

1 BOOKING 

- Regular Servicing maintenance slot is available from 8.15am-12.30pm Mondays to Saturdays.

We appreciate your understanding that for servicing appointments, depending on the extent of work, same-day collection may not be possible.

3 CONSULTATION

- If you arrive between 8am-9.30am, please wait beside your car and our Service Advisor will attend to you and address your servicing needs
- After 9.30am, please proceed to the Service Lounge to meet our Service Advisor



5 CONFIRMATION

- Servicing and high-tech diagnostics begin
- If any issues are discovered at this stage, our Service Advisor will seek your permission to proceed via SMS with estimated cost and time
- Please respond within 30 minutes to avoid delays*



7 EXPLANATION

- The interior of your vehicle will be sanitized
- Our Service Advisor will explain what has been done and show you the parts that have been changed (except for those under warranty)
- Look out for the sticker reminding you of the next servicing



9 FEEDBACK 

- Your opinion matters to us
- You will receive an SMS to complete a feedback survey in two days
- For more more information or assistance, you may contact us at 6703-8163 during office hours

VEHICLE DROP-OFF  **2**

- Drive in to our Service Centre
- Key Drop if you are in a hurry and/or arrive before or after office hours
- Proceed to our security to complete the Key Drop envelope. Slot the envelope with your keys inside at our designated drop location
- For Key Drop during office hours, head to our service reception for assistance

WALK-THROUGH **4**

- Show us the issues that you would like to address
- Our Service Advisor will also perform a thorough vehicle check with you
- For Key Drop, our Service Advisor will be in touch regarding the following:
 1. Issues that you would like to address
 2. Any issues discovered before or during the course of servicing



COLLECTION **6**

- Our Service Advisor will message you to confirm the collection time
- Please bring along your copy of the Job Card
- For Key Drop, please bring along your collection slip



PAYMENT **8**

- Kindly proceed to the Service Reception to make payment

We accept:

1. Cash
2. Visa
3. Master
4. NETS
5. payWave
6. PayNow via Company UEN: 198702032R



*Estimated servicing time (excluding add-on(s)/complications)

*The vehicle will be removed from the queue if the confirmation is not received within 30 minutes

Package A: 1hr 30min ~ 2hr

Package B: 2hr 30min ~ 3hr

Package C: 3hr 15min ~ 4hr

*The above estimations do not include additional add-on(s) and inspection conducted to the basic packages