



# Q4 | CARe

The quarterly bulletin *from* Cycle & Carriage | 2018

Mercedes-Benz  
The best or nothing.



Dear customer,

As the year draws to a close, it gives us an opportunity to strengthen our focus on providing you with exceptional service in 2019. In keeping with that, we would like to present the CARE December issue – as always, designed to help you give your car the best care and enhance your experience.

In this edition, CAREssentials talks about how to protect your car's paintwork and keep it in mint condition. In CAREnhancements, we cover the Mercedes-Benz Style & Travel equipment and complimentary pre-trip inspection that make every road trip a breeze. CAREnquiry answers questions about why it is important to send a car for servicing and when to do so, as well as the Mercedes-Benz Collect & Return service. Rounding off this issue, and the year, CAREextra announces the opening of our new Sin Ming Service Center. This section also puts the spotlight on us receiving the Daimler AG "Centre of Competence" certification.

We hope you enjoy reading this issue. Feel free to drop by any of our Mercedes-Benz Authorised Service Centers while we prepare more CARE information for the next newsletter.

If you would like to compile CARE newsletters for your own reference, you will be pleased to know that CARE's loop stitch makes it simple to file for easy access whenever you need it.

Alternatively, you can scan the QR code below to visit our CARE page on our Mercedes-Benz website.



Download a  
QR code reader  
on your mobile  
device to scan  
this QR code.

Yours truly,

Mercedes-Benz Aftersales Team



## Beauty is paint-deep.

When you're driving a Mercedes-Benz, it goes without saying that all eyes are on you. It is, therefore, imperative for your prized possession to be in pristine condition. The Mercedes-Benz Paint Protection System goes a long way towards ensuring that.

There are a number of unwanted elements, from harsh sunlight to bird droppings and road grime, that can damage the paint on your car. Aside from these, there are other harmful elements not visible to the human eye. In particular, we are talking about iron dust. Lying in wait on rails, overhead cables or as industrial dust in the air, it gets deposited on paint, plastic, chrome and even glass surfaces, where it corrodes to form unsightly 'flash rust'.

An advanced paint protection technology, the Mercedes-Benz Paint Protection System features a super-transparent sealant that preserves and enhances the vibrancy of your car's paintwork while providing optimum protection from what's out there. It takes away the stress and effort needed to get rid of stubborn dirt and other particles, giving you peace of mind and a car that continues to look like new. The Mercedes-Benz Paint Protection System Package retails from \$523 (incl. GST).

---

### Paint Protection System Application Process

#### Step 1: Thorough washing

All impurities on the surface of the car will be removed.

#### Step 2: Polishing

Trained technicians at Mercedes-Benz Authorised Service Centers will clean your Mercedes-Benz thoroughly, and polish it to minimize the appearance of any hairline scratch marks.

#### Step 3: Application of Mercedes-Benz Paint Protection System

At this stage, the microscopic gaps on the paint surface will be filled. This process penetrates the paintwork, forming an inorganic silicate protective layer on the car that provides hardness and durability.

#### Step 4: Quality check

Our Mercedes-Benz certified technicians will conduct a thorough check to ensure that the coating is evenly applied. Once the inspection has been completed, your car will be marked with a sticker which reminds you to return a year after the date of application for a follow-up inspection.

Ready to protect your car's paintwork? Drop in at any of our four Mercedes-Benz Authorised Service Centers:

- Mercedes-Benz Service Center
- Pandan Loop Service Center
- Eunos Service Center
- Sin Ming Service Center

Make an appointment via the **myMB** app  or [www.mymb.sg](http://www.mymb.sg)





At Cycle & Carriage, we are committed to enhancing your experience as a Mercedes-Benz owner in any way possible. That is why we have introduced a range of Mercedes-Benz accessories and services to suit your needs.

### **Make the most of every mile with Style & Travel equipment.**

Whether you're a business executive on the move or simply enjoying a road trip with the family, make any journey easier with the Mercedes-Benz Style & Travel coat hanger and folding table.

Retailing at \$188.68 (incl. GST), the travelling coat hanger is the perfect accessory for the executive who wants to look good wherever he may go. Say goodbye to annoying creases and undesirable wrinkles that come with the miles.

The folding table is perfect for that family outing when you want to enjoy a bite on the go or give your children a break to play. It retails at \$289.30 (incl. GST).

Each of these accessories is stylish and, more importantly, safe, having been put through extensive safety tests.

\* Installation of the Folding Table and Coat Hanger requires a Base Support (retails at \$62.89 incl. GST). For installation viability for your Mercedes-Benz, please call the Aftersales Contact Center at 6206 1818.



### **Complimentary Pre-trip Inspection.**

Planning a road trip? Before you get going, get peace of mind with Cycle & Carriage's complimentary pre-trip inspection, worth \$144, for your Mercedes-Benz.

In just 60 minutes, our certified technicians will run checks on your car to ensure the brake system, engine compartment and fluid levels are at their best. Should any part require repair or servicing, it will be charged separately. However, you will be pleased to know you can enjoy 10% off the total bill.

From now till 31 January 2019, visit any Cycle & Carriage Mercedes-Benz Authorised Service Center to enjoy this pre-trip inspection. Please call the Aftersales Contact Center at 6206 1818, to make an appointment:

- Mercedes-Benz Service Center
- Pandan Loop Service Center
- Eunos Service Center

Mon - Fri: 8.30 am - 6 pm, Sat: 8.30 am - 12 pm, Sun & PH: Closed



**Q: I have gotten a new Mercedes-Benz this year. Do I need to send it in for servicing?**

**A:** Yes, it is advisable that you send it in for Lubrication or ASSYST Plus Service A. This should be done every 6 months or 10,000 km or every 1 year or 15,000 km, depending on the model (whichever comes first).

Getting your Mercedes-Benz serviced at the right place and at the correct intervals is the key to keep it performing at its best. Regular scheduled servicing not only ensures the safety and reliability of your Mercedes-Benz, it also helps to maintain fuel efficiency in the long run.

Cycle & Carriage has designed a full service schedule comprising three different packages that anticipate and target your car’s varying servicing needs as the years go by.

- Lubrication or ASSYST Plus Service A – every 6 months or 10,000 km or every 1 year or 15,000 km, depending on model (whichever comes first)
- Maintenance or ASSYST Plus Service B – every 2 years or 30,000 km
- Full Maintenance or ASSYST Plus Service B+ - every 4 years or 60,000 km

To make a servicing appointment, simply access the **myMB** app  or visit **www.mymb.sg**.



**Q: How does Collect & Return service work?**

**A:** Collect & Return service is one of the three differentiated servicing paths that Cycle & Carriage has crafted based on customers’ needs and lifestyles. We understand that as a busy individual, time is of the essence. Collect & Return service is the best choice for those who value convenience. Just sit back and relax while, for a small fee, Cycle & Carriage collects your vehicle from your preferred location, brings it for servicing and returns it to your doorstep.



1: Book an appointment.



2: We collect your car.



3: Car returned after servicing.



**Collect & Return Package**

Enjoy up to 20% discount with the Collect & Return Packages.

No. of trips*	Nominal Fee (cost to cost)	Subsidised Package Fee	Savings
1	\$59	-	-
4	\$236	\$212	10%
6	\$354	\$283	20%

The above package is applicable for all Mercedes-Benz car models. Prices shown are inclusive of 7% GST. \*One trip is equivalent to either a collect or a return service.

Simply book an appointment with the following Mercedes-Benz Authorised Service Centers via the **myMB** app  or visit **www.mymb.sg**.

- Mercedes-Benz Service Center
- Pandan Loop Service Center
- Eunos Service Center
- Sin Ming Service Center





### **Do you have a question about your car?**

Email your enquiry to [mbaftersales@cyclecarriage.com.sg](mailto:mbaftersales@cyclecarriage.com.sg) with your name, car registration number and mailing address. As we may receive many customer enquiries, we may not be able to respond immediately. Do allow us some time to reply.

## Cycle & Carriage Body Care & Repair Authorised Service Center – Certified “Centre of Competence”

We are pleased to announce that in October 2018, we were awarded the “Centre of Competence” certification by Daimler AG. This was in recognition of our achieving a 100% score after a thorough evaluation of our body paint equipment and space, auxiliary material, repair processes and administration practices.

This certification further reflects our commitment to excellent service. And it ensures our customers can enjoy peace of mind knowing that the care and repair of their car is being carried out in accordance with the most stringent global standards set by Mercedes-Benz.

As part of our continued endeavour to exceed customer expectations, we also implemented an extensive equipment upgrade with new spray booths and preparation desks. With 47 body care and paint work bays, certified technicians and direct access to factory updates via our diagnostic tools, it reaffirms what our customers already knew – that no one knows their cars better than we do.



## Sin Ming Service Center

At Cycle & Carriage, we are always looking for ways to take exceptional service even further and provide added convenience for our customers. In keeping with that, you would be pleased to know that we have opened a new service center in the north-eastern part of Singapore!

Started operation in May 2018, Sin Ming Service Center is our fifth service center to date. And it represents our continued effort to meet the expectations of valuable customers such as yourself. As part of the service offerings, you can look forward to the following:

- Maintenance/Lubrication Services
- Brake Pads Replacement
- Wiper Blade Replacement
- Battery Replacement
- Tyre Rotation and Balancing Service
- Drive-in Tyre & Battery Shop



### Mercedes-Benz Sin Ming Service Center

600 Sin Ming Avenue, (S)575733.

Aftersales Contact Center: 6206 1818

Driving Directions:

Only 15 mins from CBD via Central Expressway

- Exit 11 Ang Mo Kio Ave 1
- Turn left onto Marymount Road
- Turn right at first traffic junction onto Sin Ming Avenue
- Go straight and turn left onto CityCab Building



Alternatively, you can scan the QR code to get driving directions.



Cycle & Carriage (Authorised Dealer)

Aftersales Contact Center: 6206 1818

Authorised Service Centers - Passenger Cars

Mercedes-Benz Center: 301 Alexandra Road, (S)159968

Pandan Loop Service Center: 188 Pandan Loop, (S)128378

Eunos Service Center: 330 Ubi Road 3, (S)408650

Sin Ming Service Center: 600 Sin Ming Avenue, (S)575733

Mon - Fri: 8.30 am - 6 pm, Sat: 8.30 am - 12 pm, Sun & PH: Closed

Express Service Center@Leng Kee: 20 Leng Kee Road, Level 2, (S)159094

Mon - Fri: 8.30 am - 6 pm, Sat - Sun & PH: Closed

[www.mercedes-benz.com.sg](http://www.mercedes-benz.com.sg)