



IM Presented by MG MOTOR

SAIC MOTOR AUSTRALIA PTY LTD

N.Z.B.N. 9429047164208

IM - Presented by MG Policy Document

Effective

1st November 2025

Policy Update

1st November 2025

IM Motor New Zealand Warranty

Introduction

1. This Warranty is provided by SAIC Motor Australia Pty Ltd, trading as MG Motor New Zealand (**IM Motor**). IM Motor's contact details are below.

Email	customercare@mgmotor.com.au
Address	SAIC Motor Australia Pty Ltd Level 3, 10 Manukau Road, Epsom, Auckland 1023

Application

2. This Warranty applies to 'MG Motor' branded vehicles that are imported and distributed by IM Motor and that are first registered on or after [1st Nov 2025] (**IM Motor Vehicles or Vehicles**), except where otherwise stated (including as part of a promotional offer by IM Motor). To the extent permitted by law, IM Motor reserves the right to vary this Warranty from time to time.
3. IM Motor warrants that, subject to the terms (including exclusions) of this Warranty, any new IM Motor Vehicle supplied by IM Motor or an IM Motor dealer will be free from manufacturing defects during normal use for the duration of the relevant warranty periods below.

Duration (excluding Limited Warranty Items)

4. The Warranty commences on the date the Vehicle is first registered, and ends on the earlier of the below duration or stated kilometre limit (as applicable):

Usage	Period
Non-Commercial Use	5 years / unlimited km
Non-Commercial Use (Extended Warranty) ¹	7 years / unlimited km
Commercial Use ²	5 years / 160,000km

Owner's Responsibilities

5. Under this Warranty, the owner of the Vehicle is responsible for the proper operation and maintenance of the Vehicle in accordance with the instructions provided in the Owner's Manual and Service & Warranty Booklet.
6. In order to be eligible to claim under this Warranty, the Vehicle must be serviced and maintained in accordance with the Owner's Manual and Service & Warranty Booklet and, without limitation, all services for the Vehicle must be carried out in accordance with the IM Motor Maintenance Schedule set out in the Service & Warranty Booklet, including (but not limited to) the use of parts and other materials that meet IM Motor's engineering specifications.

¹ Exclusive servicing conditions apply.

² 'Commercial Use' means the Vehicle is being used, or has at any time been used, for a commercial purpose, including (but not limited to) use as a taxi, hire or rideshare vehicle, rental vehicle, courier vehicle, driving school vehicle, security vehicle, tour or bus vehicle, or emergency services vehicle.

7. If the Vehicle is not serviced and maintained in accordance with this Warranty, or the Owner's Manual and Service & Warranty Booklet, the Vehicle will lose the benefit of this Warranty. Without limitation, if the Vehicle is not maintained and serviced promptly and in accordance with the Owner's Manual and Service & Warranty Booklet (including the service intervals specified for the Vehicle), the Vehicle will lose the benefit of this Warranty.
8. In order to receive the benefit of this Warranty, detailed service and maintenance records must be completed at the time of any maintenance or servicing and must be kept by the owner of the Vehicle. These records must include:
 - 8.1. the date of the service or maintenance;
 - 8.2. the odometer reading at the time of the service or maintenance;
 - 8.3. a thorough description of the work carried out as part of the service or maintenance;
 - 8.4. a list of all inspections performed during the service or maintenance;
 - 8.5. a detailed description of any adjustments or corrections made during the service or maintenance;
 - 8.6. a detailed description of any parts replaced as part of the service or maintenance, including part numbers and manufacturer details for the parts;
 - 8.7. details of the brand, grade, and quantity of any oil or fluids used;
 - 8.8. a copy of the workshop job card for the service performed;
 - 8.9. any other details required in order to prove the service or maintenance complies with the requirements specified in the Owner's Manual and Service & Warranty Booklet.
9. In addition to the above, all service or maintenance work in relation to the Vehicle must be recorded in the maintenance and repair log in the Service & Warranty Booklet, which must be presented to an authorised dealer when making a claim under this Warranty.

Specific Servicing Requirements (Extended Warranty)

10. In order to be eligible to benefit from the Extended Warranty described at paragraph 4 above, the Vehicle must be exclusively serviced at an authorised IM Motor dealer, and each service must occur within 30 days and 2,000 kilometres of the scheduled interval.
11. If the Vehicle misses any service, or is serviced outside of the above intervals, it will no longer be eligible under this Warranty. If the Vehicle is serviced by a person other than an authorised IM Motor dealer, it will no longer be eligible under the Extended Warranty, but may continue to be eligible under the standard Warranty.

Specific Servicing Requirements (Standard Warranty)

12. These specific servicing requirements apply to both the standard Warranty (the non-Extended Warranty) and the Commercial Use Warranty.
13. In order to be eligible to benefit from the standard Warranty or the Commercial Use Warranty, the Vehicle must be serviced by a suitably qualified repairer in New Zealand in accordance with the Owner's Manual and Service & Warranty Booklet, and each service must occur within 30 days and 2,000 kilometres of the scheduled interval.
14. There is no need for the Vehicle to be serviced at an authorised IM Motor dealer in order to benefit from the standard Warranty or the Commercial Use Warranty. However, if the Vehicle is serviced by a person other than an authorised IM Motor dealer, the service record for the Vehicle (as described in paragraph 9 above) must be uploaded to IM Motor's online service portal within 10 days of the service date.
15. IM Motor's online service portal is available at the following address:

[\[https://mgmotor.co.nz/customer-service-history-upload/\]](https://mgmotor.co.nz/customer-service-history-upload/)

Limited Warranty Items

16. Some items within your Vehicle have a different warranty period that applies to those items, as set out below:

Item	Description	Warranty Period
Anti-Perforation and Paint	<p>Covers rust through corrosion of the painted metal body panels from the inside or underside of the panels caused by manufacturing defects during the original manufacturing process of the vehicle, and defects in the original paintwork application.</p> <p>Excludes surface corrosion, blistering, scabbing, scaling, fading, or other damage that is caused or contributed to by insufficient or improper maintenance or care, impact (including impact by foreign objects), environmental conditions (including pollution), or any other damage that may result from insufficient or improper maintenance, storage, or care, or any other factors outside IM Motor's control.</p>	7 years
EV / Hybrid high voltage battery	Covers manufacturing defects for the Vehicle's EV / Hybrid high voltage battery	8 years / 160,000km (whichever occurs first)
Air Suspension / Four-wheel Steering	Covers manufacturing defects on components relating to Air Suspension / four-wheel steering.	5 years / Unlimited Km's
Soft Top / Convertible Roof	Covers manufacturing defects on all Soft Top / Convertible Roof related components.	5 years
Roof decals and accessory decal kits	Covers manufacturing defects for the roof decals installed by an authorised IM Motor dealership	24 months
Air filter	Covers manufacturing defects	3 months / 10,000km (whichever occurs first)
Particle/pollen filter	Covers manufacturing defects	3 months / 10,000km (whichever occurs first)

Oil filter	Covers manufacturing defects	3 months / 5,000km (whichever occurs first)
Fuel filter	Covers manufacturing defects	6 months / 10,000km (whichever occurs first)
Spark plugs	Covers manufacturing defects	3 months / 5,000km (whichever occurs first)
Brake pads/Brake disc	Covers manufacturing defects	6 months / 10,000km (whichever occurs first)
Clutch disc	Covers manufacturing defects	6 months / 10,000km (whichever occurs first)
12-Volt Battery	Covers manufacturing defects for the original Vehicle 12-volt battery installed at the factory.	24 months
Remote handset battery	Covers manufacturing defects in remote handset battery.	3 months / 5,000km (whichever occurs first)
Wiper blades	Covers manufacturing defects	3 months / 5,000km (whichever occurs first)
Lamps and Light bulbs	Covers manufacturing defects in lamp and light bulb fixtures on the interior and exterior of the Vehicle.	3 months / 5,000km (whichever occurs first)
Wheel balance & Wheel alignment	Covers manufacturing defects	6 months / 10,000km (whichever occurs first)
IM Motor genuine parts	Covers manufacturing defects in IM Motor genuine parts (being those that appear in the IM Motor retail price list)	12 months

Warranty Exclusions

17. The following items are excluded under this Warranty:

- 17.1. **Tyres.** Tyres are not covered by this Warranty. Tyres are covered by the express warranties of their respective manufacturers or suppliers to the extent they apply. Any claim in respect of Vehicle tyres should be directed to the nearest manufacturer service agent or supplier. Excessive tyre wear, inconsistent with normal use may be considered under this Warranty only when the wear results from a manufacturing defect.
- 17.2. **Non-genuine parts and accessories.** Non-genuine parts and accessories are not covered this Warranty. Non-genuine parts and accessories are covered by the express warranties of their respective manufacturers or suppliers to the extent they apply. Any claim in respect of non-genuine parts and accessories should be directed to the nearest manufacturer service agent or supplier. Any fault or decline in Vehicle performance and/or reliability resulting from the use of non-genuine parts is not covered by this Warranty.

17.3. The following uses, normal or natural occurrences and aspects of the Vehicle and its ownership are not covered by this Warranty:

- 17.3.1. parts that are subject to normal wear and tear (which may vary depending on the usage of the Vehicle, its kilometres, geographical and climatic environment) that do not result from a manufacturing defect (including, but not limited to, normal wear and tear on tyres, brake pads, bulbs, and wiper blades);
- 17.3.2. any fault as a result of use of the Vehicle for racing, rallying, speed trailing, hill climbing or similar activities or competitive events or any fault as a result of using the Vehicle for a purpose other than that for which it is designed;
- 17.3.3. any fault as a result of driver negligence, misuse or abuse (including but not limited to, tampering, disconnection, loading or towing beyond the manufacturer's specifications, or continuing to drive the Vehicle after loss of fluids, lubricants, oils, coolants, refrigerants or water);
- 17.3.4. any fault as a result of an accident, impact, collision, explosion or fire damage;
- 17.3.5. any fault as a result of failure to have the Vehicle inspected, serviced and repaired strictly in accordance with IM Motor's specifications set out in the Service & Warranty Booklet and/or by a duly certified and qualified vehicle repair workshop;
- 17.3.6. any fault as a result of installation or use of non-genuine parts, fluids, accessories, equipment, assemblies or components;
- 17.3.7. any fault as a result of theft, illegal use or malicious damage;
- 17.3.8. any fault as a result of damage resulting from the use of non-recommended, inappropriate or contaminated fuel, additives, oil, fluids, lubricants, coolants, refrigerants or water;
- 17.3.9. any fault as a result of failure to maintain and care for the Vehicle, including but not limited to, its body, trim and paintwork, in accordance with the manufacturer's recommendations (e.g., use of unsuitable cleaning agents, incorrect storage methods) as set out in the Service & Warranty Booklet;
- 17.3.10. any fault as a result of environmental conditions (including but not limited to, acid rain, industrial fall-out, salt, sand, stones, tree sap, bird or animal droppings, windstorm, hail, flood, lightning, or other events outside of IM Motor's reasonable control);
- 17.3.11. any Vehicle that has been written off by an insurer;
- 17.3.12. any Vehicle that has been subject to, or fault in a Vehicle as a result of, experimental adjustments, alterations, modifications or repairs that alter the original specifications of the Vehicle and/or that have not been approved by IM Motor (including but not limited to modifications to body, chassis, electric or other systems);
- 17.3.13. any Vehicle that has the odometer disconnected or changed – i.e., where mileage has been altered and/or the actual mileage cannot be readily determined (if the odometer is replaced, it is important to enter the odometer;
- 17.3.14. reading of the removed odometer in Vehicle documentation);
- 17.3.15. operational characteristics which are considered to be representative of the characteristics of the Vehicle, including but not limited to:
 - 17.3.15.1. noise, rattles or vibrations of low amplitude or frequency;
 - 17.3.15.2. slight oozing of oil or the like about packing and/or oil seals;
 - 17.3.15.3. gaps between panels which are within limits;
 - 17.3.15.4. external appearance defects such as paint, chrome and trim, which are not visual unless magnified by special means;
- 17.3.16. normal maintenance including adjustments (front brake, axle, wheel or headlight alignment etc.), periodic servicing, cleaning or replacement of oil, air, fuel and passenger compartment filters, maintenance of nuts, bolts, clips, connection;
- 17.3.17. incidental expenses as a result of defects in manufacture, including but not limited to, telephone expenses, vehicle rental charges, towing charges, loss of use of the Vehicle, loss or damage to personal property;

- 17.3.18. repairs or work required, that form part of the New Vehicle Preparation (PDI), or as a result of poor preparation of the Vehicle prior to delivery to the customer; or
- 17.3.19. the re-occurrence of a fault due to the quality of work performed or a diagnosis error by a dealer, otherwise known as rework.

How to make a claim under this Warranty

- 18. To make a claim under this Warranty, you must:
 - 18.1. Notify an authorised IM Motor Dealer within 7 calendar days or as soon as practicable after the defect or malfunction appears (including to minimise the effect a defect has on the Vehicle and the nature of the repair needed). A list of all IM Motor Dealers and Distributors can be found at [Locate a Dealer](#).
 - 18.2. Deliver the Vehicle to the authorised IM Motor Dealer.
 - 18.3. Refer to this Warranty when delivering your Vehicle to the authorised Dealer and provide the Vehicle maintenance and repair log in the Service & Warranty Booklet.
- 19. Once a claim has been submitted, IM Motor will endeavour to assess your claim as soon as reasonably practicable.
- 20. You will bear the expense of submitting a Warranty claim.
- 21. IM Motor will bear the expense of labour, freight and administrative costs if IM Motor assesses that a valid claim has been made under this Warranty.
- 22. You will bear the expense of service charges should you authorise any exploratory dismantling and an authorised IM Motor repairer subsequently establishes that a fault is not the result of a manufacturing defect and is outside the scope of this Warranty.

Remedies

- 23. If IM Motor determines that a Vehicle or component has a manufacturing defect within the terms of this Warranty, IM Motor will, at its own election, either replace the Vehicle or component with the same or comparable Vehicle or component, or repair it. The replacement of a Vehicle or component under this Warranty does not alter or renew the length of the Warranty in relation to that replacement Vehicle or component. Instead, the existing Warranty will apply to any such replacement Vehicle or component. MG Motor may use remanufactured or refurbished components as part of a repair under this warranty.