



MG MOTOR

Muscats Motors Ltd.

WARRANTY POLICY MANUAL

EFFECTIVE FROM

01.01.2025

VERSION 4

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Warranty Statement

The MG new vehicle warranty

The MG Warranty provides free of charge repair or replacement by an Authorised Repairer of any part that fails as a result of a manufacturing or material defect during the warranty period, unless otherwise stated in the “Warranty Terms and Conditions” or “Warranty Exclusions” of this policy.

In addition, MG Warranty provides a 6-year anti-perforation warranty for models MG GS, MG3(pre 18MY) & MG6, and a 7-year anti-perforation warranty for all other models. Perforation is defined as rust through corrosion of the painted metal body panels from the inside or underside of the panels occurring as a result of faulty workmanship or materials used during the original manufacture. The anti-perforation inspection sheet must be completed, signed and stamped for validation annually by an MG Authorised Repairer. MG’s paint warranty cover is 3 years.

What is covered?

Subject to the following terms and conditions; MG Authorised Repairers will make the necessary repairs to manufacturing defects without charge using new or remanufactured OEM parts to correct a problem which occurs during normal use and maintenance, and which is covered by this warranty provision.

The Warranty Period

Commences on the day the vehicle is first registered, irrespective of changes of ownership.

All current models registered after 01/09/2018 have a 84 months (7 year) or 128,000 Kilometres warranty which ever comes sooner. *

** Note to qualify the vehicle must have a full accurate service history, in line with MG Motor UK’s recommended servicing, using original equipment specification parts and fluids.*

Warranty Terms & Conditions

MG Motor UK reserves the right to make changes in content, description or terms of the warranty policy if it’s deemed necessary by legislation or business objectives and agree to give MG Dealers notice of any changes.

All warranty and goodwill claims must be submitted to the MG Warranty Claim System within 30 days from the repair order open date. Where possible MG will process all warranty and goodwill claims within 30 days of submission.

Please note claims submitted over the 30-day period are automatically rejected. It is the responsibility of you the dealer to routinely check the status of any claim submitted, and where necessary make the appropriate changes or contact the MG Warranty Department if there is an issue. Returned claims must be modified and resubmitted within the same 30 day period.

Private Hire Vehicles

The warranty policy for MG Petrol vehicles used for Private Hire and Taxi's is 12 months/ 32,000 kilometres (whichever occurs sooner).

The warranty policy for Electric & Hybrid Vehicles used for Private Hire and Taxi is 3 years/96,500 kilometres (whichever occurs sooner).

For Electric Vehicles & Hybrid Vehicles registered on or after 22/03/2024 and used for Private Hire and Taxi, the period of cover is 3 years/125,000 kilometres (whichever comes sooner).

All exclusions as listed below apply, as do all terms and conditions listed within this warranty statement. Please note, to be eligible the vehicle must be registered by an MG Dealer as a Private Hire /Taxi Vehicle with MG Motor UK Limited. Failure to do so may void your warranty. This limitation includes the High Voltage Power Train Components and the Lithium-Ion HV Battery. From 01/01/2025 the Lithium-Ion High Voltage Battery in all cases is covered for 8 years or 160,000 kilometers whichever comes sooner, terms and conditions apply.

Warranty Exceptions (For MG Electric Vehicles, refer to Appendix A on Page 23, please note the below exceptions **do apply** where applicable to MG Hybrid Vehicles)

The following items are subject to specific warranty cover:

***Note only when the failure is the result of a manufacturing or material defect**

Description	Warranty Coverage (Time)	Warranty Coverage (Kilometres)
	<i>(Whichever occurs first)</i>	
CLUTCH COMPONENTS	24 months	48,000 kilometres
BRAKE DISCS	12 months	24,000 kilometres
BRAKE FRICTION LININGS	12 months	24,000 kilometres
DRIVE BELTS	36 months	96,500 kilometres
OIL FILTER	1 st Scheduled Service*	1 st Scheduled Service*
AIR FILTER	1 st Scheduled Service*	1 st Scheduled Service*
POLLEN FILTER	1 st Scheduled Service*	1 st Scheduled Service*
FUEL FILTER	1 st Scheduled Service*	1 st Scheduled Service*
SPARK PLUGS	1 st Scheduled Service*	1 st Scheduled Service*
AIR CON RE GAS	6 months	12,000 kilometres
WIPER BLADES	6 months	12,000 kilometres
FUSES	12 months	24,000 kilometres
BULBS	12 months	24,000 kilometres
REMOTE BATTERIES	12 months	24,000 kilometres
12 V BATTERIES (vehicles registered prior to 03/01/2017)	0 months	0 kilometres
12 V BATTERIES* (vehicles registered after 03/01/2017)	12 Months	
WHEEL BEARINGS	36 months	72,000 kilometres

ALL BALL JOINTS	36 months	72,000 kilometres
ALL BUSHES	36 months	72,000 kilometres
TRACK ROD ENDS	36 months	72,000 kilometres
DAMPERS, STRUTS	36 months	72,000 kilometres
RUBBER COMPONENTS	36 months	72,000 kilometres
TYRES	0 months	0 kilometres
COSMETIC PAINT (INC. ALLOY WHEELS on models on/after 01/09/2019)	36 months	
COSMETIC TRIM	12 months	
GLASS CRACK	3 months	1,600 kilometres
EXHAUST/CATALYTIC CONVERTERS	12 months	
EXHAUST/CATALYTIC CONVERTERS***from 01/01/2025	36 months	96,500 kilometres
HINGE PANEL ADJUSTMENT	6 months	12,000 kilometres
HEADLAMP ALIGNMENT	6 months	12,000 kilometres
PARKING BRAKE ADJUST	1 st Scheduled Service*	1 st Scheduled Service*
WHEEL ALIGNMENT	3 months	1,600 kilometres
WHEEL BALANCE	3 months	1,600 kilometres
SEAT COVERS	12 months	24,000 kilometres
INFOTAINMENT, CONVENIENCE SYSTEMS & DRIVER AIDS***	36 months	72,000 kilometres
EV CHARGING CABLE (if supplied with vehicle)	12 Months	
CHARGING DOOR	36 months	96,500 kilometres
PAINT WARRANTY	36 months	96,500 kilometres
ANTI-PERFORATION (MG6, MG3, MG GS)	72 months (Subject to annual inspection)	
ANTI-PERFORATION (MG ZS, MG ZS EV, MG3 18MY,	84 months (Subject to annual inspection)	
LITHIUM ION HIGH VOLTAGE BATTERY <70% of original capacity from 01/01/2024	96 months	160,000 kilometres

*1st scheduled service refers to 1st service due date or 1st service due Kilometers, (whichever occurs sooner), and relates specifically to the 1st service date for the named component.

* 12 V Battery cover. Payment is a maximum £150.00 pre VAT for locally sourced 12 V Batteries (an invoice will be required) plus book time for 12 V Battery Replace, (plus any agreed diagnostic time). Claims for 12V batteries must be accompanied with a Battery History Report (See TIB MG023). Claims without a valid dated test report i.e. Midtronics report, will not be considered.

***Note third party Smart Apps are not warranted by MG. Any concern or fault should be addressed to the appropriate software supplier contact. MG does not guarantee connectivity with all makes and models of smart phones.

***Please note damage to the catalytic converter and/or gasoline particulate filter due to incorrect fuel, incorrect servicing, water immersion, running the vehicle with an engine fault or engine warning lamp illuminated and any damage to the fragile internal component as a result of an external blow or force would render the warranty void for both catalytic converter and gasoline particulate filter.

Warranty Not Covered

Any factors beyond the manufacturers control, such as:

- Misuse of the MG vehicle, including racing, rallying and other competitive purposes, over loading, or driving over kerbs etc.
- Damage caused by alterations, modifications, tampering etc.
- Discoloration, Fading, Contamination and Deterioration resulting from exposure to or contact with: road salt, tar, industrial pollution/fall out, tree sap, bird lime, insects, contamination by lubricants or fluid, road, hazards, hail, wind, lightning, floods or acts of God.
- Surface corrosion or cosmetic damage due to chipped or scratched paint.
- Damage resulting from a lack of maintenance or the use of unsuitable fuel, oil or lubricants.
- Lack of proper maintenance as described in the Owner's Manual.
- Improper maintenance or the use of fuel, oil and lubricants not recommended in the Owner's Manual.
- Normal wear and tear, or deterioration such as discoloration, fading or other deformation.
- Surface corrosion of any part other than the original MG body sheet metal panels.
- The fitting of replacement parts not approved by MG Motor (UK) Ltd or the alteration of the vehicle from the manufacturer's specification.
- Any defects, which result from a repair or replacement work carried out by any person other than an MG Authorised Repairer.
- Normal maintenance such as, but not restricted to, cleaning and polishing, lubrication replenishment or replacement of oil, fluids, coolant, wiper blades, auxiliary belt, filters, brake and clutch linings, spark plugs, bulbs, gaskets and other parts required as a result of normal wear and tear.
- Maintenance services described as 'Scheduled Maintenance Service', 'Owner Maintenance Service' or 'Appearance Care' in the Owner's Manual.
- Any economic loss due to loss of use of the MG vehicle, lodging, car rentals, travel costs, loss of income and other expenses or damage.
- Tyres are warranted by the respective tyre manufacturers.
- Deterioration, Staining and Corrosion - occurrence due to normal exposure and usage on plated / powder coated parts, paint coatings, rubber or plastic components and soft trim.
- Noise, Rattles and Vibrations - of low amplitude or frequency, which are considered to be representative of the characteristics of the vehicle.

- Misting of oils / fluids - from seals or gaskets, which cause no appreciable decrease in the level of said fluid.
- Panel gaps - or any such defect, that is considered to be representative of the permitted manufacturing tolerances accepted by MG Motor UK.
- External appearance - defects which are only noticeable when magnified and are considered to be of a minor cosmetic nature and have no effect upon the general appearance or quality of the vehicle, representative of the standards of finish expected by MG Motor UK.

Dealer Declaration

In each and every warranty claim submission the person responsible at the dealership, on behalf of The Dealership and the Dealer Principal, warrants that: All information and procedures issued by MG Motor UK Ltd are checked to MG Motor Warranty standards. The vehicles are serviced to MG's service schedule and confirm that the warranty benefits are applicable, and the repairs were necessary solely to maintain the warranty obligations and have been carried out to MG Motor UK standards.

Operational Requirement

Listed below are the basic operational requirements of MG dealers in order to minimize customer inconvenience or dissatisfaction caused by manufacturing defects.

- Perform the pre-delivery inspection as defined by MG Motor UK Ltd prior to delivery of all new vehicles.
- Customers must be given a full explanation of the terms and conditions of their warranty cover at the time they purchase their new and used cars. The explanation must include the benefits and limitations of the cover and the responsibility the customer has for maintaining the vehicle in accordance with MG Motor UK servicing recommendations.
- Carry out warranty work on any MG vehicle with a valid warranty, irrespective of the origin of the vehicle, and complete this work within the warranty period.
- Ensure all vehicles presented for warranty repairs, retail and internal repairs or servicing are checked for any outstanding safety recalls or service actions.
- Ensure that all paintwork and body repairs, including the Authorised Repairer's own facilities are undertaken by industry accredited repairers. Third Party Repairers must be able to provide a professional estimate. In all cases a Prior Approval authority is required uploading an estimate and images of concern before work can commence.
- Underwrite the workmanship of all vehicle repairs (including paint and body work) for a minimum period of 12 months or the balance of the vehicle warranty whichever is the greater.
- Use only genuine MG parts purchased directly from MG Motor UK when effecting repairs or servicing that may be the subject of claim or invoice to MG Motor (UK) Ltd.

Non-Genuine Parts

If non-genuine parts or accessories are used during routine servicing or non-warranty repairs, it is a legal requirement that customers must be advised and separately charged for such parts or accessories.

MG Motor (UK) Ltd is not liable for the use of such parts or accessories. Dealers will be held responsible in law for any product liability claims arising from the use of such parts and accessories. Dealers are strongly advised to take out adequate product liability insurance as no claim will be accepted by MG Motor (UK) Ltd for non-genuine parts or accessories.

Parts Warranty Terms & Conditions

- MG provides 12 months unlimited kilometres warranty on MG genuine replacement parts that are subject to a manufacturing or materials defect. Only parts appearing in the MG retail price list are the responsibility of MG for Warranty purposes.
- Parts replaced under warranty as part of a warranty claim repair are covered until the expiry date of the vehicle warranty.
- MG passes on to the owner the original tyre manufacturer's warranty. The manufacturer's agent handles these warranties, and franchise holders must resolve with the agent on behalf of the owner.
- Glass is covered by the MG Warranty for 3 months or 1,600 kilometres (whichever occurs sooner), however only as the result of a manufacturing or material defect. Where glass crack/shatter occurs during removal for rectification of a Warranty problem by an Authorised MG repairer claims will be accepted (provided the correct procedure for removal has been carried out according to MG instructions. If the correct instructions have not been used and glass crack / shatter occurs, the cost of glass replacement / repair will be borne by the Authorised Repairer). Where such work is sub- contracted then glass crack or shatter will be the responsibility of the sub-contractor and not the subject of a claim under MG Warranty.
- The practice of using components removed from other vehicles whether it is due to non-availability of parts, diagnosis by substitution or for any other reason is not recommended and may only be used under exceptional circumstances with prior consultation from MG Aftersales. MG will not accept claims unless prior authority has been obtained.
- Only genuine MG parts may be used for repairs under warranty. Any deviation from this policy must be discussed prior to the repair with MG Aftersales.

Vehicle Off Road Parts Delivery

Warranty will not pay for the cost of VOR Parts Delivery, unless it has been authorized by MG Aftersales prior to the order being placed.

Accessory Warranty

Genuine MG Accessories are covered for 12 months from the date of purchase from MG Motor UK.

Aftersales Global Warranty System

All warranty claim processing is submitted through the Global Warranty System, Aftersales internet based warranty system <https://gws.smil.com/gws/login>

The GWS user guide can be found on the Dealer Portal.

User ID's and passwords are controlled by the MG Motor (UK) Ltd, direct all queries via e-mail to mgwarranty@mg.co.uk

Anti-Perforation

The Warranty Period

The Anti-Perforation Warranty cover's the vehicle against perforation due to rust-through of the body panels for 6 years from the date of registration for models MG GS, MG3 & MG6, and 7 years for all other models.

For this cover to remain effective the vehicle must be **inspected annually by an MG Authorised Repairer**, An MG Corrosion Warranty Annual Inspection Sheet must be filled out and attached to the service sheet. It is recommended that this inspection is carried out in conjunction with the annual service. MG Motor UK recommends that a dealer should waive the charge if the inspections are carried out in conjunction with the annual service.

Anti-Perforation Warranty Terms & Conditions

The definition of perforation is: The corrosion or rusting through of a body panel on the vehicle from the inner surface through to the outer surface resulting in a physical hole.

- Anti-Perforation Warranty only applies to the following panels; bonnet, roof, boot lid, tailgate, front wings, rear quarter panels, doors, side sills, pillars and underbody.

Anti-Perforation Cover

Subject to the exclusions detailed, the MG vehicle owner will benefit from the free replacement or repair of any body part damaged through perforation that has been caused by metal corrosion, provided that the corrosion was itself caused by defective materials or workmanship at the time of manufacture and the annual inspection has been undertaken by an MG Authorised Repairer.

As an additional benefit the policy will continue to cover repairs or replacement parts for the warranty period remaining.

If the vehicle is sold during the warranty period, the new owner will benefit from any remaining anti-perforation warranty period providing the above annual check is undertaken.

Exclusions

This warranty does not cover any of the following:

- Perforation resulting from metal corrosion not caused by defective material of workmanship at the time of manufacture.
- Damage to the exhaust system, petrol tank or trim parts.
- Damage or defects resulting from:
- The fitting of replacement parts not approved by MG Motor (UK) Ltd or the alteration of the MG vehicle from the manufacturer's specification.
- Servicing, repair or fitting of replacement parts by any person other than an MG Authorised Repairer.
- Misuse, neglect, inadequate maintenance or failure to have the MG vehicle serviced in accordance with the MG Scheduled Services (Including annual corrosion inspection).
- Accident or other external cause including, but not limited to, industrial and / or environmental fallout stone chipping or impact.
- Vehicles used for racing, rallying or other competitive purposes.
- Perforation or rusting through resulting from metal corrosion to a body part which has been repaired by a party other than by an MG Authorised Repairer using genuine MG parts and following the approved repair procedures.
- Covers the vehicle against perforation due to rust-through of the body panels for six years from the date of first registration.

'Rust-through' means the rusting through from the inside or underside of body panels as a result of faulty manufacture or materials, and does not cover corrosion caused by neglect, accident damage, stone chips or other influences.

Owners Responsibilities

Instruction for the proper care and maintenance of the vehicle are contained in the Owner's Manual. MG vehicles can only continue to perform reliably and give good service by being regularly and properly maintained by qualified MG trained technicians.

All service records must be completed, and receipts kept for all maintenance work carried out on the vehicle, as MG Authorised Repairer may need this documentation to carry out warranty work. The vehicle should be maintained in accordance with the 'Cleaning & Vehicle Care' section of the Owner's Handbook.

For the anti-perforation warranty to remain effective, the following conditions must be observed by the vehicle owner:

- The vehicle must be inspected annually by an MG Authorised Repairer, who must complete the MG Corrosion Warranty Annual Inspection Sheet and stamp, sign and date.
- Paintwork deterioration or damage to the body protection of the vehicle that is reported by the MG Authorised Repairer to the vehicle owner must be promptly rectified at the owner's expense.
- Any claim under this warranty **must** be supported by evidence that the **annual body inspection** has been carried out by an MG Authorised Repairer or MG Approved Bodyshop. The inspection must be recorded at the time it is carried out by completing the Corrosion Warranty Annual Inspection Checksheet. Available via MG DSR.
- An MG Authorised Repairer must be informed of any damage or deterioration at the earliest possible opportunity.
- Full records must be kept of all body or accident repairs. Such records must include invoices provided by the MG Authorised Repairer who carried out the repairs.

Conditions

Your attention is drawn to the following areas that are not covered by this warranty

Cover under this warranty is limited to the repair or replacement of defective materials by an MG Authorised Repairer. This warranty does not cover car hire or any incidental, special, consequently, exemplary or other damage, or any other expense, service or repair not expressly detailed in this record.

- The nature, extent, exclusions from and period of this warranty are as detailed in this record.
- MG dealers are not authorised to extend or modify this warranty.
- Any part of the vehicle replaced under the terms of this warranty shall automatically become the property of MG Motor (UK) Limited.

Accident Repairs

In the event of the vehicle sustaining damage to its bodywork as the result of a collision, the anti-perforation warranty will continue after the accident provided that the repairs are carried out by an MG Authorised Repairer or Reputable Bodyshop, using approved parts and approved repair and corrosion prevention techniques. Copies of all body or accident repair invoices must be requested to ensure that this warranty continues to apply.

Paint Warranty

The Paint Warranty covers the MG vehicle for 3 years or 96,500 kilometres from the date of first registration (whichever occurs sooner).

Extent of Cover

Any paint defect affecting readily visible surface areas of the MG vehicle, not including the under body, caused by a material or manufacturing defect will be repaired under the terms of warranty.

Any part of the MG vehicle repaired, or any replacement part provided under the terms of the warranty shall be covered by this warranty for the remainder of the warranty period.

Exclusions

This warranty does not cover the following:

- Paint defects not caused by defective material or workmanship at the time of manufacture.
- Damage or defects resulting from:
 - The fitting of replacement parts not approved by MG Motor (UK) Ltd. or the alteration of the MG vehicle from the manufacturer's specification.
 - Misuse, neglect, inadequate maintenance or failure to have the MG vehicle serviced in accordance with the MG scheduled services.
 - Accident or other external cause including, but not limited to, industrial fallout, airborne contamination, stone chipping, bird lime or impact.
 - Racing, rallying or other competitive purposes.
 - Paint defects resulting from corrosion to a body part which has been repaired by a party other than, or under the supervision of, an MG Authorised Repairer using genuine MG parts and following the approval repair procedures.

Owners Responsibilities

This warranty is conditional upon the owner ensuring that:

- Damage and deterioration to the paintwork or body protection of the MG vehicle reported by the MG Authorised Repairer during routine servicing or anti-perforation inspections is rectified promptly at the owner's expense by an MG Authorised Repairer or approved repairer.
- An MG Authorised Repairer is informed at the earliest possible time should any evidence of corrosion or a defect appear.
- Full records are kept of any bodywork or accident repairs. These records must include invoices provided by the repairing MG Authorised Repairer.

Conditions

The paint warranty is limited to the repair of the affected body part by a MG Approved Bodyshop. It does not cover transportation of the MG vehicle to or from the bodyshop or dealer's place of business, car hire or any incidental, special, consequential, exemplary or other damages or any service not expressly described in this warranty.

Claiming

To ensure that customers warranty repairs are carried out quickly and dealer claims settled without delays it is important to adhere to the following procedure.

- Customers must first report the defect to the dealer as soon as it is noticed.
- The dealer must then inspect the vehicle and ascertain if the defect is covered under the terms of the warranty.
- Digital images must be taken of, the defect/s in detail (close-up), the whole of the affected panel (to show area of defect/s) and the registration number or VIN plate if unregistered. If over 12 months' old, digital (or scanned) images must also be taken of the annual anti perforation inspection record stamps on the Corrosion Warranty Annual Inspection Sheet available on MGDSR.
- All images must be stored electronically at the dealership by VIN so that the information can be easily retrieved if requested by a representative of MG Motor (UK) Ltd.
- An MG Approved Bodyshop must produce a detailed estimate using the paint and mechanical labour times supplied by MG Motor (UK) Ltd. The MG Repairer should then raise a Service Now case to request authorisation for the repair.

MG Motor (UK) Ltd. reserves the right to audit dealer and bodyshop records periodically to confirm repairs are being carried out in accordance with MG Warranty Standards. During an audit a MG Motor (UK) Ltd representative will ask to see digital images of the vehicle and the estimate as well as the normal information to support a warranty claim as set out in the MG Warranty Standards.

Warranty & Technical Bulletins

Communications, Warranty Policies and Technical bulletins are available through the Dealer Portal – Communications or MG TRIP. It is the repairer's responsibility to ensure that all relevant personnel have access to the Dealer Portal or MG TRIP to retrieve this information.

Prior Consultation

Dealers are responsible for obtaining authorisation for certain types of repairs and claims above a set value, carried out under warranty. Authority must be gained before repairs are commenced. The request for authority must be made through the MG Service Now system and GWS Prior Approvals. Please see the GWS user manual for a complete guide.

Dealers are reminded that the issuing of an authority is not automatic agreement to credit any warranty claim that is made. All claims are processed subject to the inspection of any displaced parts confirming a manufacturing or material defect and a satisfactory audit trail being available

Authority Levels

Any repairs to be carried out under warranty where the total cost is **above** £1000.00 (labour, parts, sub- contract excluding VAT), require prior authorisation by MG Motor (UK) Ltd via MG Service Now **before** rectification work can commence, repairs excluded from this are those listed on MG TRIP as not requiring a SNOW and Bodywork Repairs. Note: **All** repairs over £1000.00 **will** require a subsequent PA claim **before** work can commence. Failure to comply may result in warranty claim rejection

Any repair to be carried out under warranty where the total cost is **under** the current communicated prior consultation limit (labour, parts, sub- contract excluding VAT). Does not require a MG Service Now case and may be self-authorised. Note there are some repair types which although below £1000.00 in value will require a PA, these repair types are listed within the GWS Manual. Further the OEM may from time to time put components on the critical component list where a SNOW and PA authorisation is required. These are and will be communicated via Communications on the Dealer Portal.

Further exemptions relating to self-authorisation are:

- Safety related concerns
- Repeat repairs
- Concerns on new models within the first six months of production

Dealers must ensure that all the following information is supplied with every Prior Consultation request for paint and body repairs:

- Digital images of the following:
 - The defect/s in detail (close-up), the whole of the affected panel (to show area of defect/s) and the registration number or VIN plate if unregistered.
 - Scanned or digital images of the service/anti-perforation booklet if the vehicle is over 12 months old (Do not send the original book). If the book is not available send copies of the Corrosion Warranty Annual Inspection checklist dated and signed by both customer and dealer.
 - Scanned or digital images of the detailed estimate for every repair request. This is also to include dealers who have their own body shop facilities.
 - This repair estimate must include the following under separate headings.
 - Labour (Paint and MET) costs using MG published times.
 - The hourly labour rate must clearly be specified on all estimates and invoices.
 - Cost of paint and material.
 - Parts to be used, priced at dealer stock net price and part numbers.
- The above should be uploaded to a Prior Approval request on GWS.

Displaced Warranty Parts

Parts replaced during a warranty repair must be retained by the repairer for 90 days from the Repair Order Closed date.

All warranty parts must be clearly labelled. The label must show the following information, Dealer Number, Dealer Name, VIN, Repair Date, Part Number, Part Description and a brief description of the defect.

Displaced parts must be stored in a clean, dry location permitting easy retrieval and inspection of individual parts, as required. Once the retention period has expired the parts must be scrapped using a reputable disposal company compliant with current legislation, a receipt for the disposal of these parts must be retained.

Parts Inspection

All displaced parts should be available for inspection by representatives of MG Motor (UK) Ltd. Should any parts not be available; MG Motor (UK) Ltd reserves the right to debit the repairers claim. Similarly, if no manufacturing defect is found or the part is considered repairable, MG Motor (UK) Ltd reserves the right to debit the repairers claim.

Warranty Parts Return

Dealers may be requested through the Service Now system or via a member of the MG Motor UK Aftersales team to return displaced parts to MG Motor (UK) LTD. All requested parts must be returned within one week of the request being made, failure to do so could affect claim payment.

Safety Recalls & Service Campaigns

To maintain vehicle's reliability and customer safety MG Motor (UK) LTD will periodically issue campaigns on specific models.

All MG vehicles booked into the workshop must be checked for outstanding safety recalls and campaigns – thereby enabling recall and campaign work to be completed at the first possible opportunity. This includes internal, used cars, demonstrators, courtesy cars etc. You can now easily ascertain if a VIN requires a campaign via GWS, please see GWS Manual for a complete guide.

Campaign Types

It is important to remember that there are three types of campaign and the action taken by the dealer will vary accordingly. Below is a table explaining the three different types of campaign.

Campaign	Dealer Action
Safety Recall	This is a safety concern, and the repair/check must be carried out before the vehicle is returned to the customer.
Service Action	This is a vehicle enhancement to improve the vehicles drivability or prevent a future potential failure. The repair / check must be completed prior to vehicle delivery, or on the next visit to an MG Authorised Repairer whilst in the workshop.
Special Exercise	This is an action normally on new delivery vehicles or a small range of vehicles check must be completed prior to vehicle delivery, or on the next visit to an MG Authorised Repairer whilst in the workshop.

Safety Recalls

In the event of MG becoming aware of a safety related defect, a product recall campaign may be instigated. MG Motor (UK) Ltd will notify all dealers of the nature of the problem and the necessary repair by a Technical Bulletin. MG Motor (UK) Ltd will write directly to all customers involved, advising them to contact their nearest Authorised MG dealer. Dealers must carry out the specific instructions supplied in the Technical Bulletin relating to the recall. All recalls are conducted in line with the DVSA Code of Practice on Vehicle Safety Defects.

Claim Completion

Claim submission procedures for recalls will be detailed on the relevant Technical Bulletin

In some cases, the recall action may only require a brief inspection of the vehicle. It is essential that in all cases even when such a brief inspection has been carried out, a claim is submitted to MG Motor (UK) Ltd via GWS to ensure that:

- Reminder letters are not sent to these customers.
- The DVSA are updated on the true status of the recall.

Supporting Documentation

Job Cards

Job cards must be completed for all warranty repairs whether at PDI or after delivery and must contain the following information:

- The date that the repair order was raised.
- Vehicle mileage.
- Repair order date.
- Date of registration / delivery.
- Owner's name, address and telephone number.
- Full description of the complaint/s as stated by the customer.
- Details of any initial diagnosis carried out in the presence of the customer.
- Customer's signature confirming complaint or authorised warranty signatory's signature for PDI / stock vehicle repairs. The receptionist/advisor must also counter sign the customer's complaint/s to confirm that they are accurate.

In addition to the above, the **Technician copy** must contain the following:

- Name of Technician identified against each repair.
- Time clocked on and off the repair by individual Technician identified (see "Time Recording").
- Description of the cause of the problem, including any data readings such as compression test results, fluid pressure readings, MG Diagnostics test results (supported by printout attached to the job card), Midtronics Battery Test code etc.
- Details of corrective action taken.
- Details of any additional repairs either notified by the customer after drop-off or noted by the Technician during repair. This additional work must be authorised and signed on the jobcard by the authorised warranty signatory or Service Manager.
- Upon completion, the following information must be completed for each repair:
 - Claim number.
 - Authorisation number (if applicable).
 - Warranty claim type.
 - Causal part number.
 - Parts used.

- Labour operation code/s and hours.
- Sub-contract amount, (if applicable).

Time Recordings

An approved Technician time recording system (time clock) is a mandatory requirement and must be used for all labour operations, including warranty repairs.

Each job card must show the date and time clocked on and off each individual repair operation and break, together with the Technician identity against each clocking.

Record Retention

All warranty repair orders, job cards and supporting documentation (including sales and PDI records) referred to above must be retained for a minimum period of 3 years.

Warranty Audit

MG Motor (UK) Limited reserves the right to audit dealer records. Audits will be carried out at the dealer premises by representatives of MG Motor (UK) Limited.

Should any discrepancy be found during an audit, MG Motor (UK) Limited may chargeback the whole or part of the identified claims. This may extend to a chargeback on claims for the previous 3 years if considered necessary, which may be calculated by extrapolating the percentage of claims involved over the whole period.

Warranty Labour Rate Review

MG Motor UK operates an annual labour rate review. MG Motor UK LTD issues a dealer communication requesting the completion and return of Warranty Labour Rate Review Application form. This is then used along with additional information regarding the Repairer to review the warranty labour rate.

Goodwill Claims

All Goodwill payments must be **pre-authorised**, and claims can only be claimed through GWS system within **30 Days** of agreement, using claim type **GW** and **SRO code 005B014**. Customer Services authorise goodwill claims and provide an appropriate Goodwill Number for each approved request. The Goodwill request form can be obtained from: customer.service@mg.co.uk

Dealer Vehicle Storage

New vehicles must be stored and maintained to preserve their quality until delivery to customers

It is recommended that vehicles be stored in a well-ventilated, clean, dry, closed or roofed area. Where outdoor storage is used the following conditions must be observed:

- Avoid locations where the paintwork is liable to suffer from industrial fallout, iron particles or salt spray.

- The area should be well drained and have a hard or paved surface.
- Vehicles should not be stored less than one metre from a fence.
- Avoid storage under trees where damage may result from tree sap or bird droppings.
- Avoid storage on ground overgrown with weeds or long grass, since chemicals can be produced which can promote rusting of the vehicle.
- Vehicle battery should be disconnected and maintained in accordance with (Battery Care section below).

In cases where inadequate storage has led to deterioration of a vehicle's condition, the dealer is responsible for returning the vehicle to its proper condition prior to delivery.

Battery Care

MG Motor UK's Policy is to check all vehicle batteries on the week of dispatch of the vehicle to a dealership. This is to ensure that vehicles are not delivered with poor battery condition. It is a dealer's responsibility to check battery condition on receipt of a new vehicle, and periodically thereafter to ensure that standing loads do not slowly discharge the battery to an irrecoverable state whilst the vehicle is in storage. **See MG Technical Bulletin MGTB023 & MGTB043** and Dealer Communication **AS-24-031**.

Pre-Delivery Inspection (PDI)

Introduction

The pre-delivery inspection (PDI) is extremely important in ensuring owner satisfaction and must be correctly performed. A completed and signed PDI checklist must accompany each sold vehicle. Dealers must complete all checks included in the checklist and ensure a signed copy is given to the customer.

Pre-Delivery Inspection Procedure

Dealers must carry out pre-delivery inspections according to the procedures specified in the pre-delivery inspections manual.

Retention of Pre-Delivery Inspection Records

Dealers must retain repair orders, pre delivery inspection check sheets and diagnostic PDI reports and battery check sheets in accordance with MGTB023, as evidence of having carried out the pre delivery inspection. This evidence may be useful in coping with customer complaints. MG Motor (UK) Ltd may from time to time require copies of PDI check sheets as a quality control audit.

Locking Wheel Nut Key

Dealers must make note of locking wheel nut serial numbers (where fitted) for record purposes and to resolve customer problems quickly in the event of lost locking wheel nut key.

Warranty Audit Process

It is MG's policy that warranty claims are limited to the cost, justifiably incurred in correcting defective parts or workmanship. To achieve this MG operates a system of providing maximum authority to its repairers monitored by audit. MG audits are an historical check of work performed to establish that:

- The work claimed has been completed.
- The claim is in accordance with policy and procedures.
- The time and material claimed is in accordance with MG published schedules.

In the case of non-scheduled repairs, the time claimed is fair and reasonable for the repair carried out and the actual time taken is properly substantiated.

Audits will be periodically carried out using criteria based on statistical monitoring of the repairer's claim credits as follows:

- **Assessment Audit.** – 25-50 lines will be selected for audit. Any errors will result in claim adjustments being credited/debited as single line items of labour and/or material. If significant errors and/or irregularities are highlighted a Standard full audit will be conducted.
- **Exception Audit** – 25-50 claim lines selected from each of one or more Fault Code Sections. Errors highlighted will result in credit/debit action based on an error percentage of the appropriate Fault Code Section/Sections and applied to the Labour Credits for those sections being audited only, over the period audited.
- **Standard Full Audit** consisting of a statistical sample to include all Fault Code Sections. Where errors are highlighted, any credit/debit action will be on the basis of an error percentage of the repairer's labour credits over the period audited.
- Audits may be expanded in appropriate circumstances but will, in normal circumstances, cover a twelve-month period. The criteria for the type of audit conducted will be based on statistical monitoring, period between audits, and previous audit results.

Audit Credit/Debit Parameters (Standard Full and Exception Audits only)

Error Debit Action

Less than 2% = Zero debit action (Except for irregularities). 2% but less than 5% = Error percentage applied to the total labour credit for the period audited (normally 12 months)

5% but less than 7.5% = Error percentage applied to the total labour credit for the period audited (normally 12 months) & the debit is doubled.

7.5% and over = Error percentage applied to the total labour credit for the period audited & the debit is doubled, plus an automatic reduction in warranty labour rate of 10% (normally 12 months).

Irregularities = Total error percentage applied to the total labour credit for the period audited (normally 12 months) and the debit is doubled.

Note, where irregularities are highlighted during audit, the repairer's franchise may be reviewed.

These parameters may vary if Audit Action Plans are not implemented correctly resulting in subsequent unsatisfactory audits.

Labour Reimbursement

Claims for labour will be the time claimed up to a maximum of the published schedule repair operation (SRO) time quoted and applicable at the time of the repair. Labour claims will be reimbursed at the hourly rate in force at the time of repair. For more detailed information concerning Labour Operation, please see page 15 of the GWS Manual.

Material Reimbursement & Material Returns

Parts Handling Fee

MG reimburses material on the basis of cost to the repairer. MG will pay 5 percent (%) of total parts cost (pre-vat) up to a maximum of £500.00 for material handling per claim, regardless of parts quantity or cost.

Displaced warranty material may be requested back by MG through Service Now or a member of the MG Aftersales team. (Please see Page 14: **Displaced Warranty Parts**).

Material Rejected to Repairer

On receipt of the material the following checks will be carried out:

- A primary inspection to ensure the material is correct to the details on the Warranty Returns (WR) label (including fault description) and it is free from damage.
- In conjunction with the component supplier a full test to verify the fault. Should the material not correspond to the WR label details, be damaged, incorrectly packaged, or free from fault it will be returned to the repairer and a debit will be raised. All returnable material for claims bearing a warranty authority number will be subject to the normal material inspection procedure.

Note: Under no circumstances must a retrospective charge be made to an owner for rejected material

Diagnosis / Investigation

Schedule Repair Times are calculated from a formula which uses a measured spanner time, with increments applied to cover all support activities including the time spent by an operative in discussing and diagnosing the repair with supervision. Please see page 15 of the GWS manual for more information concerning Labour Operation times.

Where MG specifies procedures and/or use of test equipment in order to diagnose a problem, there is a schedule repair operation and time for this activity. Such allowances are claimable once only irrespective of the number of faulty components involved and can be claimed in addition to the times allowed for renewal of faulty components. The allowance for component renewal includes that time necessary to repeat diagnosis to the point where the component change has been identified during the system diagnosis procedure.

Costs of workshop supervisory staff, e.g. Receptionists, foremen, controllers and testers, are an overhead to the repairer and are included in the cost make-up of the labour rate. Time used by supervisory staff in diagnosis cannot be claimed under warranty.

Where time used over and above that defined against the Schedule Repair Operation number is incurred by the technician in diagnosing a fault, and then the extra time may be claimed under warranty, provided:

- The excess time has been used in a logical sequence of checks or measurements.
- The time used is evidenced and there is a record of the work performed including the retention of readings or measurements where appropriate on the job card.
- Diagnostic equipment reports (where applicable) must be retained with the job card.
- The excess time has not occurred by reason of lack of technical skills, failure to use available technical information, lack of appropriate equipment or failure to seek Prior Consultation/Technical Support from MG.
- There is, therefore, no need for a repairer to absorb excess diagnosis time where its procedures, technician's skills and tools are up to standard.

Warranty Account Closures

Where a repairer has been given due notice of termination the warranty account will be closed at the date of termination.

----- END -----

MG Electric/Hybrid Vehicles (registered on or after 01/09/2019)

Please note for **ALL** MG Electric/Hybrid Vehicle diagnosis and repair is only to be carried out by MG qualified EV technicians to levels 2, 3 or 4, dependant on the level of repair.

Work should not be commenced without test equipment and high voltage PPE for all Electric/Hybrid vehicles.

Lithium Ion Battery Warranty

MG covers the MG Electric/Hybrid Vehicle lithium ion battery for unlimited mileage up to 12 months, and for 128,000 kilometres between 13 months and 84 months (whichever comes sooner) in line with the general MG warranty policy. From the 01/01/2024 the Lithium Ion Battery is covered for 96 months or 160,000 kilometres.

During a capacity check by an Authorised MG Repairer if it is determined that the lithium-ion high voltage battery has suffered a capacity drop below 70% of the original value at delivery of the MG Electric/Hybrid vehicle, the segment below 70% will be deemed excessive loss. Where possible the excessive loss portion should be repaired, if un-repairable the lithium-ion high voltage battery should be replaced with either a new or a remanufactured battery. All repairs and replacement of the lithium ion high voltage battery should be carried out at an **Authorised MG EV Battery Service Centre**.

Powertrain & Drive Line Warranty

The powertrain and drive line including but not limited to the Inverter/Convertor, Electric Traction Motor, Transmission Unit, Power Distribution Unit, High Voltage Cables & Components, is as above.

Vehicle Warranty

The vehicle warranty is as the general MG warranty within the warranty policy manual, all terms and conditions apply, with the following exceptions noted on page 24.

Private Hire & TAXI

The warranty policy for Electric & Hybrid Vehicles used for Private Hire and Taxi is 3 years/96,500 kilometres (whichever occurs sooner).

For Electric Vehicles & Hybrid Vehicles registered on or after 22/03/2024 and used for Private Hire and Taxi, the period of cover is 3 years/128,000 kilometres (whichever comes sooner).

All exclusions as listed below apply, as do all terms and conditions listed within this warranty statement. Please note, to be eligible the vehicle must be registered by an MG Dealer as a Private Hire /Taxi Vehicle with MG Motor UK Limited. Failure to do so may void your warranty. This limitation includes the High Voltage Power Train Components and the Lithium-Ion HV Battery. From 01/01/2025 the Lithium-Ion High Voltage Battery in all cases is covered for 8 years or 160,000 kilometres whichever comes sooner, terms and conditions apply.

MG Electric Vehicles Warranty Exceptions (Hybrid Vehicles form part of the Exceptions as noted on page 4 of this policy)

The following items are subject to specific warranty cover:

(Note only when the failure is the result of a manufacturing or material defect)

Description	Warranty Coverage (Time)	Warranty Coverage (Kilometres)
	(Whichever occurs first)	
Brake Discs	12 Months	24,000 Kilometres
Brake Friction Linings	12 Months	24,000 Kilometres
Pollen Filter	1 st Service Interval*	1 st Service Interval*
Air Con Re Gas	6 Months	12,000 Kilometres
Wiper Blades	6 Months	12,000 Kilometres
Fuses	12 Months	24,000 Kilometres
Bulbs	12 Months	24,000 Kilometres
Remote Batteries	12 Months	24,000 Kilometres
12-volt Batteries**	12 Months	
Wheel Bearings	36 Months	72,000 Kilometres
All Ball Joints	36 Months	72,000 Kilometres
All Bushes	36 Months	72,000 Kilometres
Track Rod Ends	36 Months	72,000 Kilometres
Dampers, Struts	36 Months	72,000 Kilometres
Rubber Components	36 Months	72,000 Kilometres
Tyres	0 Months	0 Kilometres
Cosmetic Paint (Inc. Alloy Wheels)	36 Months	
Cosmetic Trim	12 Months	
Glass Crack	3 Months	1,600 Kilometres
Hinge Panel Adjustment	6 Months	12,000 Kilometres
Parking Brake Adjust	1 st Scheduled Service*	1 st Scheduled Service*
Wheel Alignment	3 Months	1,600 Kilometres
Wheel Balance	3 Months	1,600 Kilometres
Seat Covers	12 Months	24,000 Kilometres
Infotainment, Convenience Systems & Driver Aids***	36 Months	72,000 Kilometres
EV Charging Cable	12 Months	
Charge Door	36 Months	96,500 Kilometres
Lithium-Ion High Voltage Battery <70% of original capacity from 01/01/2024	96 Months	160,000 Kilometres
Paint Warranty	36 Months (Subject to Annual Inspection)	96,500 Kilometres
Anti-Perforation	84 Months (Subject to Annual Inspection)	

*1st scheduled service refers to 1st service due date or 1st service due mileage, (whichever occurs sooner), and relates specifically to the 1st service date for the named component.

**12 V Battery cover. Payment is a maximum £150.00 pre VAT for locally sourced 12 V Batteries (an invoice will be required) plus book time for 12 V Battery Replace, (plus any agreed diagnostic time). Claims for 12V batteries must be accompanied with a Battery History Report (See TIB MG023). Claims without a valid dated test report i.e. Midtronics report, will not be considered.

***Note third party Smart Apps are not warranted by MG. Any concern or fault should be addressed to the appropriate software supplier contact. MG does not guarantee connectivity with all makes and models of smart phones.

Third Party Apps and Software

MG Motor UK Warranty does not cover any damage to the vehicles software, or any harm or loss to any data or personal information uploaded to your MG vehicle that is a result of any modifications or unauthorised access to vehicle data or software from any source, including, but not limited to, non-MG parts and accessories, third party modifications, third party applications, viruses, bugs, malware, cyber-attack or any other form of interference.

I-Smart App

MG Motor UK is not responsible for the warranty or maintenance of the I-Smart App/Software. Warranty will cover as part of this warranty agreement failure of the I-Smart hardware fitted to your vehicle if the failure is a result of a manufacturing defect. Please note the limitations in the above paragraph (Third Part Apps and Software) apply.