

## THE LINCOLN COMMITMENT<sup>®</sup>

It is more than the gratification of owning a Lincoln vehicle. The Lincoln Commitment<sup>®</sup> is a comprehensive owner benefits package designed to provide you with services to support your every driving need.

When you took delivery of your new Lincoln, you drove off with more than a fine luxury vehicle – you also took with you the many benefits of the Lincoln Commitment<sup>®</sup>.

We encourage you to read this booklet, become familiar with the benefits of the Lincoln Commitment<sup>®</sup>, and then take full advantage of them. If you have any questions or concerns, please call 1 800 392-3673.

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## ■ TRANSPORTATION ASSISTANCE

Should your Lincoln require warranty service, Transportation Assistance gives you peace of mind knowing that alternate transportation will be provided for you. Not only that, Transportation Assistance will help offset the cost of alternate transportation, and may even cover the cost completely. With options such as a loaner vehicle or shuttle service, convenience, cost savings and confidence are all yours.

Please schedule a service appointment in advance to help ensure availability. Contact your dealer for complete details.

## ■ ROADSIDE ASSISTANCE

The Lincoln Commitment gives you the peace of mind knowing that Roadside Assistance will come to your rescue 24 hours a day, 365 days a year, wherever you are in the U.S., Canada, and Mexico. So if you run out of gas, have a flat tire or dead battery, lock yourself out of your car, or need towing, you're covered (warranty, non-warranty, and collision). If assistance is needed, call 1 800 392-3673 anytime and select the first prompt for Roadside Assistance.

### Requirements for Coverage

- 1 Expenses for Roadside Assistance must be incurred on the registered vehicle.
- 2 The vehicle must be owned\* or leased (12-month lease or longer) by the member.
- 3 Roadside Assistance is available for 6 years or 70,000 miles (whichever occurs first).

### Items Covered

- Flat tire change with a good spare
- Battery Jump Start
- Lock out Assistance (key replacement cost is the customer's responsibility)
- Fuel Delivery – Independent Service Contractors, if not prohibited by state, local or municipal law shall deliver up to 2.0 gallons (7.5L) of gasoline or 5 gallons (18.9L) of diesel fuel to a disabled vehicle. Fuel delivery service is limited to two no-charge occurrences within a 12-month period.
- Winch out – available within one hundred (100) feet of a paved or county maintained road.
- Towing – Eligible Lincoln vehicles will be towed to a Lincoln, Ford or Mercury dealer within thirty-five (35) miles of the disablement location or to the nearest qualified Lincoln, Ford or Mercury dealer. If a member

requests to be towed to a Ford/Mercury/Lincoln dealer more than thirty-five (35) miles from the disablement location, the member shall be responsible for any mileage costs in excess of thirty-five (35) miles.

- Trailers – towing of trailers will be covered up to \$200 if the disabled eligible vehicle requires service at the nearest qualified dealer. If the trailer is disabled, but the towing vehicle is operational, the trailer does not qualify for any Roadside services.

#### Items Not Covered

- Parts, gas (in addition to the service call delivery provision noted above), rental of towing equipment, storage fees, tire repair or any labor performed at a garage or service facility.
- Parts involved in lock-out service.
- Any form of impound towing or towing by anything other than a licensed service station or garage.

#### All Reimbursement Claims

- Should be sent to Lincoln Commitment® Headquarters (address on the back of this booklet) within 20 days of the disablement.
- Should include:
  - A completed claim form, including your Vehicle
  - 1 Identification Number (VIN).
  - 2 An original paid receipt from an identifiable Roadside service facility detailing the nature of the service and a copy of the dealer repair order (if applicable).

To obtain a claim form, please call 1 800 392-3673 and select Roadside Assistance when prompted. A customer service representative will supply one to you.

## ■ NEW VEHICLE LIMITED WARRANTY

For a detailed description of what is covered and what is not covered by your vehicle's New Vehicle Limited Warranty, refer to the Warranty Guide that is provided to you along with your Owner's Guide.

## ■ LINCOLN COMPLIMENTARY MAINTENANCE

Lincoln Commitment<sup>®</sup> helps you drive with the confidence of knowing that your vehicle is getting the proper maintenance. Your vehicle will perform at top levels and you'll protect your investment by following the Scheduled Maintenance Guide.

### *Scheduled Maintenance\**

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Lincoln covers all normal scheduled maintenance as outlined in your Scheduled Maintenance Guide for the first year or 15,000 miles (whichever occurs first) of ownership on all vehicles sold in the U.S. Coverage begins with the original in-service date (warranty start date) and zero mileage. Normal Scheduled Maintenance provides maintenance services at 7,500 mile intervals or 6 months (whichever occurs first).

### *The 2000-Mile Window*

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Maintenance should be performed anytime within 1,000 miles before or after the scheduled service intervals.

\*Lincoln Complimentary Maintenance applies to original owner only – not transferable. Fleet sales are excluded.

*Backed by Lincoln*

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Most importantly, Lincoln Complimentary Maintenance is backed by Lincoln and honored at any one of the more than 1,350 Lincoln dealers in the U.S.

***Maintenance  
Schedule***

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To help ensure your Lincoln vehicle delivers the high level of performance it was designed to provide, please follow this easy maintenance schedule:

**7,500 Miles**

- Change engine oil and filter
- Perform multi-point inspection
- Rotate tires

**15,000 Miles**

- Change engine oil and filter
- Perform multi-point inspection
- Rotate tires
- Cabin air filter (if equipped)



## LINCOLN CUSTOMER RELATIONSHIP CENTER

If you ever have any questions regarding your Lincoln or Lincoln Commitment, please call the Lincoln Customer Relationship Center at 1 800 392-3673. Our Customer Care Representatives are available Monday through Friday, 8:00 am to 5:00 pm your local time. For your after-hours convenience, we also offer online support at [www.customersaskford.com](http://www.customersaskford.com), a conversational application that can answer many questions regarding your vehicle, warranties, and dealers.

## LINCOLN OWNER CARD

Your Lincoln Owner Card is your key to receiving the many benefits outlined in this booklet. This card, located in the back of this booklet, contains the information and phone number you need when calling for Roadside Assistance or need to speak to a Customer Care Representative at the Lincoln Customer Relationship Center. Our phone number is 1 800 392-3673.

## ■ IMPORTANT INFORMATION

*Dealer Referral  
Program*

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If you are away from home and need the services of a Lincoln dealer, call the Lincoln Customer Relationship Center at 1 800 392-3673 for the name, address, and phone number of a nearby dealership.

*Change-of-Address  
Procedure*

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Please call the Lincoln Customer Relationship Center at 1 800 392-3673 to notify us of your address change.

*Claim Forms*

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To obtain a claim form, please call 1 800 392-3673 select Roadside assistance, and a customer representative will mail one to you.

Completed claim forms should be mailed to:

Lincoln Commitment® Headquarters  
Ford Auto Club, Claims  
Post Office Box 660460  
Dallas, Texas 75266-0460

## ■ IMPORTANT INFORMATION (con't)

### *Ford Auto Club Membership Agreement*

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As a Lincoln owner, you are entitled to Roadside Assistance as provided by Ford Auto Club, Inc. This booklet and your membership card constitute your agreement with Ford Auto Club, Inc. to receive this benefit in the U.S.

Note that this is not an insurance contract, an automobile liability contract, or an automobile liability or physical damage insurance contract, and does not comply with any financial responsibility laws.

### *Under the Agreement*

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- 1 Your membership in the Lincoln Roadside Assistance Program, a motoring plan provided to Lincoln owners by the Club, is valid for 6 years or 70,000 miles (whichever occurs first) from the original delivery date, if you purchased or leased a new Lincoln.
- 2 Your Club membership is valid for 6 years, or 70,000 miles (whichever occurs first) from the original delivery date of your new Lincoln and will expire after that period or when either you or the Club indicates in writing that membership is to be canceled. If canceled, you will, if you have actually paid for this membership, be entitled to a pro rata refund of the unused portion calculated over the period of the membership, without any deductions.

3 The registered vehicle is your Lincoln. The Lincoln Vehicle Identification Number (VIN) of your Lincoln appears on the top edge of the instrument panel next to the windshield on the driver's side. Please make note of it as it represents your membership number with the Club.

Note: As part of our continuing effort to provide high quality service to our members, telephone calls between our employees and our members are monitored and/or recorded on a random basis by our supervisory personnel. We would like you to be aware of this ahead of time so that we can have your consent for recording any telephone calls you may make to us.

## OFFICES

To fulfill requirements, certain states (indicated below) require that a list of Ford Auto Club, Inc. offices be printed.

California  
17330 Brookhurst St., Ste. 340  
Fountain Valley, CA 92708

Nevada  
5085 W. Sahara Ave., #130  
Las Vegas, NV 89102

Kansas  
1117 S. Rock Road, #1  
Wichita, KS 67207

New Mexico  
1300 El Paso, Ste. K  
Las Cruces, NM 88001

Louisiana  
8345 Florida Blvd., D-4  
Baton Rouge, LA 70806

Oklahoma  
9122 B East 31st St.  
Tulsa, OK 74145

Maryland  
1404 S. Crain Hwy., #205A  
Glen Burnie, MD 21061

South Carolina  
249 Butler Road  
Mauldin, SC 29662

Massachusetts  
639 Granite St., Ste. 1G  
Braintree, MA 02184

Texas  
6400 Las Colinas Blvd.  
Irving, TX 75039

Mississippi  
721 Front St., #760  
Meridian, MS 39301

Wisconsin  
4206 E. Washington Ave.  
Madison, WI 53704

Montana  
2701 Brooks  
Missoula, MT 59801

Wyoming  
1617 Logan Ave.  
Cheyenne, WY 82001

Nebraska  
223 N. 48th St., Ste. I  
Lincoln, NE 68504

This brochure is intended to provide general information about Lincoln Complimentary Maintenance. Repairs needed to any engine, transmission, and final drive components caused by or resulting from a defect in a non-Ford component, such as an aftermarket-installed turbocharger, are not covered. In some cases, the use of Ford-authorized remanufactured parts may be required. See your dealer or your copy of the warranty for complete details on the original factory limited warranty.

Coverage begins with the original in-service date (warranty start date) and zero mileage. Coverage expires upon reaching 1 year or 15,000 miles, whichever occurs first. Some eligibility limitations may apply. Ask your dealer and see your Warranty Guide for details.

Fleet sales are excluded from Lincoln Complimentary Maintenance coverage.

Maintenance covered by Lincoln Complimentary Maintenance is based on the schedules in your new vehicle Scheduled Maintenance Guide. Since Maintenance needs vary by vehicle and driving conditions, please consult your Scheduled Maintenance Guide for appropriate coverage.

The Maintenance Schedule examples show you the type of coverage provided. Your actual plan will be based on your vehicle's needs as stated in your vehicle's Scheduled Maintenance Guide. Lincoln Complimentary Maintenance is available in the U.S. (May be available in other countries.) See your dealer for more details.

## ■ CUSTOMER ASSISTANCE CARD

Roadside Assistance is available 24 hours a day. Please call the number on the card on the right, and be prepared to give the exact location of your Lincoln and a telephone number where you can be reached. Roadside Assistance is valid for 6 years or 70,000 miles (whichever occurs first) from the original warranty start date. Benefits are provided by Ford Auto Club, Inc.

The Lincoln Customer Relationship Center is available to assist you with any questions or concerns that you may have regarding your Lincoln or the Lincoln Commitment.<sup>®</sup> Carefully tear out the card on the perforation, and call the 800 number on the card.