



Mercury Commitment®



MERCURY | NEW DOORS OPENED



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

Contact Roadside Assistance at 1-800-241-3673 – anytime, 24 hours a day, 365 days a year. As part of Mercury Commitment®, you will receive 24/7 Roadside Assistance nationwide (including Canada and Mexico), from the warranty start date and lasts five years or 60,000 miles whichever occurs first. The services available are:

Towing (warranty, non-warranty, collision) services are available to any qualified Ford, Lincoln/Mercury dealer within 35 miles of the disablement location or to the nearest qualified Ford, Lincoln/Mercury dealer. If a member requests to be towed to a Ford, Lincoln/Mercury dealer more than thirty-five (35) miles from the disablement location, the member is responsible for any mileage costs in excess of thirty-five (35) miles. Trailers are 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.

Flat tire change (with good spare), battery jump start, lock-out assistance (key replacement is the customer's responsibility), fuel delivery (2 gallons of gasoline or 5 gallons of diesel fuel), and winch out is available within one hundred (100) feet of a paved or county maintained road. Fuel delivery service is limited to two no-charge occurrences within a 12-month period.



Customer Relationship 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 Relationship Center at 800 392-3673, Monday through Friday, 8 a.m. to 5 p.m. in all time zones.

Vehicle 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.

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 the most important features of your vehicle.



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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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	<input type="text"/>
VIN	<input type="text"/>
Dealer	<input type="text"/>
Dealer Phone:	<input type="text"/>

Contact your Mercury dealership or dial the Customer Relationship Center at 800-392-3673 should you have any questions.

Roadside Service provided by Ford Auto Club. If traveling in Canada, call 800 348-5220.

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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.

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