

HAP SENG STAR SERVICE CENTRE NEWS & UPDATES

JULY 2010

(For Internal Circulation Only)



Mercedes-Benz

Authorised Dealer for
Mercedes-Benz Malaysia Sdn. Bhd.



Hap Seng Star Sdn Bhd (659844-H)

Dear Valued Customers,

Note

A Note of Appreciation

We thank you for choosing Hap Seng Star for the servicing, maintenance and repair work on your Mercedes-Benz vehicle. We appreciate your support and we are proud to have grown our business by providing excellent services to loyal customers like you.

Sincerely,
Hap Seng Star After-Sales

Express Service - *Because time is precious*

We are pleased to announce that Express Service is now available for minor service or repair jobs that take less than two hours to complete. It offers a stress-free solution when you simply want to drop your vehicle into Hap Seng Star and wait while it's serviced or repaired. Express Service item charges are standardised, so there are no hidden charges.

Contents

Express Service How Does It Work?	1
Why Use Hap Seng Star Service? Amenities & Utilities Pick Up And Delivery Free Shuttle Service	2
Roadside Assistance Service Accident & Repair Service Body & Paint Service Genuine Parts	3
Proven Exclusivity Car Care Tip Lunar New Year Celebration The SLS AMG Has Arrived Testimonials	4



Express Service

- > **Waiting Time:**
2 Hours
- > **Recommended Service Interval:**
6 months/12,000 km, which ever comes first
- > **Express Service Jobs:**
 - Oil Change
 - Battery
 - Tires
 - Brakes
 - Drive Belts
 - Wiper Blade

How Does It Work?

Place your phone booking at least 1 hour before appointment for the optimum Express Service experience.

[Just call for fast, efficient and convenient service.] Customer Service: **03-8073 3888**

Terms and Conditions:

**Applicable only to specified menu of Express Service services. Major car repairs that require more than 2 hours are excluded from Express Service. If our technician finds further work that needs to be carried out, service may take longer than 2 hours. This additional service, time and charges are, of course, subject to your approval.*



Hap Seng Star Sdn Bhd (659844-H) After-Sales

4, Jalan BK 1/14, Kinrara Industrial Park, 58200 Kuala Lumpur. Tel: 603-8073 3888 Fax: 603-8073 3999 www.hapseng.mercedes-benz.com.my

Why Use Hap Seng Star Service?

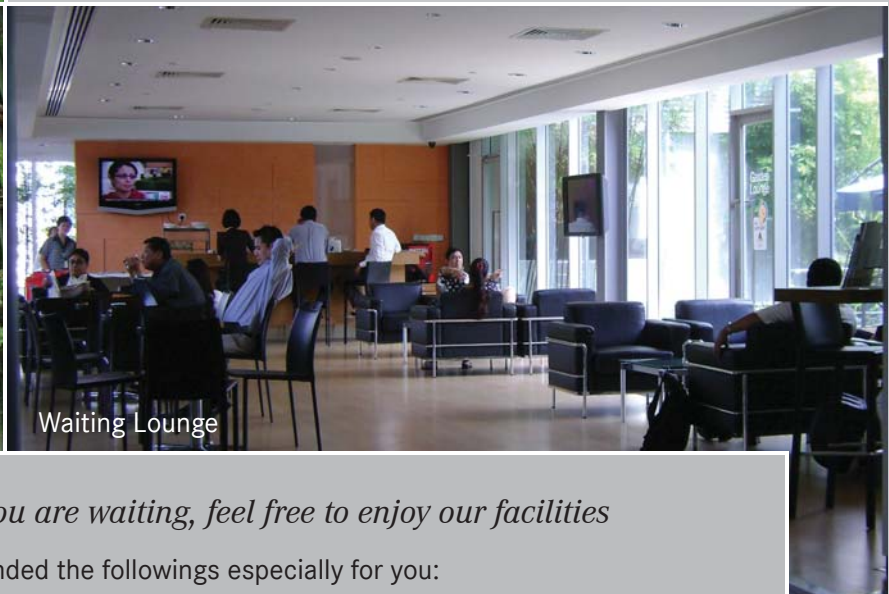
- Mercedes-Benz Genuine Service is the key to maintaining the value of your Mercedes-Benz



- A comprehensive range of after-sales services in a friendly and professional environment
- In-house Mercedes-Benz standard wheel alignment and body & paint services
- Genuine Parts and Accessories produced to the highest possible standards in terms of quality and they also fit to our entire range of vehicles quickly and safely
- Mercedes-Benz trained technicians
- Well-trained and experienced personnel
- Mercedes-Benz standard compliant procedures
- All vehicles repaired are treated to a complimentary wash and vacuum after repair
- 2 years warranty on parts and labour on cash repair (except for maintenance parts and wear & tear parts)
- Free product updates even after warranty period



Garden Lounge



Waiting Lounge

Amenities & Utilities - While you are waiting, feel free to enjoy our facilities

For your comfort and convenience, we have extended the followings especially for you:

- Waiting Lounge with T.V., Sofa, Foot Massage Machine, Massage Chair, Apple Computer and Wi-fi Internet Connection
- Game Room complete with Nintendo Wii
- Garden lounge with fish pond
- Bar Counter complete with wide selections of: Food (nasi lemak, mee hoon, donuts, cakes) & Drinks (cappuccino, mocha, milo, teh tarik, white coffee, soft drinks)
- Designated smoking area



Pick Up and Delivery

- Give us your car keys and we will take care the rest

Our exclusive Pick Up and Delivery* service takes your vehicle from your doorstep to the workshop for maintenance or repair and return it to you in top shape. Enjoy the convenience and save time too. Please call us for more information.

* Charges apply.

* FOC for locations in Sri Petaling, Bukit Jalil, Bandar Kinrara, Bandar Puchong Jaya, Pusat Bandar Puchong and Bandar Puteri.

* FOC for all locations for invoice value above RM2000.00. T&C apply.



Free Shuttle Service

- Hop on to our free shuttle & carry on with your day

For your convenience, after dropping off your vehicle at Kinrara Service Centre, you may hop on to our free shuttle service and travel to several locations nearby:

Drop off Point Bukit Jalil LRT, IOI Mall Puchong, Bandar Kinrara, Sunway Pyramid

Departure Time (Mon-Fri) : 8.30am, 9.30am, 11.30am
1.30pm, 3pm
(Sat) : 9.30am, 11.30am



Roadside Assistance Service - *Emergency 24 Hours A Day, 7 Days A Week*

If you ever need assistance while traveling in your Mercedes-Benz, please call **012-204 6673** for our dedicated **24-Hour Roadside Assistance**.

Accident & Repair Service - *Keeping you Moving*

Hap Seng Star is a Mercedes-Benz Certified Collision Centre and has been appointed as an approved repairer under The Persatuan Insurans Am Malaysia (PIAM) Approved Repairers Scheme, which require the standard of service, quality and professionalism of workshops involved in the repair of accident vehicles satisfy Mercedes-Benz's and PIAM's criteria.

Having complied with PIAM requirements, we would like to assure that you could depend on us for your insurance claim to be processed at the shortest possible time in order to meet with your needs.

At our Kinrara Service Centre, you will enjoy the confidence and peace of mind that your Mercedes-Benz will be repaired as close to its pre-accident condition as possible. We have:

- Genuine Mercedes-Benz Replacement Parts of excellent quality for exact fit
- Mercedes-Benz approved equipment and facilities including all tools, parts, and paint
- A dedicated Celette Bench and Jigs developed exclusively from Mercedes-Benz blueprints so that repairs are made with assembly-line accuracy
- Mercedes-Benz approved Measuring & Body Alignment Equipment to restore your Mercedes-Benz back to factory standards
- Highly skilled professionally trained technicians



Exclusive Jig for all Mercedes-Benz models

➔ *With a vehicle as exclusive and precious as your Mercedes-Benz, why take a chance on anything less?*

Body & Paint Service - *Satisfaction Guaranteed*

With our fully equipped body shop adopting the latest in body and paint technology, trained Mercedes-Benz technicians and the guaranteed use of Mercedes-Benz certified factory paints, you can be sure of the highest standards of excellence and a first class quality repair as Kinrara Service Centre has:

- State-of-the-art spray and heater booth, which is designed for optimum efficiency and for maximising work output
- The latest tooling and welding expertise
- Glasurit Paint - first-class products with over a hundred years of history, that comes with unique colour management system



Spray Booth

Genuine Parts

With Mercedes-Benz Genuine Parts you benefit from more than one hundred years' experience in vehicle and parts construction. Mercedes-Benz genuine parts can be recognised by their unique hologram packaging.

All Mercedes-Benz's Genuine Parts have been designed, tested and manufactured according to Mercedes-Benz's detailed specifications in order to optimally interact with all the parts and systems of your vehicle.

➔ *For quality, value and peace of mind, choose Mercedes-Benz Genuine Parts*

Proven Exclusivity - Certified Pre-Owned Mercedes-Benz

- ✓ Purchase a certified pre-owned Mercedes-Benz the smart way
- ✓ A genuine Mercedes-Benz ≤ 5 years and ≤ 100,000km*
- ✓ Fully serviced and maintained by authorized dealers
- ✓ Multi-point inspection (over 200 check points) and certification by trained technicians
- ✓ Original parts
- ✓ Minimum 12-month or 20,000km warranty by Mercedes-Benz Malaysia**
- ✓ Access to 24-hour Roadside Assistance Service**
- ✓ One stop hassle-free trade-in process and attractive trade-in value for your current vehicle**

PROVEN
EXCLUSIVITY

For more information, please call our sales team 03- 8073 3891

*Since registration, which ever comes first.

**Terms and Conditions apply.

Car Care Tip - Be careful with liquid scent dispenser

Take extra precaution when using any vehicle scent dispenser as the liquid is corrosive.

Aggressive interior scented products (e.g. scented oils) could cause surface damage on the radio, COMAND, upper control panel or on the air vents. The surface coating on these components may loosen over time from exposure to these products. (please refer to photo illustrations)

The damage caused by this nature is not covered under the manufacturer warranty terms and conditions which is clearly stipulated in the Owner's Introduction Booklet accompanying the vehicle.



Past Events

Lunar New Year Celebration

A Lunar New Year celebration was held for our staff and their family members together with customers at our Kinrara Service Centre on 18th February 2010.

Guests were entertained with a spectacular lion dance performance to usher in good luck and prosperity. Guests were also given a tour of the service center and enjoyed a scrumptious tea reception.



The SLS AMG Has Arrived

- It is a car that will take your breath away - even before its doors open

On the 30th April 2010 Hap Seng Star KL Autohaus showcased the new distinctive and future-oriented Mercedes-Benz SLS AMG to an exclusive group of 120 guests.



Testimonials

"Excellent, friendly and helpful staff! Hap Seng Star is the best Mercedes-Benz authorised dealer. "

- Mr. Hong, Subang

"Great service and environment. Been servicing my car here since the center first started operating."

- Mr Chong, Puchong

