PRESTIGE
CARCARE

Prestige Carcare

Malaysia's premium car doctor

Company profile

Luxury and high-performance vehicle care
Independent specialist service across Malaysia

Website: prestigecarcare.com.my



Prestige Carcare at a glance

Company snapshot

Current public website headline figures and positioning

7
active branches across Kuala Lumpur, Selangor and Johor Bahru

67,000
sq ft workshop footprint

20,000
satisfied customers and growing

32,000
premium vehicles repaired and growing

Specialist positioning

Prestige Carcare presents itself as a premium independent workshop for luxury, high-performance, continental, EV and hybrid vehicles.

A wider ownership ecosystem

The group connects workshop servicing with inspections, paint and detailing, EV care, pickup and delivery, and premium used-car services.

02

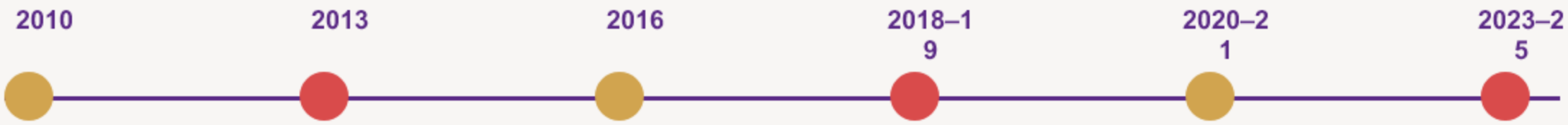
A history of steady expansion

From a 2,400 sq ft first workshop to a seven-branch network

Company timeline

Milestones

Publicly stated milestones from the Prestige Group timeline



2010
First workshop launched in Sungai Besi, Kuala Lumpur
Approx. 2,400 sq ft

2013
Double-shoplot facility at the same location
Footprint expanded to 4,800 sq ft

2016
First branch in Glenmarie, Shah Alam
Total facility space reached approx. 14,000 sq ft

2018–19
Eviction notice created a major operating disruption
New facility leased at three times the previous size

2020–21
Kota Kemuning opened during MCO
ISO 9001:2015 certification and Puchong branch followed

2023–25
Rebrand, Petaling Jaya, flagship auto mall, DirectBuy.my
Kajang / Semenyih branch added to meet demand

03

The people behind the operation

Founder-led technical expertise with a growing support team

Leadership and technical depth

Founder-led operation

Public team profiles highlight long automotive experience across technical, operational and finance roles

Toh Kean Wai

Founder & Chief Executive Officer

More than 20 years in Continental vehicle diagnosis and technical work. Automotive engineering graduate. Public profile also notes 16 years of industry leadership and award recognition.

Magnum Lim Ban Leng

Co-Founder & Chief Operating Officer

More than 16 years in Continental vehicle diagnosis and technical work. Focused on improving the group's operating flow and customer experience.

Chew Sir Hwa

Co-Founder & Chief Technical Officer

More than 20 years in Continental vehicle diagnosis and technical work. Leads ongoing technical knowledge development for newer vehicle systems.

Mission and operating principles

How Prestige describes its way of working

The public company page centres on customer care, integrity, transparent pricing, teamwork and continuous improvement

CUSTOMER FIRST

A service experience designed to leave customers satisfied.

INTEGRITY

Clearer focus, stronger relationships and responsible company culture.

TRANSPARENT PRICING

Accurate estimates before work begins, with no hidden costs.

TEAM SPIRIT

Different skills and perspectives working together toward shared standards.

CONTINUOUS IMPROVEMENT

Ongoing learning, cross-training and feedback across the operation.

Premium marques and fit-for-purpose coverage

Market position

Prestige focuses on luxury, performance, continental, EV and hybrid vehicles

Selected marques named across the public website

- Rolls-Royce
- Aston Martin
- Jaguar
- Mini
- Volvo
- Lamborghini
- Porsche
- Maserati
- Lexus
- Tesla
- Ferrari
- BMW
- Mercedes-Benz
- Land Rover
- Toyota Alphard
- Audi
- Bentley
- McLaren
- Range Rover
- Toyota Vellfire

Vehicle age policy The homepage says Prestige services vehicles within a 12-year range from the current model year.

The service ecosystem

Six visible service pillars

The website groups workshop services, inspections, EV care, air-conditioning, paint and used-car support into one ecosystem

01

Routine service

OEM-grade servicing, diagnostics, maintenance and repair

02

Pre-purchase inspection

55-point independent vehicle inspection and buyer-ready reporting

03

Suspension and brakes

Noise detection, suspension health and undercarriage support

04

EV and hybrid

Battery diagnostics, high-voltage systems, charging and software

05

Paint and detailing

Colour matching, body repair, coatings and finishing

06

Used-car ecosystem

Consignment and transparent vehicle history support

04

Workshop services

Diagnostics, maintenance and repair for premium vehicles

Routine servicing and diagnostics

Workshop core

Dealership-grade care with transparent recommendations and advanced diagnostic equipment

12 years
vehicle age range stated on the homepage

18 months
major-repair warranty coverage

20,000 km
warranty distance equivalent

What the public service menu covers

Engine oil changes, maintenance services, electrical coding and programming, cooling system repairs, auto transmission repair, wheel alignment and balancing, undercarriage repair and troubleshooting.

How the promise is framed

The site emphasizes manufacturer-approved diagnostic tools, precise fault detection, clear assessments and a customer-first explanation before work begins.

Pre-purchase inspection

Buyer confidence before commitment

A published 55-point inspection with a fixed public price and independent findings

55
inspection points

RM336
published price

7
Malaysia workshops

Independent
findings to support a purchase decision

01

Visual

Body, panels, glass, lamps and visible wear

02

Mechanical

Leaks, engine, brakes, suspension and undercarriage

03

Electronic

ECU, ABS, sensors and available diagnostic data

04

Road behaviour

Drivetrain response, noise, vibration and handling

05

EV / hybrid

Battery, charging and hybrid system checks where supported

Suspension and brake support

A specialist problem-solving offer

The suspension page positions the service around detecting noise, wear and safety risk

Detection

High-tech equipment is presented as a way to find subtle suspension issues, hidden wear and unusual noise.

Efficiency

The page says a suspension health check can be completed in minutes and can reduce unnecessary part replacement.

Safety and comfort

The service is linked to smoother driving, better handling, improved safety and longer component life.

Public positioning: Malaysia premium car doctor and suspension test specialist

Air-conditioning and climate care

Comfort as a technical service

A dedicated page frames air-conditioning as a diagnostic, repair and cabin-quality discipline

Inspection	Cooling performance, cabin filter, compressor and refrigerant levels
Refrigerant	R134a and R1234yf top-up or replacement to factory specifications
Leak and compressor	Leak detection, condenser and compressor repair
Cabin quality	Filter replacement, air sanitization and odour reduction
Performance test	Cooling-system flush and consistent-temperature testing

The public page also names UV-C sterilization, HEPA PM2.5 defence and smart climate calibration as feature areas.

05

Electric and hybrid mobility

e-Prestige extends the specialist model into EV care

e-Prestige EV and hybrid capability

A specialist division for the next vehicle mix

The public EV site lists diagnostics, battery, electronics, charging, software and warranty-related services

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01

Battery

Diagnostics, maintenance, repair and cell health

02

Power electronics

Motor, inverter, converter and ECU / module support

03

High-voltage systems

Charging-system services and circuit troubleshooting

04

Software

Updates and optimisation for supported vehicles

05

Protection

Warranty protection and longer-term ownership support

06

General service

Inspection, cooling, heating, steering and chassis checks

Paint, body repair and detailing

Appearance, protection and resale value

The public paint page combines colour matching, branded materials and a wider detailing ecosystem

Professional paint

Precision work, quality paint and careful finishing for classic cars, luxury vehicles and everyday drivers.

Material partners

The page names Nippon Paint, Glasurit and Evercoat in connection with colour matching, refinishing and quality materials.

Detailing ecosystem

63 Auto Detailing is presented as a related service for restoring, protecting and maintaining vehicle appearance.

Public service stages

Visual inspection → colour measurement → specialist colour support → final touch-up

The wider Prestige ecosystem

Services beyond the workshop floor

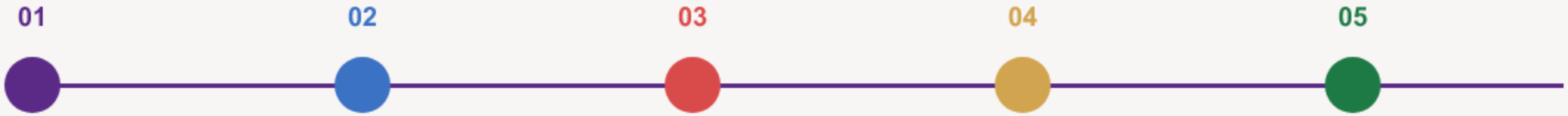
Public pages connect the workshop to used-car consignment, detailing and EV-specific properties

Prestige Carcare	Core workshop services, diagnostics, inspections and repair
e-Prestige	EV, PHEV and hybrid maintenance, diagnostics and repair
DirectBuy.my	Online consignment platform for premium used cars
63 Auto Detailing	Cleaning, coating, paint protection and vehicle appearance
Prestige2u	Service package and promotional touchpoints

Convenience and customer journey

Premium care designed around the owner

The public service pages emphasize clear communication, pickup and delivery, and a warranty-backed experience



Request

Customer contacts the team for a question, quote or booking

Assessment

Vehicle condition and required work are explained clearly

Approval

Work begins after the customer understands scope and cost

Service

Technicians perform the required inspection, maintenance or repair

Handover

Vehicle returns through pickup, delivery or branch collection

18-month / 20,000 km warranty coverage is stated for major repairs, with terms and conditions applying.

A seven-location network

Coverage across the Klang Valley and southern Malaysia

Current public pages list branches in Kuala Lumpur, Selangor and Johor Bahru

Kuala Lumpur	**Sungai Besi / Chan Sow Lin** 343, Jalan Satu, Off Jalan Chan Sow Lin	**Petaling Jaya**	**Taman Sea** 55-G, Jalan SS 23/15
Puchong	**Bandar Puchong Jaya** 7, Jalan Serindit 3	**Glenmarie**	**Hicom-Glenmarie** 1, Jalan Juruanalisis U1/35
Kota Kemuning	**Persiaran Anggerik Vanilla** 1-1, Lot 14	**Kajang / Semenyih**	**Vista Valley** 16-G, Jalan Vista Valley 1
Johor Bahru	**Taman Bayu Puteri** 8, Jalan Bayu Puteri 1/1		

Quality signals and recognition

Trust built through standards and external validation

Public pages highlight ISO certification, awards, transparent pricing and partner relationships

ISO 9001:2015

TÜV SÜD certification is presented as a quality-management signal covering process control, risk assessment and customer satisfaction.

Golden Eagle Award

Prestige references the Malaysia 100 Excellent Enterprises recognition organized by Nanyang Siang Pau.

The Star SOBA 2023

The public site states that Prestige won the Best in Retail Award in The Star's SOBA 2023.

Transparent pricing

Public company copy promises accurate estimates before work begins and no hidden costs.

Who Prestige serves

A broad premium-vehicle customer base

The public positioning spans private owners, corporate clients, rental providers and diplomats

01	**Private owners**	Luxury, high-performance and continental vehicle owners looking for specialist care
02	**Corporate clients**	Local and multinational organisations with premium vehicle requirements
03	**Premium rental providers**	Fleet operators that need reliable diagnostics, repair and turnaround
04	**Diplomats**	Discreet service and careful handling for high-value vehicles
05	**Buyers and sellers**	Customers using independent inspection and premium-car consignment services

Digital presence and growth platform

A business that is already moving beyond the workshop

Public pages show a growing network, dedicated web properties and a soft-launched digital consignment platform

2023	Rebrand and new branding standards across outlets
2024	Puchong expansion, flagship auto mall and used-car trading model
2025	DirectBuy.my soft launch, customer-service and retail-experience awards, Kajang / Semenyih branch
Next horizon	Continue building the network, digital ownership journey and specialist EV capability

The public history supports a narrative of expansion, rebranding and new service channels.

Prestige Carcare today

The operating story in one view

A premium independent automotive group with a clear service promise and room to scale

2010
publicly stated company starting point

7
current public branch count

20,000
customers referenced on public pages

32,000
premium vehicles repaired referenced on homepage

The core promise

Specialist diagnosis, transparent recommendations, careful workmanship and a premium customer experience.

The wider opportunity

A multi-branch operation, multiple service categories and a growing digital footprint create a strong platform for the next stage.

Contact and next steps

Prestige Carcare

Public website, branch network and specialist services available across Malaysia

Visit the website: prestigecarcare.com.my

Kuala Lumpur · Petaling Jaya · Puchong · Glenmarie
Kota Kemuning · Kajang / Semenyih · Johor Bahru

Malaysia’s premium car doctor

Company profile prepared from public Prestige Carcare and Prestige Group pages.