



24th March 2020

Dear MG Owner,

We understand that these are unprecedented times with uncertainty affecting everyone in the country. We want to reaffirm that our Aftersales Head Office staff are providing dealers who remain open through these times, with the necessary support they require remotely, to ensure that they can offer the best service to you. Our Birmingham warehouse remains open and parts deliveries are being dispatched daily and will only close, when it is deemed appropriate or we are directed by the Government to do so.

Clearly, the protection and wellbeing of our employees and customers is a top priority, which is why we have put together the following special measures to ensure that we continue to offer you the very best service.

1. Currently in accordance with the Warranty Terms & Conditions as can be found within the owners section on the MG Website; 'Each main service is carried out within 1000 miles / 1,609 kilometers or 28 days of the recommended mileage interval or service anniversary date as shown on the Service Interval Plan'.
2. However, due the current situation in the UK, we would like to offer a further 60 days and 2,000-mile top up to what is already available. Therefore, a vehicle which would be due its annual service today (24th March 2020), but is unable to book in and have this completed owing to the closure of the service department at their local MG Dealer (due to COVID-19), it will give the opportunity to have the service completed within a maximum 88 days (up to 20th June 2020) or a further 3,000 miles.
3. The Government's initial recommendation is to stay at home (or work from home where possible) for the next 3-weeks unless it is essential. This service date extension will initially be offered from today, (24th March) until 24th April, giving maximum servicing flexibility until 21st July 2020, however the situation is changing daily, and if this requires to be reviewed, then further communication from MG will follow.

We must point out though that we recommend customers to book their car in for service at the earliest opportunity. The maintenance of the vehicle does remain the responsibility of the owner.

If you require further assistance, please take a look at the owners section of the MG website, www.mg.co.uk/owners, which will provide you with lots of tips and guidance on how to maintain your car including: recommended tyres; fluid types; downloadable copies of owners handbooks and quick guides for all MG models and lots more.

- Servicing should be carried out every **12 months or 15,000 miles** from the first date of registration on New MG3 (18MY), MG GS, MG ZS, MG HS.
- Servicing should be carried out every **12 month or 10,000 miles** from the first date of registration on MG3 16MY.
- Servicing should be carried out every **12 months or 15,000 miles** from the first date of registration on MG3 13MY and MG6 15MY – however these models are no longer covered by MG's 3 year/60,000-mile warranty.

For full Warranty Terms & Conditions please visit www.mg.co.uk/owners/warranty