



MORRIS GARAGES  
Since 1924

## MG SHIELD : FAQs



Q. What is MG Shield?

A. MG Shield is a step forward in MG's endeavor to offer its esteemed customers unmatched Service Products. It consists of following Service products

**5 Yrs MG Warranty:** Standard manufacturer warranty of 5 yrs / Unlimited Kms for private cars and 5 yrs / 1.5 Lakh Kms (whichever is earlier) for commercial cars

**5 Yrs MG Road Side Assistance (RSA):** In the event of any sort of vehicle breakdown, MG RSA can be approached 24X7 all days at 1800 100 6464 for assistance.

**5 Nos. of Labour free Services:** for the first 5 periodic maintenance services no labour charges, customer has to pay only for the parts and consumables.

**MG 3-60 Plan:** Plans with assured buyback of MG Hector at 60% RV of Ex-showroom Price (for more details please refer the FAQs on MG 3-60 Plan)

**Protect Plans:** Easy and convenient maintenance plans, providing protection against inflation or any sort of parts or labour price increase (for more details on the Protection plans please refer following FAQs).

Q. What are the terms and condition of the MG Warranty?

A. MG Hector comes with 5 years / Unlimited kms MG Warranty (5 yrs / 1.5 lakh kms for commercial cars). All parts except the periodic maintenance parts and parts require replacement due to normal wear and tear resulting from use of the vehicle or from its mileage including but not limited to clutch, shocker absorbers, wiper blades, brake drum, brake disk, brake pads, brake shoe, lamp, plugs, belts, linings, bulbs, fuses, parts made of rubber, etc., wear and tear, tyre, battery, etc. are covered in the warranty. The warranty on 12v/48v battery and tyre is 1 year while the infotainment warranty is for 3 years.

Q. What is covered in the MG Protect Plans?

A. There are 3 types of Protect Plan viz Classic, Premium and Elite.

**Classic Protect Plan** covers the periodic maintenance service - Parts, Labour and Consumable.

**Premium Protect Plan** covers Classic Protect Plan and all other wear and tear parts and associated labour. Exclusions are tyre, battery and accidental damages.

**Elite Protect Plan** is industry first, that covers everything including even tyre and battery. Only exclusion is accidental damages.

Q. What are the prices of different types of MG Protect Plan?

A. Following are the prices of all MG Protect Plans:

MG Protect Plan Pricing				PETROL		DIESEL	
Sl. No.	Plan Name	Plan Coverage Details	Exclusions	Plan Period	Plan MRP	Plan Period	Plan MRP
1	3 year Protect <b>Classic</b>	PMS (Parts + Labour + Lubes)	Wear and Tear, Tyre, Battery and Collisions	3 yrs / 30k Kms	8,000	3 yrs / 45k Kms	15,000
2	3 year Protect <b>Premium</b>	Classic + wear and tear (Parts and labour)	Tyre, Battery and Collisions	3 yrs / 30k Kms	30,000	3 yrs / 45k Kms	50,000
3	3 year Protect <b>Elite</b>	Premium + wear and tear + Tyre + Battery (Parts and labour)	Collisions	3 yrs / 30k Kms	60,000	3 yrs / 45k Kms	90,000
4	5 year Protect <b>Classic</b>	PMS (Parts + Labour + Lubes)	Wear and Tear, Tyre, Battery and Collisions	5 yrs / 50k Kms	13,000	5 yrs / 75k Kms	28,000
5	5 year Protect <b>Premium</b>	Classic + wear and tear	Tyre, Battery and Collisions	5 yrs / 50k Kms	55,000	5 yrs / 75k Kms	80,000
6	5 year Protect <b>Elite</b>	Premium + wear and tear + Tyre + Battery (Parts and labour)	Collisions	5 yrs / 50k Kms	99,000	5 yrs / 75k Kms	1,40,000

- Q. Is there any limitation on km in Protect Plans?
- A. The km limit on 3 year protect plans on petrol is 30k and on diesel is 45k.  
The km limit on 5 year protect plans on petrol is 50k and on diesel is 75k.
- Q. If a customer buys 3 yr 30k Protect plan and drives 30k in 2 years, then will the services beyond 30k be covered?
- A. No, the plan period and km coverage is till whichever is earlier. If the km exceeds in a shorter span than the plan period, further services will be chargeable.
- Q. Why different km for petrol and diesel within the same plan?
- A. Protect plans plan term is as per the periodic maintenance schedule of thThis is decided as per the average running of these fuel types in the market.
- Q. Till what time after car purchase can a customer buy the protect plans?
- A. Protect plans can be purchased within 1 month of car delivery date.
- Q. If I buy protect plans from dealer A, can I get my car serviced at dealer B?
- A. Yes. Protect plans can be bought from any MG authorized service dealer, and the customer can get the cars serviced at any other authorized MG Dealer. The coverage shall not change.
- Q. If a customer sells his car, will the protect plan be transferred to the new owner?
- A. Yes. The plan is associated with the car's VIN no and will get transferred to the new owner. Moreover, having a protect plan will also ensure a higher resale value for your car.
- Q. What is the benefit of buying protect plans and paying upfront, rather than paying at the time of service?
- A. Protect plans protect against inflation and any future increase in prices of parts or labour. So over the course of the years, you would end up paying more for the service as compared to buying a protect plan. These plans offer savings as high as 40%.
- Q. What is covered in 5 free services?
- A. For the first 5 services' labour charges are free. However, the parts and consumables require replacement as per the MG recommended periodic maintenance schedule shall be chargeable to customer.
- Q. What is the service interval of MG cars?
- A. Service interval for MG cars is as follows:

<b>Fuel Type : Petrol</b>						
	<b>1st</b>	<b>2nd</b>	<b>3rd</b>	<b>4th</b>	<b>5th</b>	<b>6th onwards</b>
Term	1 month	6 months	1 Yrs	2 Yrs	3 Yrs	Every year
Kms	1000 Kms	5000 Kms	10000 Kms	20000 Kms	30000 Kms	+ 10000 Kms

<b>Fuel Type : Diesel</b>						
	<b>1st</b>	<b>2nd</b>	<b>3rd</b>	<b>4th</b>	<b>5th</b>	<b>6th onwards</b>
Term	1 month	6 months	1 Yrs	2 Yrs	3 Yrs	Every year
Kms	1000 Kms	7500 Kms	15000 Kms	30000 Kms	45000 Kms	+ 15000 Kms

- Q. Which number to be called for Road Side Assistance ( RSA)?
- A. For all types of assistances / queries only one number to be called i.e. Pulse Hub @ 1800 100 6464
- Q. What kind of taxi is provided in case of need during RSA?
- A. Our endeavor is to provide Innova or Innova equivalent. However, in case of non availability, other available car may be provided.

- Q. Is front wheel lift towing is also allowed in RSA?T
- A. No, only flatbed towing is allowed, unless car is in such condition that it can't be pulled on to the flatbed truck.
- Q. What kind of on site repair work can be carried out by RSA?
- A. These are very minor repairs like battery jump start, fuel delivery and flat tyre replacement.
- Q. Within how much time RSA services will reach out to customer?
- A. Our endeavor is to reach out to breakdown location if within city limits then within 60 mins.
- Q. Will the car be towed to workshop of customer's choice?
- A. The car will be towed to the MG workshop nearest to the breakdown location. However, in multi-dealer city like Delhi, Mumbai and Bangalore car can be towed to customer preferred MG authorized workshop. Other than these conditions if customer wants car to be towed to workshop of his/her preference then the same will be on chargeable basis.
- Q. How cost of ownership of 45paise / Kms and 49paise / Kms is calculated for petrol and diesel cars respectively?
- A. To maintain the petrol car (also includes Hybrid) its takes only 45paise / Kms and diesel car 49paise / kms, this cost has been calculated for 1 lakhs Kms and includes only Periodic maintenance schedule parts, labour and consumables, as per the recommendation of MG. This cost has been calculated for Delhi city.