



## **Warranty Statement for All MG Models**

(Registered on or after 01/01/2021)

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### **Warranty Period**

SAIC Motor Europe B.V., De Entree 159, 1101 HE Amsterdam, The Netherlands, ("MG") grants a warranty on all MG models registered for the first time on or after 01.01.2021 in the territory of the European Economic Area and Switzerland in accordance with the following provisions.

The warranty period commences on the date of first registration. MG covers vehicles (registered on or after 01/01/2021) for 84 months or 150,000 Km (whichever comes sooner). The warranty covers all the components of the vehicle, including the high-voltage battery pack, and excluding all parts listed in the exclusion chapter.

The warranty transfers to each new owner so long as it has not expired.

### **Warranty Coverage**

- Guarantees repair, replacement or adjustment, free of charge, by an Authorized Repairer, of any part which fails during the warranty period, as a result of a manufacturing or material defect.
- Guarantees all 'wear and tear' items, (excluding tyres) that are subject to failure as a result of a manufacturing or material defect during the first 24 months of the Warranty period or prior to the first scheduled chargeable main service, whichever is sooner.
- Guarantees any parts replaced under the terms of the warranty for the remainder of the warranty period only.

### **Warranty Terms and Conditions**

MG Warranty conditions require that:

- All claims are notified, diagnosed and repairs completed by an Authorized MG Repairer within the Warranty period.
- When a defect becomes apparent, the customer must report it to an Authorized MG Repairer as soon as possible. The warranty may be invalidated if the customer continues to drive with a defect.



- In the case of MG Electric & Hybrid Vehicles, Claims will not be accepted if the high voltage battery has been opened or removed from the customer's MG vehicle by anyone other than an MG Authorized Repairer.
- All repairs, damage rectification or fitting of replacement parts and accessories are carried out by an Authorized MG Repairer and in accordance with MG instructions.
- The vehicle has not been altered from its original specifications, where said alterations maybe found to be the cause of any subsequent component failure.
- The vehicle has not suffered from neglect, improper repair, or improper use, and has been properly cleaned, maintained and serviced in accordance with MG's recommendations.
- Each main service is carried out within 1500 kilometers or 28 days of the recommended mileage interval or service anniversary date as shown on the Service Interval Plan (within the service portfolio). Whilst the warranty will not be invalidated if a non-authorized repairer carries out this work, Warranty faults resulting from work carried out by a non-authorized repairer may not be covered under the MG Warranty. An itemized service invoice must be obtained in the case of maintenance by a non-authorized repair shop detailing the work done during maintenance

Note: To qualify for the MG warranty, the vehicle must have a full and accurate service history, in line with MG recommended servicing plan, using original parts and fluids or parts and fluids matching the quality of original parts and fluids.

If a defect arises from non-compliance of Manufacturer recommended service intervals and or Manufacturer recommendations for care and maintenance, the Authorized MG Repairer reserves the right to reject any subsequent claims.

- The vehicle is not used for rallying, racing or competition purposes of any kind.
- The vehicle is not subjected to any load heavier than the maximum recommended by the manufacturer.
- The owner's protection under the terms of the MG Warranty does not affect their statutory rights in law.

### **High Voltage Battery**

During a capacity check at an Authorized MG Repairer, if it is determined that the high-voltage battery has suffered a capacity drop below 70% of the original value at delivery, the segment below 70% will be deemed as excessive loss. Where possible, the excessive loss portion will be repaired and if un-repairable, the high-voltage battery will be replaced with either a new or a remanufactured battery.



## Warranty Exceptions

There are some uses, natural occurrences and aspects of ownership that are excluded and not covered by the warranty. These are described below:

- Those items which require replacement or maintenance due to damage or which have been subjected to fair wear and tear (e.g. 12V Battery, brake pads, bulbs, wiper blades etc.) are only covered by a warranty of 2 years or until their age or mileage of replacement is due as stated in the maintenance schedule. Note that the wear and tear parts are only covered under warranty when the failure is the result of a manufacturing or material defect.
  - Those items which require adjustment or replacement as part of routine servicing and maintenance during the warranty period
- The infotainment, convenience systems and driver aids are covered by 36 months or 72 000 kilometers warranty (whichever comes first).
- EV charging point door and cable(s) are covered by a 2-year warranty.
- Any part of the body that has suffered accidental damage unless the damage has been repaired to MG's specification.
- Corrosion resulting from fitting accessories that are not approved by MG, or from fitting approved accessories in a manner not in accordance with MG's fitting instructions.
- Replacement of fuel, anti-freeze, hydraulic fluids, grease or oils, unless required in direct connection with the repair or replacement of an approved component.
- Any failure caused by lack of, or improper maintenance.
- Damage caused by, or arising from, war, strikes, vandalism, accidents, collision, fire, explosion, theft or attempted theft, adverse weather conditions or any act or omission that is willful, unlawful or negligent.
- Depreciation or any consequential loss.
- Any exploratory dismantling charges will only be reimbursed as part of valid claims. It is the responsibility of the warranty holder to authorize and to pay the charges if it is proved that the failure is not the responsibility of MG.
- Any vehicle that has been written off by an insurer, or any repair, replacement or alteration not authorized by MG, experimental adjustments or vehicles modified in any way from MG's specification.
- Vehicles that have exceeded the maximum permitted mileage covered by the Warranty.
- Any failure resulting from unauthorized modification of the technical specifications of the vehicle.



### **Passenger transport vehicles (Taxi, Uber, Light Sanitary vehicles, ... )**

The warranty policy for Electric & Hybrid Vehicles used for Passenger transport is 3 years/100.000 Km (whichever occurs sooner). All exclusions as listed above apply, as do all terms and conditions listed within this warranty statement. Please note that to be eligible, the vehicle must be registered by an MG Dealer as a Commercial Vehicle with MG using the Passenger Transport Vehicle Registration Form. Failure to do so may void your warranty. This limitation includes the High Voltage Power Train Components and the High Voltage Battery.

### **Paint Warranty**

The Paint Warranty covers the MG vehicle for 3 years or 72.000 Km from the date of first registration (whichever occurs sooner).

### **Extent of Cover**

- Guarantees paintwork repairs to defects such as blistering, peeling, cracking, discoloration or staining of the visible painted surface of the vehicle body panels occurring as a result of manufacturing or material defect.
- Guarantees paintwork repairs to 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.

Warranty paint rectification must be carried out by an Authorized MG Bodyshop in line with the MG Body Repair Manual.

### **Exclusions**

This Warranty does not cover:

- 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 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, corrosion or other external cause including, but not limited to scratches, industrial fallout, airborne contamination, stone chipping, atmospheric pollution (including bird lime), the application of corrosive materials or impact.
  - Racing, rallying or other competitive purposes.



- Paint damages
  - Caused by corrosion of a part that is not original or of matching quality and/or
  - Resulting from maintenance work not performed by or under the supervision of an authorized MG repairer, provided that the damages arose from the failure to adhere to the MG recommended service plan.

## Anti-Perforation

### The Warranty Period

The Anti-Perforation Warranty covers the vehicle against perforation due to rust-through of the body panels for 7 years.

For this cover to remain effective the vehicle must be **inspected annually by an Authorized MG Repairer** (relevant paperwork completed and endorsed) **throughout the duration of the warranty period**. An MG Corrosion Warranty Annual Inspection Sheet must be filled out and the anti-perforation service documentation record stamped.

Any rectification work found necessary is carried out in accordance with MG's recommendations.

### 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.

### Exclusions

In some instances, your MG will not be covered by anti-Perforation Warranty. These include, but are not limited to:

- Perforation due to corrosion as a result of an accident, damage, modification, abuse, industrial fallout, or carrying corrosive or damaging materials, or external influences.
- Perforation due to corrosion caused by the use of non-genuine MG parts, or parts not approved by MG, including used parts.
- Perforation due to corrosion resulting from a lack of maintenance, as described in the owner's manual, misuse or abuse.
- An incomplete annual inspection record.



### **Parts Warranty Terms and Conditions**

- MG provides 24 months unlimited mileage warranty on MG genuine replacement parts, unless specified otherwise. Only parts appearing in the MG retail price list are the responsibility of MG for Warranty purposes.
- Only genuine MG Parts may be used for repairs under warranty.

### **Liability**

MG Motor Europe is not liable in the event of any consequential loss, including, bodily injury, death or damage to property arising directly or indirectly from an incident affecting a part covered by this warranty. This does not limit liability or exclude liability in the case of personal injury or death resulting from manufacturing defect or the negligence of The Manufacturer.

### **Owner Responsibility**

It is the responsibility of the owner to maintain and care for their MG Vehicle properly. Recommended maintenance and care procedures should be followed, and only products deemed safe, used for the care of your MG.

It is the vehicle owner's responsibility to keep their vehicle regularly maintained. It is recommended you keep your maintenance records and receipts safe and accessible. The scheduled maintenance records should be completed whenever you visit a MG Dealer for service or maintenance.

In the event of a defect requiring warranty repair, the vehicle must be taken to an authorised MG repairer without undue delay to prevent the defects from requiring more extensive repairs than originally required.

### **Expenses, Damages & Losses**

Under the terms of this warranty, MG Motor Europe are only liable for the repair or replacement of original parts by an Authorized MG Dealer or an Authorized MG Repairer, that are defective in material or manufacture.

MG Motor Europe are not liable for any costs incurred in getting to an MG Dealer/Repairer, any subsequent loss of earnings or other financial loss, including travel costs and lodgings.