



The benefits of owning



LINCOLN

Reach Higher

lincoln.com



The Lincoln Commitment®

Congratulations on your decision to drive a Lincoln. This brochure is your introduction to the Lincoln Commitment®: a comprehensive benefits package designed to meet your driving needs. It's yours with the purchase or lease of any Lincoln 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 800-241-3673 – anytime, 24 hours a day, 365 days a year. As part of the Lincoln Commitment®, you will receive 24/7 Roadside Assistance nationwide (including Canada and Mexico), begins from the warranty start date and lasts six years or 70,000 miles whichever occurs first. The services available are:

Towing (warranty, non-warranty, collision) services are available to any qualified Lincoln Mercury dealer within 35 miles of the disablement location or to the nearest qualified Lincoln Mercury dealer. If you request to be towed to a Lincoln Mercury dealer more than 35 miles from the disablement location, you are responsible for any mileage costs in excess of 35 miles. Trailers are covered up to \$200 if the disabled vehicle requires service. 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 Lincoln vehicle or the Lincoln 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 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 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 six months (whichever occurs first).

Delivering on the Commitment

Lincoln 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. Because we took the time to guarantee that your driving needs are met, all you have to do is sit back and enjoy the classic Lincoln elegance, features and benefits which truly make Lincoln an award winning luxury vehicle.





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November 2008
First Printing
Lincoln Commitment

Litho in U.S.A.

Owner Identification Card

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

Owner

VIN

Dealer

Dealer Phone:

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

Towing and emergency services are provided by and/or through, Cross Country Motor Club, Inc., Medford, MA, except in Alaska, California, Hawaii, Oregon, Wisconsin and Wyoming where services are provided by and/or through Cross Country Motor Club of California, Inc., Thousand Oaks, CA. If traveling in Canada, call 800 665-2006.

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