

PERIODIC MAINTENANCE

Periodic Maintenance - Service Schedule - Windsor													
		1 Month	6 Months	1 Year	2 Years	3 Years	4 Years	5 Years	6 Years	7 Years	8 Years	9 Years	10 Years
OPERATION / PROCESSES FOR PERIODIC SERVICE SCHEDULE	Replacement Frequency: Km / Year whichever is earlier	1000	5000	15000	30000	45000	60000	75000	90000	105000	120000	135000	150000
Vehicle Interior and Exterior													
Check the function of the parking brake	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check the interior and exterior lighting, horn and system warning display functions.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check the surfaces of windscreen and rear window, and the working condition of wipers and washers.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check the status and function of seat belt.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check various control functions of A/C.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check AC filter, replace if necessary.	15K/1 Year	I	I	R	R	R	R	R	R	R	R	R	R
Check the status and function of seat.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check the conditions of front compartment cover lock, tailgate lock, door locks, hinges, door checks, etc., clean up all the dust and refill lubricating grease as necessary.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Front Compartment													
Check the connection and status of 12V battery.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check the high-voltage harness for mutual interference, wear or damage.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check the washer fluid level and add to the standard level as necessary.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check brake fluid level and add to the standard level as necessary.	30K KM/2 Years	I	I	I	R	I	R	I	R	I	R	I	R
Check the status of cooling system pipeline and connecting parts.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I

PERIODIC MAINTENANCE

Periodic Maintenance - Service Schedule - Windsor													
		1 Month	6 Months	1 Year	2 Years	3 Years	4 Years	5 Years	6 Years	7 Years	8 Years	9 Years	10 Years
OPERATION / PROCESSES FOR PERIODIC SERVICE SCHEDULE	Replacement Frequency: Km / Year whichever is earlier	1000	5000	15000	30000	45000	60000	75000	90000	105000	120000	135000	150000
Check the level and concentration of coolant, and add to the standard level as necessary.	30K KM/ 2 Years*	I	I	I	R	I	R	I	R	I	R	I	R
Check the status of A/C system pipeline such as the compressor, the cooling pipeline and the condenser, and clean relevant surfaces as necessary.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check the status of brake vacuum booster and hose.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check the drive motor mounting bracket.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Vehicle Bottom													
Check the appearance of high-voltage connector and if it is fitted properly; check the surface of high-voltage connector for damage and if it is fitted in place.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check reducer oil level and add to the standard level as necessary.	First 5K then every 30 K KM/ 2 Years	I	R	I	R	I	R	I	R	I	R	I	R
Check the high-voltage harness for mutual interference, wear or damage.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check the appearance of vent valve for damage, and check the marking for fitting to see if it is moved.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check the status of manual service switch to ensure reliable mounting and clean up the dust on the surface.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check the mounting position of the cooling water pipe clip to ensure reliable sealing.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I

Symbol Abbreviation: R - Replace • I - Inspect- Top up if require-Adjust-Clean-Refill. Check the coolant level and top up as required, replace if it is contaminated/dicoloured or there is sludge formation.

** Tightening of underbody fasteners, door adjustments and functional checks of all the systems during every service is mandatory - Check

PERIODIC MAINTENANCE

Periodic Maintenance - Service Schedule - Windsor													
		1 Month	6 Months	1 Year	2 Years	3 Years	4 Years	5 Years	6 Years	7 Years	8 Years	9 Years	10 Years
OPERATION / PROCESSES FOR PERIODIC SERVICE SCHEDULE	Replacement Frequency: Km / Year whichever is earlier	1000	5000	15000	30000	45000	60000	75000	90000	105000	120000	135000	150000
Check the marking for fitting the mounting bolt to see if it is moved and ensure the bolts are fastened.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check the appearance of housing (including the bracket) for crack or deformation.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check the appearance of high-voltage battery pack grounding wire and replace it as necessary.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Vehicle Interior and Exterior													
Check the equilibrium state of the high-voltage battery pack and carry out equalizing charge as necessary.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check the status and thickness of front and rear brake pads and brake discs, and replace them as necessary.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check brake pipes and hoses for condition and security. Ensure that hoses are not twisted or kinked.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check the wheel bearings and drive shaft sleeve.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check the suspension and steering system for leakage or wear.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check the tread depth to see if the tyre is worn or damaged abnormally. Check the four-wheel alignment data and perform front and rear wheel rotation as appropriate.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check the tyre pressure and make adjustment as necessary.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check if the chassis and underbody bolts and nuts are fastened or fixed, and replace them as necessary.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I

Symbol Abbreviation: R - Replace • I - Inspect- Top up if require-Adjust-Clean-Refill. Check the coolant level and top up as required, replace if it is contaminated/discoloured or there is sludge formation.

**** Tightening of underbody fasteners, door adjustments and functional checks of all the systems during every service is mandatory - Check**

PERIODIC MAINTENANCE

Periodic Maintenance - Service Schedule - Windsor													
		1 Month	6 Months	1 Year	2 Years	3 Years	4 Years	5 Years	6 Years	7 Years	8 Years	9 Years	10 Years
OPERATION / PROCESSES FOR PERIODIC SERVICE SCHEDULE	Replacement Frequency: Km / Year whichever is earlier	1000	5000	15000	30000	45000	60000	75000	90000	105000	120000	135000	150000
After Maintenance and Repair													
Use diagnostic software to reset maintenance interval indicator. Check for fault codes and determine operation status of the control systems.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check the status and function of communication module with the scan tool.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Check software version of electronic control units and upgrade to latest version if available.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
Carry out the road test, and check the status and function of power system, brake, steering and other systems.	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I
"Check specific gravity of the Battery electrolyte Level for all the cells. If the level is below the marker, pl top up the distilled water till the uper marker."	Inspection only	I	I	I	I	I	I	I	I	I	I	I	I

Symbol Abbreviation: R - Replace • I - Inspect- Top up if require-Adjust-Clean-Refill. Check the coolant level and top up as required, replace if it is contaminated/dicoloured or there is sludge formation.

** Tightening of underbody fasteners, door adjustments and functional checks of all the systems during every service is mandatory - Check

NEW VEHICLE WARRANTY

JSW MG Motor New Vehicle Warranty

Terms & Conditions

1. General:

Your JSW MG MOTOR vehicle is manufactured to meet the regulations and environmental requirements for Indian conditions. In case you relocate it to any other country than INDIA, it may be very difficult to make modifications to comply with the regulations and environmental requirements of that country and it may be difficult to perform repair service in that country. Please note that a vehicle relocated to any other country than India shall not be covered by the warranty.

Sr. No.	Category	Warranty Period
1	Complete Vehicle excluding wear & tear parts.	3 years/ unlimited Kms, whichever is earlier starting from date of delivery.
2	HV Battery (Traction Battery)	Lifetime warranty - <ul style="list-style-type: none">• Applicable for private registered retail cars only (not applicable - Test drive/ Demo/ Courtesy car/ commercial car.)• Until the validity period of the first registration certificate of the vehicle, In case of first owner; or• In case of change of ownership(s), for a period of 8 (eight) years from the date of delivery of the vehicle to the first owner or 1,60,000 kms coverage, whichever is earlier
3	Traction Motor	The warranty coverage for is valid tor 8 years or 1,60,000 kms (Personal) whichever is earlier starting from the delivery date to the first owner
4	12V Battery	1 year starting from date of vehicle delivery (To be provided by Battery manufacturer)
5	Tyre	1 year starting from date of vehicle delivery (To be provided by Tyre manufacturer)
6	Infotainment / Audio system including T-Box	3 year starting from date of vehicle delivery
7	AC Charger	1 year starting from date of vehicle delivery
8	Wear & Tear Parts (hoses, wiper blades, fuses, brake shoes, brake pads, cables and all rubber parts etc.)	No warranty

NEW VEHICLE WARRANTY

2. New Vehicle Warranty

2.1 The period of warranty on the vehicle shall not be deemed to be extended by repairs or replacements of any parts.

2.2 In the event the Original Purchaser of the vehicle transfers the vehicle during the period of warranty, it shall be obligation of the subsequent purchaser to notify and inform JSW MG MOTOR or its authorized dealer of such transfer.

2.3 If the vehicle identification number (VIN) of an insured vehicle is declared as total loss by the insurer, any Warranty, Extended Warranty, free services, i-call, e-call and i-smart app (facilities if applicable) provided in respect of such vehicle shall become null and void with effect from the date, if VIN of such vehicle is declared as total loss by the insurer.

Field of Application:

2.4 The customer is covered for:

2.4.1 Free repair (parts, consumables and labour) of any material or assembly defect duly found in the vehicle, at their own

request, as well as any repairs on damage caused by this defect to other vehicle parts.

2.4.2 24/7 assistance services as defined in the "JSW MG MOTOR Road Side Assistance" section.

2.4.3 It is the authorized JSW MG MOTOR EV Dealer's discretion to decide whether it is appropriate to repair or replace the defective part with new part(s), whilst keeping the customer informed.

2.4.4 During a capacity check at an Authorised JSW MG EV Dealer if it is determined that battery pack has suffered a capacity drop below acceptable degradation according to the use and ageing of the vehicle, the module below this acceptable degradation will be deemed excessive loss. Where possible the excessive loss portion will be repaired, if unrepairable the battery pack will be replaced with either a new / re manufactured / reconditioned battery as per JSW MG MOTOR Dealer's discretion.

NEW VEHICLE WARRANTY

2.5 The JSW MG MOTOR New Vehicle Warranty does not cover and JSW MG MOTOR India Private Limited (JSW MG MOTOR) and / or JSW MG MOTOR authorized workshop shall not be responsible for the following:

2.5.1 Normal maintenance services other than 3 free services*, including without limitation, cleaning and polishing, minor adjustments, engine tuning, oil / fluid changes, consumables (like lubes, grease etc) filters replenishment, fastener retightening, wheel balancing, wheel alignment and tyre rotation etc.

2.5.2 If the degree of degradation of the high-voltage battery is within the normal aging level according to the use of the vehicle. The criterion for normal aging of high-voltage battery conforms to our internal quality standards.

2.5.3 The indirect and remote consequences of any fault (loss of operation, duration of immobilization, etc.);

2.5.4 Vehicle components which have undergone conversion work, and/or specification and design changes and the consequences (deterioration, premature wear and tear, alterations, etc.) of the conversion work on other vehicle parts or components, or on its specifications;

2.5.5 The costs incurred by the customer for routine maintenance;

2.5.6 Replacement of parts due to normal wear and tear resulting from use of the vehicle or from its mileage including but not limited to shocker absorbers, wiper blades, brake drum, brake disk, brake pads, brake shoe, lamp, plugs, belts, linings, bulbs, fuses, suspension parts, mountings, parts made of rubber, etc. Other parts, not limited to steering wheel, gear knobs, gear bellows prone to normal wear & tear will have a limited coverage**:

2.6 Damage or failure resulting due to the following causes:

2.6.1 Poor vehicle maintenance, in particular if the instructions

NEW VEHICLE WARRANTY

for the treatment, the frequency of maintenance or care to be applied to the vehicle set out in the Owner's Manual have not been followed;

2.6.2 Use of improper battery charger, fluids or lubricants.

2.6.3 Due to lack of use / operation of vehicle over prolonged period[s];

2.6.4 Misuse, abuse, negligence, improper driving habits, theft etc. of the vehicle;

2.6.5 Damage from stress, like use of vehicles in races, rallies or as taxis. The warranty terms for the use of JSW MG MOTOR vehicle shall be different / separate from the terms contained herein.

2.6.6 Use of parts other than JSW MG MOTOR Genuine Parts.

2.6.7 Any device and / or accessories not Supplied / Fitted by JSW MG MOTOR.

2.6.8 Modifications, alterations, tampering or improper repair.

2.6.9 Parts used in applications of which they were not designed or not approved by JSW MG MOTOR. Slight irregularities not recognized as affecting quality

or function of the vehicle or parts, such as slight noise or vibrations, or items considered characteristic of the vehicle.

2.7 Damage caused by the following external causes:

2.7.1 Accidents, impacts, scratches, scoring, projection of gravel or solid bodies, hail, acts of vandalism;

2.7.2 Failure to follow the Manufacturer recommendations;

2.7.3 Deposits due to atmospheric pollution, plant-based deposits such as resin, animal-based deposits such as bird droppings, chemical deposits;

2.7.4 Transportation of the vehicle;

2.7.5 Fitting accessories not approved by the manufacturer;

2.7.6 Fitting accessories approved by the manufacturer, but installed without following the recommendations defined by the manufacturer;

2.7.7 Damage due to airborne fallout, industrial fallout, acid rain, hail and wind storms, or other force majeure events like

NEW VEHICLE WARRANTY

lightning, fire, floods, earthquakes, war, riots, attacks, prolonged driving in submerged condition etc.

2.7.8 Damage caused due to hydro-static lock.

2.7.9 Paint scratches, dents or similar paint or body damage. Incidental or consequential damages, including without limitation, loss of time, inconvenience, loss of use of vehicle or commercial loss.

How does the JSW MG MOTOR New Vehicle Warranty work?

2.8 To be eligible for the JSW MG MOTOR New Vehicle Warranty, the Customer must:

2.8.1 have the defect covered by the JSW MG MOTOR New Vehicle Warranty confirmed as soon as possible, by a JSW MG MOTOR authorized workshop in writing. If the vehicle is unroadworthy, the Customer must contact the nearest JSW MG MOTOR authorized workshop member or JSW MG MOTOR Assistance.

2.9 The JSW MG MOTOR New Vehicle Warranty does not apply, and JSW MG MOTOR and JSW

MG MOTOR authorized dealer members are exempt from all liabilities, if:

2.9.1 The vehicle has been driven under conditions not in accordance with those stated in the Owner's Manual (example: vehicle overloaded or taking part in any type of sports competition, etc.); The defect observed is due to the Customer having had the vehicle repaired or serviced in a workshop outside the JSW MG MOTOR authorized network and not observing JSW MG MOTOR's recommendations on the subject.

2.10 By way of consideration for the parts supplied by JSW MG MOTOR under the JSW MG MOTOR New Vehicle Warranty, parts replaced under this warranty, shall legally become the property of JSW MG MOTOR.

2.11 All operations, parts and labour, carried out under the JSW MG MOTOR New Vehicle Warranty are guaranteed until the new vehicle warranty expires.

2.12 Transferring ownership of the vehicle shall not alter the application conditions of the

NEW VEHICLE WARRANTY

JSW MG MOTOR New Vehicle Warranty.

3. The JSW MG MOTOR Anti-corrosion Warranty:

3.1 Duration of the Anti-Corrosion Warranty: This warranty will apply from the delivery date given on the Owner's Manual for a period of:

Personal Registration - 3 years*
or Unlimited kms.

3.2 Geographical Coverage: The geographical coverage of the Anti-Corrosion Warranty is identical to that for the JSW MG MOTOR New Vehicle Warranty.

3.3 Anti-Corrosion Warranty field of application

3.3.1 In addition to the JSW MG MOTOR New Vehicle Warranty, JSW MG MOTOR guarantees the bodywork and sub frame of JSW MG MOTOR vehicle Schedule I from perforation from the interior, due to steel panel corrosion caused by a manufacturing, material or protective product application defect.

3.3.2 This guarantee covers the repair or replacement of components with perforated

steel panel work due to a manufacturing, material or protective product application defect, acknowledged by the Manufacturer.

3.3.3 It is authorized JSW MG MOTOR workshop's discretion to decide whether it is appropriate to repair or replace these components, and to inform the Customer.

3.4 The JSW MG MOTOR Anti-Corrosion Warranty does not cover:

3.4.1 any damage which is not covered by the JSW MG MOTOR New Vehicle Warranty, Mechanical components which are not an integral part of the bodywork or sub-frame (wheel rims, exhaust system, etc.).

3.4.2 In case, repairs (including denting or painting) have been carried out on the body of the JSW MG MOTOR Vehicle in a workshop outside the JSW MG MOTOR authorized network.

3.5 Anti-Corrosion Warranty conditions of application

3.5.1 To obtain the Anti-Corrosion Warranty, the Customer must contact any

NEW VEHICLE WARRANTY

Workshop of the JSW MG MOTOR Authorized Workshop Network - only such Workshop have authorization for operations of this sort.

3.5.2 Application of the JSW MG MOTOR Anti-Corrosion Warranty is subject to the anti-corrosion tests on the bodywork and sub-frame. Customer shall ensure that these tests are conducted at the mileage intervals stated in the Owner's Manual, and at least once every two years. Scheduled maintenance services in the JSW MG MOTOR authorized workshop network incorporate these tests.

3.5.3 If the customer requests to have the anti-corrosion test conducted independently of the scheduled maintenance service, the same will be carried out at an extra cost to the customer.

3.5.4 During these tests the customer shall make sure that the professional carrying out the operation correctly completes the bodywork and sub frame test coupon, in order to validate the continuation of the Anti Corrosion Warranty.

3.5.5 Repairs on any deterioration must be made as soon as possible.

3.5.6 - The application of the JSW MG MOTOR Anti-Corrosion Warranty is also subject to bodywork and subframe repairs being carried out in accordance with JSW MG MOTOR recommendations.

3.5.7 - The repair or replacement of components under the conditions described in the "field of application", shall taken into account the general condition of the vehicle with regard to its age, mileage and maintenance level.

3.5.8 - Parts replaced under the Anti Corrosion Warranty legally become the property of JSW MG MOTOR.

3.5.9 - Repairs and components fitted under the Anti-Corrosion Warranty are guaranteed until the end of the term of the original Anti corrosion Warranty.

3.5.10 - Transferring ownership of the vehicle does not alter the application conditions of the Anti-Corrosion Warranty

NEW VEHICLE WARRANTY

The JSW MG MOTOR Paintwork Warranty:

3.6 Duration of the Paintwork Warranty:

JSW MG MOTOR guarantees the bodywork paintwork and painted parts paintwork (door mirrors, bumpers etc.) for 3 years* or Unlimited kilometers whichever is earlier from the delivery date of the new vehicle.

3.7 Geographical Coverage: The geographical coverage of the Paintwork Warranty is identical to that for the JSW MG MOTOR New Vehicle Warranty.

3.8 Paintwork Warranty field of application:

3.8.1 This warranty covers the free repair or replacement of components with inherent paintwork defects (deterioration of lacquer or finishing varnish, due to any material, manufacturing or application defect) acknowledged by the Manufacturer, with the JSW MG MOTOR authorized workshop carrying out the operation, keeping the Customer informed.

3.8.2 - This repair shall take into

account the general condition of the vehicle with regard to its age, mileage and maintenance level.

3.9 The JSW MG MOTOR Paintwork Warranty does not cover:

3.9.1 - Any damage which is not covered by The JSW MG MOTOR New Vehicle Warranty, as defined at the start of this booklet;

3.9.2 - Damage due to force majeure events: lightning, fire, floods, earthquakes, war, riots and attacks;

3.9.3 - Mechanical components which are not an integral part of the bodywork or sub-frame (wheel rims, exhaust system, etc.). Damage due to action of road elements (sand, gravel, dust or road debris) which results in stone chipping of paint or glass.

3.10 Paintwork Warranty conditions of application

3.10.1 - To obtain the Paintwork Warranty, the Customer must contact any workshop of the JSW MG MOTOR Authorized Workshop Network - only such Workshop have authorization for operations of this sort.

NEW VEHICLE WARRANTY

3.10.2 - By way of consideration for the parts supplied by JSW MG MOTOR under the Paintwork Warranty, parts replaced under this warranty legally become the property of JSW MG MOTOR.

3.10.3 - Repairs and components fitted under the Paintwork Warranty are guaranteed until the end of the term of the original Paintwork Warranty.

3.10.4 - Transferring ownership of the vehicle does not alter the application conditions of the Paintwork Warranty.

4. This warranty is the entire Warranty given by JSW MG MOTOR and no Authorized Dealer of JSW MG MOTOR or its or his agent or employee is authorized to extend or enlarge this warranty and to make any oral warranty on JSW MG MOTOR's behalf.
5. JSW MG MOTOR reserves the right to make any change in design or make any improvement in the design, structure, technology etc. of the vehicle at any time without any obligation to make the same

change on the vehicles already sold.

6. Warranty service shall be provided only by JSW MG MOTOR's Authorized Dealers and Dealer Service Branch.
7. JSW MG MOTOR's decision is final and binding on the Owner of the vehicle in all warranty matters. JSW MG MOTOR reserves the right for the final decision on all warranty matters.
8. The terms and conditions as contained herein shall be construed in accordance to the laws as applicable in India and all disputes arising out of this Warranty will be subject to the jurisdiction of Courts in Gurugram only.

NEW VEHICLE WARRANTY

DISCLAIMER

JSW MG Motor India has partnered with multiple application services & content providers for developing the complete/overall ecosystem experience of Internet Car features across all MGI models*. JSW MG MOTOR India is committed to providing the best user experience and services and acts as an integrator for these application services & content providers. For any customer feedback, JSW MG MOTOR India will coordinate with the respective content/service provider for resolution. *Model variants applicable with Internet features. **For limited coverage details, please contact JSW MG authorised service center.

ROADSIDE ASSISTANCE

JSW MG Roadside Assistance 24x7

CALL 1800-100-6464

MG Roadside Assistance is designed to enhance your overall MG ownership experience, by providing you with 24hrs/7days emergency support related to the use of your JSW MG Motor Vehicle. Peace of mind motoring- guaranteed.

While it is our sincere hope that your travels are always trouble-free, breakdowns and road traffic accidents do happen - our goal is to ensure that even if your MG is immobilized, whether at home or while travelling, any inconvenience to you and your family is minimized.

Should you ever require assistance, all you need to do is dial our 24-hour assistance hotline: 1800 100 6464 and or press the I-Call button on your car and MG Roadside Assistance will be there to help. Vehicles will be covered under this program for a period of 3 years from the Date of sale of the vehicle.

Getting Help – What to do when you need Assistance

In the event of a breakdown or accident, call MG Roadside

Assistance on 1800 100 6464 (toll-free from anywhere in India), or press the I - Call button on your car. When placing the call, please have the following information handy for assisting the operator in analysing the issue:

- Description of the problem;
- Your location;
- Registered Contact / phone number, in case you are calling from a number other than your registered number, as registered with MG;
- License plate number/ Vehicle Identification number

if you opt for your own vehicle assistance / recovery management, the cost for the same shall be borne by you.

Covered Events

- o Human error
- o Key problems: locked keys, lost keys, or broken vehicle keys
- o Tyre problems: puncture, bolts or valve related issues, stepney replacement
- o Road traffic accident where the vehicle is immobilized

ROADSIDE ASSISTANCE

SUMMARY OF CUSTOMER BENEFITS

Roadside Assistance at home or on the road If your vehicle is immobilized, whether at home or on the road, JSW MG Roadside Assistance will attend to your vehicle. For conditions where we decide that the cause of the breakdown/ immobilizations can be solved at the roadside, a technician will be sent to try and mobilize your vehicle at your location.

Vehicle Recovery

If your vehicle is unable to be mobilized following a mechanical or electrical breakdown, a recovery vehicle will be sent to recover your vehicle to the nearest Authorized JSW MG EV Dealer.

Taxi

If your vehicle is being towed to the nearest authorized JSW MG EV Dealer (for break down / accident cases), JSW MG Roadside Assistance will also provide taxi assistance. Taxi will be given from breakdown spot and breakdown moment till the towed car reaches the workshop. (Barring accidental cases wherein pickup and drop taxi will be given upto 100km). Taxi will

be given to the number of people equal to legal capacity of the car.

Custody Services

If towing is delayed, or if the technician on spot is unable to fix your vehicle, JSW MG Roadside Assistance will arrange for personnel to take custody of your vehicle.

Vehicle Recovery following an Accident

If your vehicle is unable to be mobilized following a road traffic accident, JSW MG Roadside Assistance will organize to send a recovery vehicle to recover your vehicle from the accident site to the nearest authorized JSW MG EV Dealer.

Medical Coordination

In case of a medical assistance required by you during the breakdown, JSW MG Roadside Assistance team will help for the medical coordination.

Accommodation Assistance

In case of a breakdown occurring outside customer's home city / vehicle being towed outside home city, and if so needed by you, JSW MG Roadside Assistance will help

ROADSIDE ASSISTANCE

provide a hotel accommodation for you for one night for the number of people equal to legal capacity of the car.

Program Overview – Definitions

• **Covered Customers:**

The owner (or driver) and all the passengers travelling in the vehicle at the moment the roadside assistance was required, up to the legal passenger limit of the vehicle. The customer may be asked to produce car / other identity documents to verify the eligibility under this Program.

• **Covered Vehicles and period of cover:**

Windows cannot be closed but weather conditions are fair, and the vehicle is not exposed to any security risk.

Non-covered Events

MG Roadside Assistance is designed to help only in “covered events” that lead to stoppage/ immobilization of your vehicle. As a result, this program will not cover following events, including but not limited to:

- Speedometer not working
- Air-conditioning is not working
- Passenger door(s) cannot be opened when there are no passengers in the vehicle
- Boot cannot be opened
- Front and / or rear demisters are not functioning
- Horn is not functioning
- Seat adjustor is faulty, but the vehicle can be safely driven
- Passenger seat belts are faulty but there are no passengers in the vehicle
- Faulty security system unless the vehicle is immobilized or unless the alarm is sounding continuously
- ABS lights are illuminated
- Air bag warning lights are illuminated
- Traction control lights are illuminated
- Other non-safety related lights/service warnings are illuminated
- Vehicle runs out of windscreen wiper fluid
- Front or rear windscreen wipers faulty but weather conditions are fair

ROADSIDE ASSISTANCE

General Exclusions

The following scenarios are general exclusions under the JSW MG Roadside Assistance and therefore JSW MG Roadside Assistance will not be responsible for any assistance costs as a result of any of the following:

- Vehicle is involved in motor racing, rallies, speed or duration tests, practice runs, or operated outside, subject to the exclusivities provided herein and in the owner manual;
- Assistance is required as a result of wars, riots, uprising, mass political demonstrations, pillage, strike, use for military purposes or acts of terrorism, earthquake damage, freak weather conditions, atmospheric phenomena, nuclear transformation phenomena or radiation caused by artificial acceleration of atomic particles;
- Breakdown is caused by deliberate damage, or participation or abetment in a criminal act or offence;
- The immobilization is resulting from damage caused by intervention of the police or other authorities;
- Any damage resulting from the use of the vehicle against the recommendations of the owner manual;
- Any consequential costs and / or damage to property as a result of a breakdown;
- Vehicles kept in a non-roadworthy condition or not serviced in accordance with the manufacturer's recommendations;
- The damage / immobilization is caused due to any repair work done on the vehicle is from a workshop which is not a member of the Authorized JSW MG EV Workshop Network;
- The damage / immobilization is caused to the vehicle due to the negligence / intentional driving of the vehicle or tampering with the vehicle, even after becoming aware of the breakdown / fault / damage.
- If the vehicle identification number (VIN) of an insured vehicle is declared as total loss by the Insurer, the Roadside Assistance (RSA) provided in respect of such vehicle shall become null and void with effect from the date VIN of such vehicle is declared as total loss by the insurer.

ROADSIDE ASSISTANCE

General terms and conditions remain with your vehicle

- Once you have called JSW MG Roadside Assistance, it is vital that you stay with your vehicle. Should the JSW MG Roadside Assistance representative arrive at your vehicle while it is unattended, the necessary work will not be carried out.

Adverse Weather

- On occasion, adverse weather conditions such as floods, heavy rain, thunder / lighting, other natural calamities or other external factors may affect our ability to provide services and it may become physically impossible to assist you until the weather improves. During such times, our main priority will be to ensure that you and your passengers are taken to a place of safety; the recovery of your vehicle may not be possible until weather conditions permit.

External Factors

- MG will take every effort to reach you once you make the call however external conditions (including traffic, strike etc.), could delay such an effort.

Locked Keys

- Whilst we will always endeavour to provide assistance by the most efficient method, modern security systems sometimes make it extremely difficult for us to gain entry to your vehicle at the roadside, should the spare keys not be available. If a forced emergency entry is required, you will be asked to sign a declaration stating that you have granted permission for this to take place and confirming that all costs relating to any resulting damages to your vehicle will be your sole responsibility.

Replacement Costs

- The replacement cost for any damaged part of the vehicle shall not be covered by JSW MG Roadside Assistance, unless it is covered under any other warranty(ies) provided by JSW MG Motor, including the new vehicle warranty, as may be applicable and / or subscribed to by the owner of the JSW MG vehicle.

ROADSIDE ASSISTANCE

Right of Refusal

- JSW MG Roadside Assistance shall have the right to refuse any or all benefits under the program, if it is found that you had furnished false information relating to your eligibility or entitlements to the benefits provided under this program.

Disputes

- Courts situated within the jurisdiction of Gurugram alone shall have the exclusive jurisdiction to decide all disputes that may arise under this service.

www.mgmotor.co.in
1800 100 6464

JSW MG Motor India Pvt. Ltd.

All information, illustrations and specifications contained in this Owner's Manual are based on the latest production information available at the time of publication. The right is reserved to make changes at any time without notice.

Version: 02-05/2025