

Drive Times

KEN
JERVIS 

Issue Twenty Six



Merry Christmas

from all at Ken Jervis Kia



Inside this issue...



**Life After
Lockdown**



**Thank
You NHS**



**All you need to know
to GO Electric!**

Ken Jervis Kia



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Welcome

to the Christmas issue of Drive Times from Ken Jervis Kia

What a year – the summer lockdown affected us all and we were closed for over 2 months. As I write this, we've gone into lockdown again. Whilst our sales showrooms have been closed for physical visits, we have adapted the way we do business to try and best serve our customers. We've launched our own click and collect, using our website to help you see our range with personalised videos which we can email to you. It will never beat meeting face to face and enjoying a coffee together, but it means we have been able to help whilst our showroom has been closed, and thankfully our workshop has remained open.

We are ready to help you when you need us. Whether it be for servicing, replacement parts, or a new or used car to keep you on the road, we will look after you and your Kia – safely. Even if you are unfortunate enough to have an accident – we can take care of everything for you – there is more about the Ken Jervis Accident Management programme in this issue.

You'll catch up with all of our news and our charitable work. In this difficult year, we have been able to support our two local charities, the Dougie Mac and Donna Louise Trust, as well as make a donation to our local NHS Trust. It's down to you, our fantastic customers, that we can do this. It's thanks to your support in making us one of North Staffordshire's premier car dealerships.

We've got some new model launches and fabulous offers for you. There's never been a better time to buy a Kia with some unbeatable deals on new and used cars.

We're seeing an increase in electric car sales and we will tell you everything you need to know about owning and driving an electric or hybrid vehicle. It's the future – and it's here now.

In the last issue, we saw what our team did during lockdown, and here we'll see what some of them have been doing after the first lockdown was lifted.

As you know, we absolutely love inviting Father Christmas into our showrooms to meet our customers, but this year



we think he should concentrate on preparing Christmas for the children. We are however still looking forward to welcoming you into the showroom with safe social distancing throughout the festive season, and hopefully you will join in with our 21 Days of Christmas offers – see page 8 for more details.

May I take this opportunity to wish all staff and customers, past and present, our best wishes for a Merry Christmas. And this year more than ever, let's look forward to the New Year in the hope that it is more happy, peaceful and prosperous for us all.

David Norwood
Managing Director

EXTRA CAR PARKING NOW COMPLETE...



We've created plenty of extra parking next door to the showroom

Following a major project of planning and groundwork, the redevelopment of the land next door to our Cobridge Road dealership is now complete and in use. It's given us extra space and parking, and I am sure you will all agree it looks amazing and the entire team involved in the project has done a great job.

It's all part of our plans to make your experience visiting Ken Jervis Kia even better. We have listened to

you and we know that parking on site has been difficult as we have grown. This will ease congestion on our main showroom site, and we would like to thank you for your feedback and patience. And of course, one of our team can still park your car for you when you visit Ken Jervis Kia – just let us know and we'll park your car while you have a cup of tea in our reception!

Garrie Birthday to you!



Garrie from our Sales Team celebrated his 30th birthday – with another day in the Ken Jervis Kia showroom. Have a great day Garrie and get those biscuits open!

Supporting local charities

It's more important than ever this year!



Thank you to our NHS Staff

Ken Jervis Kia has donated £1000 to the University Hospital of North Midlands Covid 19 Staff welfare charity, based at the Royal Stoke and County Hospitals.

We feel really strongly about this charity as we have members of staff with family members who have worked in these hospitals throughout this year's pandemic. As a team, we wanted to give something back to support and recognise the dedication and courage shown by the people that have helped us all through this.

Pictured are Steve Rushton, Charity Manager for the University

Hospitals of North Midlands (left) and David Norwood, Managing Director of Ken Jervis.

Steve Rushton said, "We are delighted to accept this cheque on behalf of all the staff. It will go a long way to helping with the welfare of all the staff involved. We can't thank Ken Jervis Kia enough"

David Norwood added, "All the thanks are ours. Ken Jervis Kia is coming through all this relatively unscathed and this cheque is only a small part of our appreciation for the selfless role our frontline health workers undertake each day."

Our annual donation to local charities

Just like all of us, our local charities have had a tough year. Charity shops have been closed and fund raising has been more difficult.

So, this year it was more important than ever to support our local charities, The Douglas Macmillan and Donna Louise Trust. We have presented both fantastic charities with £1000 each for the incredible work they do.

Here is Lauren from the Dougie Mac and Callum from Donna Louise receiving their socially distanced cheques from our Managing Director, David Norwood.



Socially distanced donation. Ken Jervis Kia Managing Director, David Norwood presenting the cheques to Callum and Lauren from the Donna Louise Trust and Dougie Mac Trust respectively.

David said "We always give £1 each for every car sold but given the challenging year we have experienced we may not achieve sales of 1000 cars this year. We felt the respective charities should not lose out further this year, so we took the decision to top up the money to its previous annual level of £1,000 each."



Every step along the way

Our very own Ian Clewes from our sales team has also done his bit to raise funds for the Douglas Macmillan Hospice. He took part in the gruelling Gordon Banks Walk from Chesterfield FC to the Bet365 Stadium, home of Stoke City. The Spirit was Gordon's first club, and of course Stoke City was the England goalkeeping legend's last club, where he was also Club President.

The walk began at Chesterfield on Saturday 24th October covering 43 gruelling miles before reaching the home of The Potters on Sunday afternoon. We are delighted and proud to announce that Ken Jervis Kia was the event sponsor.



Ken Jervis Kia Assistant Service Manager, Dan Moss with the crew of Red Watch

An emergency call from the Fire Service

When Paul Hewson, Watch Manager of Red Watch at the Fire Station at Sandyford needed some help understanding how to tackle electric vehicles in a fire and rescue scenario, we were only too happy to help

We invited the whole crew down to Ken Jervis Kia for some top tips from an expert in electric and hybrid cars, our very own Dan Moss, Assistant Service Manager. Dan took the team through how the electric engines work and where to find the various component parts.

It was a useful and interesting day and if it helps in any little way to prepare our Fire Crews to save lives then we are glad to have played a small part in that. May we also say a massive thank you to the guys and girls who put their lives at risk every day for us.

We've launched 5 new cars!

Get ready to 'take-off' in one this Winter!



All cars come with Kia's award-winning...



7-Year Warranty!

**KEN
JERVIS
KIA ARE
GO!!**

5



New Kia Picanto

- New range of safety systems
- New 'Phase II' UVO Connect telematics technologies
- Features lower CO2 emissions from its new 'Smartstream' powerplants
- New 8-inch touchscreen display on grade '3' models and above
- Redesigned headlights and four-bulb LED daytime running lights
- New Automated Manual Transmission (AMT)

4



New Kia Rio

- New petrol mild hybrid electric vehicle (MHEV) technology
- New 'Smartstream' engines & Ecodynamics + for greater efficiency
- New 'clutch-by-wire' intelligent manual transmission
- New 'Phase II' UVO Connect infotainment system
- New larger 8-inch touchscreen
- Two new colours– Storm Grey and Azure Blue

3



All-New Kia Sorento

- All-new 4th generation Sorento
- Three exceptionally equipped trim levels – '2', '3' and '4'
- Choice of two– self-charging hybrid & diesel – with petrol plug-in later this year
- The most high-tech Kia ever, with new safety, connectivity and infotainment features
- New hybrid delivers up to 46.3 mpg
- DAB radio with multi-device Bluetooth® connection, voice recognition & music streaming, Android Auto™ and Apple CarPlay™ smartphone integration

2



New Kia Ceed

- 15-model range based on five engines, two transmissions and six trim grades
- Forward Collision-Avoidance Assist (FCA) – City
- 7" Colour Touchscreen Audio Display
- Apple CarPlay & Android Auto with Voice Control
- DAB Radio Audio with MP3 Compatibility
- Reversing Camera System (Integrated into 7" Touchscreen)

1



New Kia Stonic

- Introduction of 48-volt mild hybrid technology on the Stonic for the first time
- 'GT-Line', 'Connect' and 'GT-Line S' models available for the first time
- 'Clutch-by-wire' intelligent manual or seven-speed dual clutch transmission
- Efficient new 1.0-litre T-GDi 'Smartstream' engines
- Colourful paintwork options, including two-tone combinations
- All new 4 model range with choice of manual or Dual Clutch automatic transmission

Christmas offers so good... they're a gift!



SCRAPPAGE

UP TO £2500 ALLOWANCE

**A NEW KIA
FROM £8,745 OR
£99 A MONTH
4.9% APR**

When you trade in
your old banger



**£99
A MONTH**

£2,000 SCRAPPAGE
ALLOWANCE

**New Kia Picanto
from £8,745**



**FROM
£149
A MONTH**

£2,000 SCRAPPAGE
ALLOWANCE

**New Kia Rio
from £13,395**



**FROM
£144
A MONTH**

£2,500 SCRAPPAGE
ALLOWANCE

**New Kia Stonic
from £15,695**



**FROM
£199
A MONTH**

£2,500 SCRAPPAGE
ALLOWANCE

**New Kia Sportage
from £20,945**



**FROM
£269
A MONTH**

£2,500 SCRAPPAGE
ALLOWANCE

**New Kia Niro
from £22,986**

**0%
APR**

ZERO IN ON KIA

**0%
APR**

**New Kia Sportage
from £20,945**

**2 YEARS
0%
APR PCP FINANCE**

**OR
3 YEARS
4.9%
APR PCP FINANCE
WITH £2500
FINANCE DEPOSIT
ALLOWANCE**

**FREE
2 YEARS
RAC COVER**

**FIRST 2
SERVICES
FREE**

**FIRST 2
SERVICES
FREE**

**FREE
2 YEARS
RAC COVER**

**2 YEARS
0%
APR PCP FINANCE**

**OR
3 YEARS
4.9%
APR PCP FINANCE
WITH £2500
FINANCE DEPOSIT
ALLOWANCE**

**New Kia Xceed 5dr
from £20,840**

**New Kia Picanto
from £8,745**

**2 YEARS
0%
APR PCP FINANCE**

**OR
3 YEARS
4.9%
APR PCP FINANCE
WITH £1000
FINANCE DEPOSIT
ALLOWANCE**

**New Kia Niro HEV
from £22,986**

**2 YEARS
0%
APR PCP FINANCE**

**OR
3 YEARS
4.9%
APR PCP FINANCE
WITH £2500
FINANCE DEPOSIT
ALLOWANCE**

**WE'LL PAY UP TO £2,500
TOWARDS YOUR FINANCE DEPOSIT**

**£3,000 PLUG-IN CAR GRANT AVAILABLE
AND 1ST 3 SERVICES FREE**



**New Kia Soul EV
from £37,295**

**New Kia e-Niro
from £32,595**

**4.9%
APR PCP FINANCE**

**E-PLUS
OFFER
FIRST 3
SERVICES
FREE
WITH KIA
FINANCE**

**4.9%
APR PCP FINANCE**

WITH £1000
FINANCE DEPOSIT
ALLOWANCE

**E-PLUS
OFFER
FIRST 3
SERVICES
FREE
WITH KIA
FINANCE**

**4.9%
APR PCP FINANCE
WITH £1500
FINANCE DEPOSIT
ALLOWANCE**

**All-New Kia Sorento
from £38,845**



Representative finance example: Kia Rio Cash Price after Scrappage £11895, Deposit £2100, Balance to finance £9795, Payable by 36 months at £149.73, Optional final rental of £5544. Total amount payable (inc. Scrappage) £14534. scrappage saving available to private customers excluding Personal Contract Hire. Finance subject to status. T's and C's apply. Images shown for illustration purposes only.



If it comes to the CRUNCH we're here when you need us...

Accidents happen, and if you are unfortunate enough to be involved in an accident that isn't your fault, we can take care of everything for you.

Call the Ken Jervis Accident Management service – one free call does it all.

The number is on your service sweets tins and in your vehicle documents

Just call FREE on 0800 804 8035 – you don't even need to call your insurance company – we'll do that for you too.

We will also

- Arrange recovery of your vehicle
- Get a "like for like" replacement courtesy car for you
- Handle all insurance claim details on your behalf
- Carry out all repairs to your car

Ken Jervis Kia customer Mr Clive Bower made that one free call and here's his story...

*I always get my car serviced at Ken Jervis Kia and pre-book a loan vehicle while they work on my car.
On 26th June this year, my car was in for its scheduled service and I was loaned a nice new Ceed for the day.*

I had left the vehicle safely parked up, when it was hit by another vehicle, the driver of which had been drinking. I called the Ken Jervis Accident Management number and the damaged vehicle was returned to Ken Jervis. Service Manager Andy Southwick reassured me and told me not to worry and shortly after I was contacted by an agent from the Ken Jervis Accident Management department.

I simply told them what happened and gave the details they required and basically that was it.

A couple of weeks later, I was contacted by Ken Jervis Kia, to be told that everything had been sorted out for me. It was very efficient and to be fair, very quick and I had no liability held against me nor did it affect my insurance, so I was very pleased.

Certainly, I am very happy with the outcome, how I was dealt with and would have no hesitation in recommending the Ken Jervis Accident Management service.

Clive Bower



ANOTHER LITTLE GIFT FROM KEN JERVIS RENT-A-KIA

Rent-a-Kia before the New Year and get your third day free!

We've got another little Christmas Gift lined up for you. If you rent a Kia from us for 2 days, we'll give you a 3rd day absolutely free!

We're an Approved Kia Rental Agency and aim to provide you with the best and most competitive car hire service in Staffordshire and Cheshire. So whether you want a nippy Picanto for Christmas shopping or a stylish, spacious Sportage to visit your grand kids over the festive season, rent 2 days and get a 3rd day free.

It's as easy as 1,2,3!

1. Visit our website and click the "Enquire Now" button
2. Choose your start & end dates, the Kia you want, tell us your age & get your quote
3. When you're happy, book your rental then pop in to collect your Kia!

And of course, if you prefer you can just call our Rent-a-Kia Manager, Sophie, on 01782 202782 and she will give you all the options and make your booking for you.

We look forward to hearing from you – and to giving you a third day's rental absolutely free!



Sophie Rowley, Rent-a-Kia Manager

And the winners are...

More awards for Kia and Ken Jervis

For the fantastic Kia range...

What Car? Electric Awards

Electric Small SUV – Winner: Kia e-Niro

Hybrid Small SUV – Winner: Kia Niro HEV

Diesel Car & ECO Car Top 50

Best Medium Electric Car – Winner: Kia e-Niro

Best Plug-In Hybrid – Winner: Kia Niro PHEV

Best Hybrid – Winner: Kia Niro HEV

Auto Trader New Car awards 2020

Best Car for Towing – Winner: Kia Sorento – 2nd year running!

And for Kia...

Car Dealer Power Awards

Manufacturer of the Year – Winner: Kia UK (for an unprecedented 5th time!)

Winner 2020, 2018, 2017, 2016 & 2014



James Baggott, founder of Car Dealer Magazine presents the 2020 Manufacturer of the Year Award to Paul Philpott, President and CEO of Kia Motors (UK) Ltd.

NFDA Dealer Attitude Survey

Runner-Up: Kia UK

And for Ken Jervis Kia...

Kia Customer Care Awards

In 1st place with 1 month to go – Ken Jervis Kia!

We've climbed from 3rd to 2nd to 1st in the last 3 months, so let's keep it going for another Customer Care Award!

21 Days of Christmas!

You've all heard of The 12 Days of Christmas, well this Christmas we've gone one better. In fact, we've gone nine better!

From Tuesday 1st December, all our Service customers will have the

chance to win a special Christmas Gift from us. All you have to do to enter is buy a 21 days of Christmas lottery ticket costing £5 – **all the proceeds from the lottery ticket sales will go to the NHS.**

Every customer who buys a lottery ticket will be entered into a daily draw to win. It might be a **FREE Valet worth £70** or even a **FREE service worth £180**. Whatever you win, it will be a lot better than 12 drummers drumming!

It's your chance to win a Christmas Gift every day!

There will be a draw each day (excluding Sundays) for the 21 days from Tuesday 1st December up until Christmas Eve.

Call our Service Reception on 01782 202782 to book your

December service now – and who knows, you could help us to raise some money for charity this Christmas, as well as win a fantastic Christmas Gift!

A 60th Birthday with a Stinger in the tail!

October saw a special birthday for one of our customers, Tim McCarthy, and he celebrated with a very special gift from his wife Rachel.

He collected a stunning used Kia Stinger GT-Line – that's what you call a birthday treat!

What's more, it was Tim and Rachel's 8th car from us. In fact, the McCarthy family, including Rachel's parents, have had a grand total of 12 cars in their 10 years of being a Ken Jervis Kia customer.

Tim was obviously delighted with his birthday present and said: "Thank you so much to Rachel for my 60th birthday present – love you loads kid! And yes, it is our 8th car from Ken Jervis Kia and simply because they have been so brilliant in both pre and post care to be honest. We can't praise Mike Buckley in the sales team enough.

"In over ten years not once have Rachel and I felt pressured into buying cars from him, instead Mike has simply worked with us to find

what works best for us. Also, I can't praise Ken Jervis Kia highly enough and recommend them without reservation.

"In other news, my Kia Stinger is an absolute 'beast' and is by far the most exciting car I have ever owned – can recommend it when you reach my age!"

Sales Manager, Sean Cosgrove, added, "From the whole team may we offer our very best wishes to Mr McCarthy. We are sure he will enjoy looking at this beautiful car as much as we did! I would also like to thank him, Rachel and their family for being customers for the last 10 years. It's been an absolute pleasure to know them and they are very much a part of the Ken Jervis Kia family."

Well you know what they say – 60 is the new 40 – so it's very much a case of life begins again for Tim, Rachel and their Kia Stinger!



Tim McCarthy with his 8th car from Ken Jervis Kia



A very special birthday present



Now you can drive a used electric Kia Niro

You can even request a walk around video of the car and check out your finance options.

This goes for our entire used car stock too. We've got over 70 used cars in stock with prices from just £5,500, so take a look today.

And remember, when you buy an Approved Used Kia, you get the best Used Car package out there, which includes Kia's unbeatable 7 Year Warranty for complete peace of mind.

Cheaper Electric!

With the growing popularity of electric and hybrid cars, we are now starting to get some Approved Used electric vehicles in stock. This gives you all the benefits of owning an electric vehicle, like lower running costs and reduced emissions, but for less money.

It's a great way to drive one of the Kia electric range without it costing the earth!

With an Approved Used Kia, you'll enjoy...



Handpicked by Kia Motors



Full 7 year warranty



1 year RAC European Roadside assistance



Perfect mechanical condition – multi point check by Kia technicians



1st MOT cover (up to £1000)



Experian/HPI checked

See the entire Kia Approved Used stock at www.kenjervis.com and call us on 01782 202782 to arrange a part exchange valuation of your current car and a test drive in one of our used cars.

Stop Wondering. Start Driving.

Everything you've ever wanted to know about driving an Electric Kia...

It's time to buy an electric (EV) or Plug In Hybrid (PHEV) Kia. It's a brave new world and it's here now. We get lots of questions about owning an electric Kia, so we asked our own "bright spark", Service Manager, Andy Southwick to answer your questions.

How far can you go on a single charge?

A. On average the Kia electric range will travel an astonishing 282 miles on a single charge. That means you could go from Stoke to Newquay in Cornwall for a holiday. When you consider that the average UK journey is just 5 miles, with a Kia, you're charged up and ready to go!

How long does it take to charge?

A. Charging your electric Kia is as easy as charging your phone. Most people plug in the car overnight to wake up ready to go and fully charged. You can also get a power charge to top up on the road. Using a rapid charger you can top up to 80% in just 50 minutes..

How many charging stations are there in the UK?

A. Unbelievably, there are currently 35,000 and that number is rising. Many are located at motorway service stations, so if you are on a longer journey, it's easy to charge

up (if you need to) while you're taking a break.

Where can I find charging stations?

The easiest way to find everything you need to know is to use the app, Zap Map. Just type in your location or post code to find your nearest charging station and compare prices.

How much does it cost to charge up?

A. If you charge at home overnight, a 13 hour charge is likely to cost around £6 based on 14p per Kilo Watt Hour (kWh). Often though, electricity is cheaper overnight, so this can be just £4.

You can buy and install a wall box charging unit at home and currently benefit from a £350 Government grant.

Is it cheaper than running a petrol car?

A. The car magazine AutoExpress compared the cost of running an electric car to a petrol vehicle. They found that the cost of running a petrol car with an average fuel economy of 45mpg doing 9,000 miles over a year would be £1,209 in fuel. The equivalent cost of a 40kWh electric car returning an average range of 168 miles would be £300. Do the maths, as they say!

What's the difference between a Plug-In Hybrid and electric vehicle?

A. A Plug-In Hybrid (PHEV) is powered by a normal petrol or diesel engine AND an electric motor. You can "plug-in" to charge the electric motor, but it also re-charges when you brake or coast while driving. If you run out of charge, the combustion engine kicks in.

An electric vehicle (EV) doesn't use any petrol or diesel, so is cheaper and cleaner to run. They have more room for a bigger battery, so run longer than a Plug-In Hybrid on one charge.

There's lots more information and videos on our website. Visit kenjervis.com and click the Electric Cars Explained tab to find out more.

From the "World car of the Year", the Soul EV (Pictured above), to the award winning Kia Niro range and new mild hybrid Kia Sorento, you'll find the perfect Kia for you.

If you want to try before you buy, call us on 01782 202782 to arrange a test drive in Kia electric or plug-in hybrid vehicle. You'll be shocked at the difference an electric Kia makes!



Life after Lockdown!

In our last issue, we shared some of our teams memories of Living under Lockdown. Here we find out what some of our team have been doing over the summer after the original lockdown restrictions were lifted.

Back to school



Sienna looking smart and ready to go!

After an unexpected long school holiday at home, it was finally time for Sienna Hatton to go back to school. Sienna is the daughter of Kelly on our Service Reception, who loved the summer lockdown with Sienna at home.

And down the Waterfall...



Sticking with the musical theme, Mike has also been on a weekend trip to North Yorkshire, where he took these amazing pictures of the waterfalls up there. In the words of Robbie Williams...

And down the waterfall...
Wherever it may take me... I know
that life won't break me...

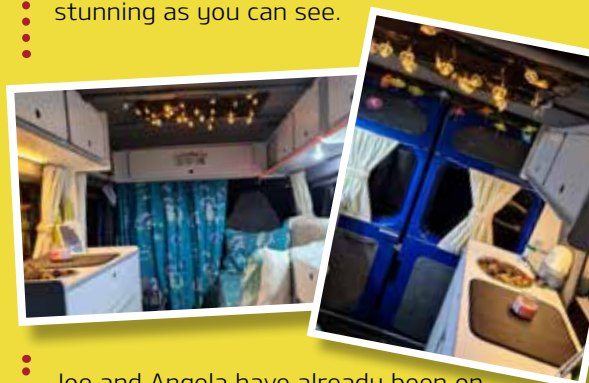
Hit the road Joe



Joe from our parts department was another who spent lockdown wisely, by converting an old van into a beautiful campervan. He bought an old Transit medium roof van and transformed it into a modern and stylish campervan.

Joe built all the cupboards and fixtures, added a stove and even the kitchen sink! His wife Angela added the finishing touches by making the curtains and all the soft furnishings.

The results absolutely stunning as you can see.



Joe and Angela have already been on a couple of weekends away. Joe told us more. "It's great. We can finish work and drive to some lovely places in the Staffordshire Moorlands or Peak District. You don't have to drive very far to be on a lovely campsite, and it's like being on holiday for the weekend."

We always love to hear from you, so if you have any stories of life in this crazy year, send us some pictures and we'll share them on Facebook and in our next issue of Drive Times.

Lay a little egg for me

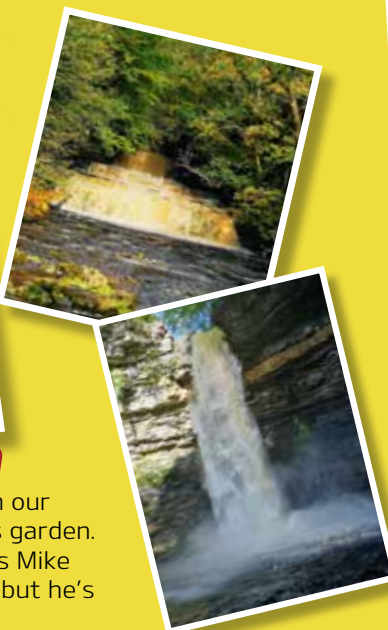


New babies to look after



Scratching around on the patio

You may remember that Mike Buckley from our Sales team had built a new hen house in his garden. We're delighted to report that not only does Mike enjoy a fresh free range egg for breakfast, but he's got some new babies to look after.



Ken Jervis Kia

Cobridge Road, Hanley (Opposite Festival Park)

01782 202782 www.kenjervis.com



The Power to Surprise