



# Mercury Commitment<sup>®</sup>



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 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), begins 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** (replacement of flat tire with a usable spare available in vehicle), **battery jump start**, **lock-out assistance** (key replacement is the customer's responsibility), **fuel delivery** (two gallons of gasoline). Fuel delivery service is limited to two no-charge occurrences within a 12-month period. **Winch out** services are also available. Winch out service includes pulling a vehicle within 100 feet of a paved or county maintained road. No recoveries.



## Customer Relationship Center

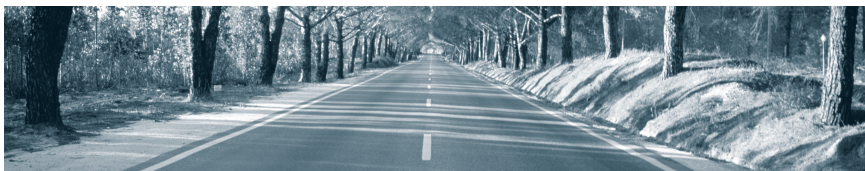
If you have questions about your Mercury vehicle or Mercury Commitment®, please contact your dealer. For additional help, you're invited to call our Customer Relationship Center at 800 392-3673, Monday through Friday, 8 a.m. to 5 p.m. in all time zones.

## 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.

## Delivering on the Commitment

Mercury is committed to providing you with the best ownership experience. We have ensured that your vehicle underwent an exhaustive inspection process in order to fulfill our promise to you of a high performance vehicle.



[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.



9W3J 19328 AA



MERCURY | NEW DOORS OPENED

May 2009  
First Printing  
Mercury Commitment

Litho in U.S.A.

## 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:

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.

**Mercury Commitment®**

Owner

VIN

Dealer

Dealer Phone:

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.

**Mercury Commitment®**

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.

Mercury Commitment®

Roadside Assistance  
800 241-3673



MERCURY | NEW DOORS OPENED

Mercury Commitment®

Roadside Assistance  
800 241-3673



MERCURY | NEW DOORS OPENED