

Mercury Commitment®

Roadside Assistance  
800 241-3673



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[www.ownerconnection.com](http://www.ownerconnection.com)

Designed with Mercury owners in mind this site features  
updated information on vehicle service, special offers and  
Mercury-sponsored events in your community.



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## Mercury Commitment®

Congratulations on your decision to drive a Mercury. This brochure is your introduction to Mercury Commitment: a comprehensive benefits package designed to meet your individual driving needs. It's yours with the purchase or lease of any Mercury vehicle, and it provides you with valuable support so you can handle the challenges of the road with confidence and ease.

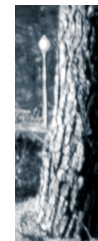


### Roadside Assistance

As part of Mercury Commitment®, you will receive 24-hour towing throughout the three year/36,000-mile warranty (warranty, non-warranty and collision). Fuel delivery, battery jump-starts, flat-tire change and lock-out assistance are covered services. For additional information or service, call 800 241-3673.

### Customer Assistance Center

If you have questions about your Mercury vehicle or Mercury Commitment®, please contact your dealer. For additional help, you're invited to call our Customer Assistance Center at 800 392-3673. Monday through Friday, 8 a.m. to 5 p.m. in all time zones.



### Vehicle Warranty

You also receive the Mercury Bumper-to-Bumper Limited Warranty, covering your vehicle for three years or 36,000 miles, which ever comes first, with no deductible. Plus, you get a corrosion-protection limited warranty providing coverage for five years with unlimited mileage and no deductible. Please consult your Mercury dealer for complete details.

### Special Delivery Process

Before you drive your Mercury home, your sales consultant will use our six-step Pre-Delivery and seven-step Delivery processes to help ensure your vehicle is clean and in excellent working order, and to show you how to use your vehicle's most important features.

## Owner Identification Card

Because you're a valued Mercury driver, we've attached Mercury Commitment® Owner Identification Cards to carry in your purse or wallet. Please keep a card handy — it includes the Mercury Commitment hotline number for customer service or Roadside Assistance.

Owner   
VIN   
Dealer   
Dealer Phone:

Should you have any questions about your Mercury vehicle or the Mercury ownership experience, just call your dealership. Or, dial the Mercury Assistance Center at 800-392-3673 and one of our customer assistance representatives will answer your questions.

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Ford Motor Company reserves the right to modify or discontinue Roadside Assistance at any time. Certain restrictions apply to Roadside Assistance benefits. For further details, call 800 241-3673.