - Friday: 8.30am to 7.00pm

Saturday: 8.30am to 1.00pm / 5.00pm* (*Sin Ming only)

Sunday and Public Holidays: Closed



Aftersales Services Guide

OUR AFTERSALES SERVICES

Comprehensive Services

Our qualified Mitsubishi Service Advisors will provide professional advice to your questions and feedback regarding your vehicle service and repair. Our range of services includes:

- Service and maintenance
- Replacement of battery, tyres, rims and other minor components
- Repairs and replacement of suspension, brakes and steering components
- Air con, electrical and audio system repairs
- Accident repairs/motor vehicles insurance claims
- Full and partial re-spray, grooming and polishing
- Restoration/renewal of trims and upholstery
- Overhaul of engine, transmission and axles

Express Services (Passenger Car Only)

Available at all Mitsubishi Authorised Service Centres with guaranteed turnaround time, or receive 30% off your final bill*!

60-minute guaranteed Express Services available:

1. Lubrication (Service A) using Shell Helix Ultra fully synthetic engine oil (at mileage 1,000/10,000/30,000/50,000/70,000/90,000/110,000/130,000/150,000/170,000/190,000 km) only
2. Brake pads change (front or rear) only
3. Pre-LTA inspection (brake efficiency test, side slip, undercarriage and lighting checks) only
4. Pre-holiday inspection only
5. Battery change only
6. Transmission fluid change only
7. Engine coolant change only

90-minute guaranteed Express Service available:

Maintenance (Service B) using Shell Helix Ultra fully synthetic engine oil (at mileage 20,000/60,000/100,000/140,000/180,000 km) only

Reimbursement of e-Day License

For Off-Peak Car customers, book a weekday slot at any of our Authorised Service Centres to enjoy \$20 off your servicing bill as we reimburse you for your e-Day License. Applicable for Lubrication, Maintenance, Major and Express Servicing only.

Complimentary Shuttle Service

We provide shuttle services on weekdays to the nearest MRT station at all our Authorised Service Centres during the morning peak hours when you leave your vehicle with us for servicing.

Shuttle Service Schedule[^]:

8.30am, 9.00am, 9.30am, 10.00am, 10.30am

Alternatively, we can help you book a taxi upon request.

[^] Exact timings may differ slightly from centre to centre, please check directly with the Service Centre reception.

Complimentary Services

We provide complimentary car wash and vacuuming for servicing and repairs done. We also provide free carrier bags for your personal belongings.

Service Booking

Visit www.aftersales.cyclecarriage.com.sg to make an advance booking online for your appointment. This confirms the aftersales service team's availability on your desired time and date, reducing waiting time on the day of your scheduled appointment.

Customer Assistance

As your trusted partner, your vehicle's well-being is as important to us as your well-being. If you have any enquiries or need any assistance, please contact our Customer Assistance at CustomerAssistanceCentre@cyclecarriage.com.sg or 6471 9111.

24/7 Roadside Assistance

To ensure your needs are addressed immediately, each Service Centre has a 24-hour emergency hotline and an Accident Reporting Centre with dedicated professionals who are always ready to assist you. Simply call 6475 9500.

Aftersales Services Guide

Drive-in Tyre Shop

Cycle & Carriage offers a 5-year tyre warranty* from date of tyre purchase. Service is hassle-free as no appointment is needed. Enjoy free nitrogen gas conversion, lifetime nitrogen refill and tyre patching with purchase of 4 tyres, as well as a wide range of tyres to suit any kind of budget and needs.

Services Available:

1. New tyre sales
2. Nitrogen gas conversion
3. Tyre patching
4. Tyre rotation
5. Tyre safety check & service
6. Tyre valve replacement
7. Wheel balancing

Operating Hours

Monday - Friday: 8.30am to 5.30pm

Saturday: 8.30am to 12.30pm

Sunday and Public Holidays: Closed

Dedicated Service & Specialist Care

■ Professionally Trained Technicians

Cycle & Carriage ensures that our technicians have proper and continuous training, combined with certifications following our principal guidelines. Our technicians recommend only the best solutions for your vehicle.

■ Recommended Diagnostic Tools

Mitsubishi Multi-use Tester (MUTIII) Diagnostic System performs a full-service comprehensive check according to the Manufacturer's recommendations. Proper documentation and software updates are also provided for each vehicle. At Cycle & Carriage, we offer the most up-to-date diagnostic tools or systems for your peace of mind.

Night Drop-off Service

Our night drop-off service allows you to send your vehicles in for servicing and maintenance after normal service hours, even at midnight! All you have to do is drive to any of our Authorised Service Centres, fill up a simple form and hand it to the security post with your car key. No hassle at all.

Service Packages

Maintain your Mitsubishi in the most optimal condition with our servicing and grooming packages. Please check with our Mitsubishi Service Advisors for more details.

Terms and conditions apply. Visit www.aftersales.cyclecarriage.com.sg for more information.



Warranty Guide

5 YEAR
UNLIMITED
MILEAGE WARRANTY

5-YEAR UNLIMITED MILEAGE FACTORY WARRANTY

All Mitsubishi vehicles have undergone stringent pre-delivery processes and checks to ensure your vehicle is delivered in pristine condition. From the date of registration, your new vehicle is covered against defects in materials and workmanship for a period of 5 years (unlimited mileage) for passenger cars.

It is strongly advised that you always bring your vehicle to qualified specialist workshops such as Cycle & Carriage for servicing at every 6 months or 10,000 km[^], whichever comes first. With complete service history records, this also gives you peace of mind that your vehicle warranty will never be compromised.



10 YEAR ENGINE WARRANTY

CYCLE & CARRIAGE 10-YEAR ENGINE WARRANTY

Starting from 1 June 2014, all Mitsubishi passenger cars (except electric models and commercial vehicles) will come with a 10-year engine warranty*, subject to 10 years or maximum mileage of 200,000 km, whichever comes first.

Upon expiry of the vehicle's factory warranty at the end of the 5th year from the date of registration, Cycle & Carriage will undertake another 5 years of the vehicle's engine warranty, stretching to a total of 10 years.

Important! To ensure that your vehicle gives you many years of motoring pleasure as well as higher resale potential, you will enjoy a 5-year passenger car warranty. You are strongly advised to service your car at recommended service intervals at qualified specialist workshops such as Cycle & Carriage Authorised Service Centres. On top of that, Cycle & Carriage also offers an unrivalled extended 5-year engine warranty, provided that your car is serviced, maintained and repaired at recommended service intervals at our Authorised Service Centres upon expiry of the original 5-year engine warranty provided by the manufacturer.

^ With usage of fully synthetic engine oil. Terms and conditions apply. Visit www.aftersales.cyclecarriage.com.sg for more information.

Warranty Guide

WHAT IS COVERED UNDER WARRANTY

Contractual Warranty

Repair or parts replacement acknowledged as faulty by the Manufacturer, as well as the labour necessary to repair the vehicle. Towing for immobilised vehicle within Singapore is covered.

Anti-perforation

Up to 3 years for passenger cars from the date of registration, subject to an annual inspection by Cycle & Carriage.

Battery

1-year or 20,000 km (whichever comes first) from the date of vehicle registration.

Genuine Parts

All Mitsubishi genuine parts replacement and repairs come with a 2-year or 40,000 km warranty, whichever comes first.

Paintwork

Original bodywork paint or lacquer defect.

Accessories

Accessories fitted locally such as audio, in-car camera, reverse sensor and GPS system are covered under warranty for 1 year. Leather seats are covered under warranty for 3 years against Manufacturer's defects only.

WHAT IS NOT COVERED UNDER WARRANTY

Consumables

Consumables are normal maintenance items which require periodic replacement from motoring wear and tear. They include:

- All types of lubricants and fluids
- Refrigerants

Wear-and-tear Items

Wear-and-tear items require periodic inspections, adjustment and/or replacement at certain mileage. They include parts such as but are not limited to:

- Air cleaner element
- Brake pads & brake discs
- Brushes of various types of motors
- Bushings
- Clutch disc & clutch cover
- De-colouration, fading & deformation of leather & other trims
- De-colouration, fading, flaking, rusting, etc. of paint coat
- Drive belts
- Fuel filter
- Fuses
- Injection nozzles
- Lamp bulbs
- Oil filter
- Oil seal
- Remote key battery
- Rubber parts
- Spark plugs (Gasoline) & glow plugs (Diesel)
- Tubes or hoses
- Tyres
- Various types of gaskets (except cylinder head gasket)
- Wiper blade (including rubber)

Incidental or consequential costs, such as loss of use, personal effects or income, are also not covered.



Warranty Guide

WARRANTY CONDITIONS

- Maintenance and repairs on your vehicle in Singapore must be carried out in accordance with the instructions laid down by Mitsubishi Motors Corporation (the Manufacturer). It is strongly advised that such operations are to be performed by qualified specialist workshops such as Cycle & Carriage.
- Failure to comply with the recommended maintenance schedule may invalidate this vehicle warranty. You must provide proof of maintenance records, invoices, etc.
- Your vehicle warranty does not cover damages or malfunctions caused directly or indirectly by:
 1. Use of vehicle for motorsport, races, rallies or resultant accidents.
 2. Alteration to the original specifications or installation of experimental equipment which are neither provided for nor authorised by the Manufacturer or Cycle & Carriage.
 3. Use of non-genuine parts.
 4. Natural/environmental causes.
 5. War, invasion, act of foreign enemy, hostilities (whether declared as a war or not), civil war, rebellion, revolution, riots, etc.
 6. Vandalism.
 7. Glass damage, if it is not clearly proven that this is due to manufacturing or installation errors.
 8. Any modifications to the vehicle's system and components, bodywork alterations or accessories fitted to the vehicle after its manufacture, that were not carried out by Cycle & Carriage.
 9. Exceeding permitted axle loads.
- 10. Maintenance and/or repairs not performed in accordance with Mitsubishi Motors Corporation (the manufacturer) specified procedures or otherwise improperly performed by non-qualified specialist workshops.
- 11. Your warranty may become invalid if you continue to drive when a fault becomes apparent. Please refer to owner's manual.



Authorised Service Centres

CENTRAL

20 Leng Kee Road S(159094)
Tel: 6470 8688

WEST

209 Pandan Gardens S(609339)
Tel: 6568 4555

NORTHEAST

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

EAST

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

Body & Paint Centre

209 Pandan Gardens
Cycle & Carriage Auto Hub, S(609339)
Tel: 6568 4501

Customer Assistance: 6471 9111
Email: CustomerAssistanceCentre@cyclecarriage.com.sg

24/7 Roadside Assistance: 6475 9500

For more information on aftersales services and hassle-free booking, please log on to www.aftersales.cyclecarriage.com.sg