

**FOR IMMEDIATE RELEASE**

## **CYCLE & CARRIAGE LAUNCHES MERCEDES-BENZ CERTIFIED PRE-OWNED CENTRE, PROVIDING CUSTOMERS WITH END-TO-END OWNERSHIP EXPERIENCE**

*Cycle & Carriage PJ Autohaus Now Home to Mercedes-Benz Certified Pre-Owned Vehicles, Complete Autohaus Facility for Growing Fan Base*

**Petaling Jaya, 8 November 2018** – Complementing the newly launched *Mercedes-Benz Certified Programme* for pre-owned cars, Cycle & Carriage Bintang Berhad (Cycle & Carriage) promises an equally exclusive and exceptional customer experience for both existing and new customers of the three-pointed star.

“Aligned with our brand promise to deliver **Exceptional Journeys**, we are thrilled to announce the launch of our Mercedes-Benz Certified Pre-owned Centre here at our landmark one-stop 3S centre in Petaling Jaya. The integration of the *Mercedes-Benz Certified* brand within our 3S centre transforms this Autohaus into the ultimate one-stop touchpoint. Whether our customers are seeking a brand new or a pre-owned Mercedes-Benz car, they can expect to enjoy exclusivity and exceptional end-to-end customer experience with Cycle & Carriage,” said Cycle & Carriage CEO, Wilfrid Foo.

Customers of the *Mercedes-Benz Certified* brand can expect to enjoy the same convenience and world class 3S (sales, service and spare parts) capabilities of the Cycle & Carriage Petaling Jaya Autohaus. This includes advanced repair techniques, the latest diagnostic tools and assurance of genuine parts at a competitive price. Customers are also offered added value services through Service Differentiation – a menu of personalised services suited to customers’ lifestyles. Among them are the Premier Express Service, Door-to-Door Service and 24-Hour Motor Vehicle Breakdown Service.

Cycle & Carriage’s signature priority service for its after-sales services is supported further by the Petaling Jaya Autohaus’ work bay capacity of 40 Mercedes-Benz vehicles at any one time, which ensures servicing and maintenance is timely. As a result, Cycle & Carriage is able to service a high volume of cars while maintaining a high level of customer satisfaction.

Cycle & Carriage is focused on delivering exceptional experiences to their customers at every stage of their journey with them. Ensuring comfort to both new and pre-owned Mercedes-Benz owners, Cycle & Carriage Petaling Jaya Autohaus features an exclusive customer lounge area with a vertical garden completely furnished with a café.

The Mercedes-Benz Certified Pre-owned Centre is operated by a dedicated team experienced in providing exceptional retail and financial services specially tailored for Mercedes-Benz Certified Pre-owned vehicle customers.

Customers at the Mercedes-Benz Certified Pre-owned Centre in Cycle & Carriage Petaling Jaya Autohaus can view a variety of models, ranging from the A- to S-class, at attractive prices. Assuring the reliable and global standards of the Mercedes-Benz brand, customers are guaranteed peace-of-mind through the nine promises applied to every Mercedes-Benz Certified Pre-owned vehicle.

### **Mercedes-Benz Certified Pre-owned Vehicles Nine Promises**

Prior to receiving the *Mercedes-Benz Certified* stamp of approval, every vehicle undergoes a thorough **215 multi-point inspection** by certified technicians which include stringent checks on engine components, chassis to vehicle appearances. The inspection ensures only the highest standards and quality in each vehicle certified under the programme, giving customers the same distinctive and unique Mercedes-Benz quality assurance and brand experience.

Once certified, the vehicles are then made available for purchase where customers are given the option to **test drive** any of the vehicles. Customers are also provided with options to **trade-in** their existing vehicles when purchasing a Mercedes-Benz Certified vehicle. The purchase is also made easier with available **financing and leasing plans** catering to various needs and budgets.

All Mercedes-Benz Certified Pre-owned vehicles are under six years old with a **guaranteed mileage** of less than 125,000km during the handover. Aside from a **12-month warranty** extension with unlimited mileage above the remaining manufacturer warranty, Mercedes-Benz Certified Pre-owned vehicle owners can expect regular **servicing and maintenance packages**. Flexible and affordable **service contracts** are also available to allow customisation of maintenance packages.

In the event of an emergency, the programme also offers **24-hour road assistance** to all Mercedes-Benz Certified Pre-owned vehicle owners ensuring them peace-of-mind at all times. The nine promises under the programme assures every pre-owned Mercedes-Benz is kept in the best condition possible, for an exceptional journey.

Aside from the Mercedes-Benz Certified Pre-owned Centre in Petaling Jaya, customers can also find the Mercedes-Benz Certified Pre-owned brand at all other Cycle & Carriage Autohauses. To date, Cycle & Carriage owns the largest Mercedes-Benz dealer network in Malaysia with 13 dealerships nationwide, including a dedicated commercial vehicle facility.

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### **About Cycle & Carriage Bintang Berhad**

At Cycle & Carriage, we are passionate about creating people-focused experiences and exceptional journeys. Founded in 1899 in Kuala Lumpur, we are now a leading regional automotive group in Southeast Asia. Cycle & Carriage distributes, retails and provides aftersales services for passenger cars as well as commercial vehicles in Singapore, Malaysia and Myanmar. Cycle & Carriage is a member of the Jardine Cycle & Carriage Group.

Listed on Bursa Malaysia, Cycle & Carriage Bintang has the largest dealer network of Mercedes-Benz passenger vehicles in Malaysia. With an extensive network of 13 outlets across the country, including a dedicated commercial vehicles facility, we are committed to supporting our customers at every step of the way. We can also always be relied upon for our aftersales services – Cycle & Carriage Bintang has the largest network of Daimler AG certified 'Centre of Competence' facilities in Malaysia.

Cycle & Carriage. Exceptional Journeys. <http://www.cyclecarriage.com.my/>