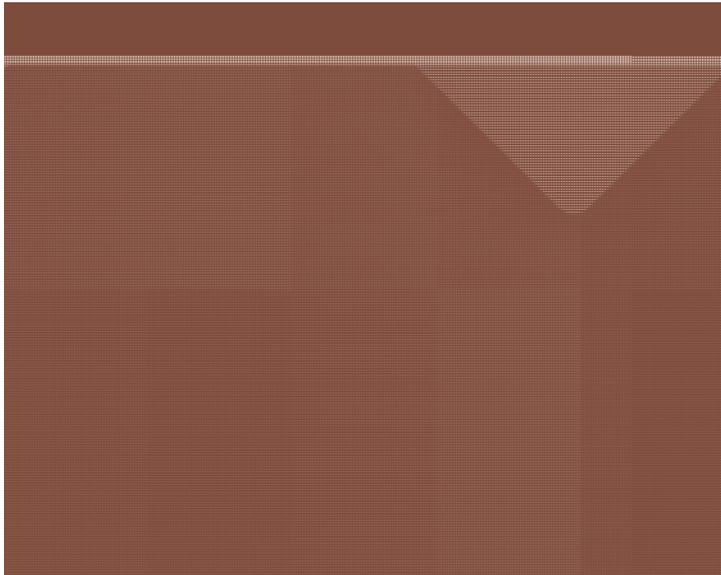


## ■ THE LINCOLN COMMITMENT®

It is more than the gratification of owning a Lincoln vehicle. The Lincoln Commitment® 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.®

We encourage you to read this booklet, become familiar with the benefits of the Lincoln Commitment,® and then take full advantage of them. If you have any questions or concerns, please call 1 800 521-4140.



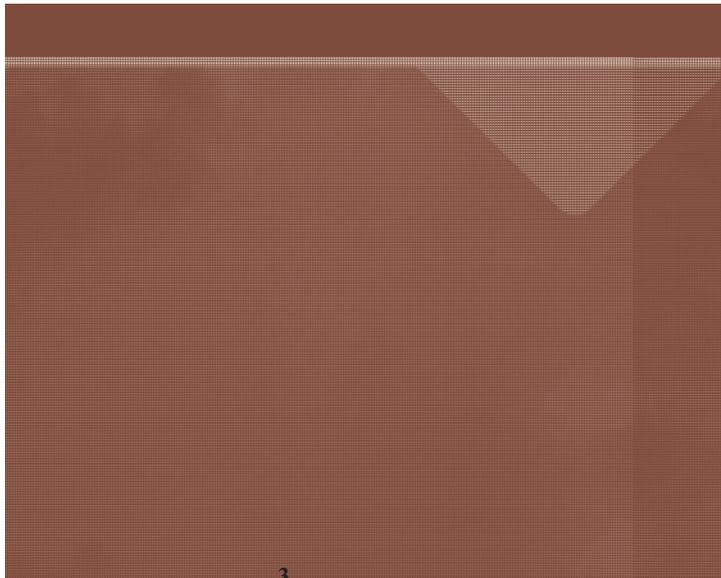
## ■ BENEFITS

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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.



3.

## ROADSIDE ASSISTANCE

Call the hotline – 1 800 521-4140 – anytime, 24 hours a day, 365 days a year, for emergency Roadside Assistance for everything from a flat tire to a dead battery. You have the peace of mind of knowing that Roadside Assistance will come to your rescue, usually within 45 minutes, to wherever you are nationwide, including Canada and Mexico, for 4 years or 50,000 miles (whichever occurs first) after original delivery of your vehicle. So if you run out of gas, lock yourself out of your vehicle, or need towing, you're covered.

### 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 4 years or 50,000 miles (whichever occurs first).

### Items Covered

- Roadside service (e.g., labor performed at the site of the disablement, such as changing a flat tire).
- Service call for jump-starting or lock-out service.
- Service call for delivery of gasoline, including the cost of enough gasoline to get you to the nearest gas station (usually 2 gallons).
- Towing of your vehicle to the nearest Ford or Lincoln Mercury dealership, regardless of why it needs to be towed. One tow per disablement.

\*Kansas residents are not limited to owned vehicles.

Note: If you arrange for your own commercial roadside or towing assistance, you will be reimbursed (up to \$100 per disablement) for:

- The cost of the roadside service.
- The cost of towing your Lincoln to the nearest Ford or Lincoln Mercury dealership.

*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.
- Assistance from someone other than a licensed service station or garage employee.

*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:
  - 1) A completed claim form, including your Vehicle Identification Number (VIN).
  - 2) An original paid receipt from an identifiable service facility detailing the nature of the service.

To obtain a claim form, please visit our Web site at [www.Lincoln.com](http://www.Lincoln.com) or call 1 800 521-4140 and a customer service representative will supply one to you.

## ■ NEW-VEHICLE LIMITED WARRANTY

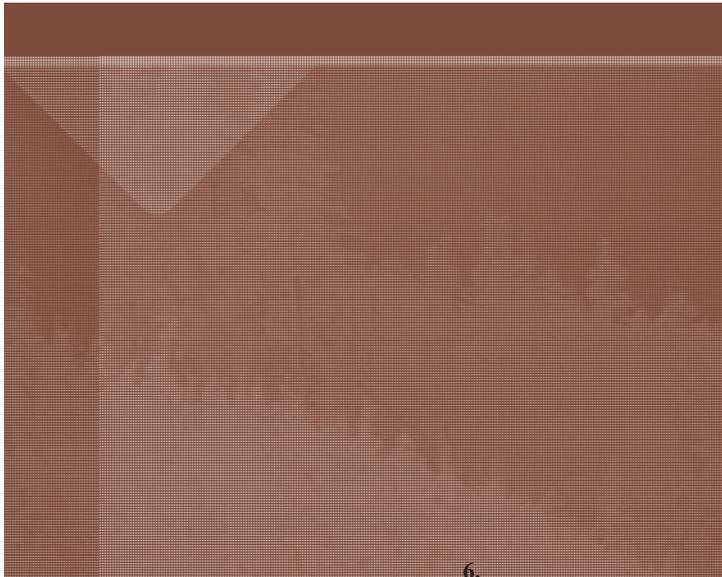
The Lincoln Bumper-to-Bumper Limited Warranty covers your vehicle for 4 years or 50,000 miles (whichever occurs first). You also receive a corrosion-perforated limited warranty providing coverage for 5 years with unlimited mileage. There is no deductible. Please see your dealer and, for complete details, the Lincoln Warranty Guide.

**4 years/50,000 miles – Bumper-to-Bumper**  
**4 years/50,000 miles – Emissions**  
**5 years/Unlimited miles – Corrosion-Perforation**

■ LI  
M

*Scheduled  
Maintenance*

*The 2000-  
Window*



## ■ 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\**

Lincoln covers all normal scheduled maintenance as outlined in your Scheduled Maintenance Guide for the first year or 12,000 miles (whichever occurs first), of ownership on all 2004 model year Lincoln 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 5,000 mile intervals, or 6 months (whichever occurs first).

### *The 2000-Mile Window*

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

\*Fleet sales are excluded from Lincoln Complimentary Maintenance coverage.

*Backed by Lincoln*



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*



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

**5,000 Miles – All Vehicles**

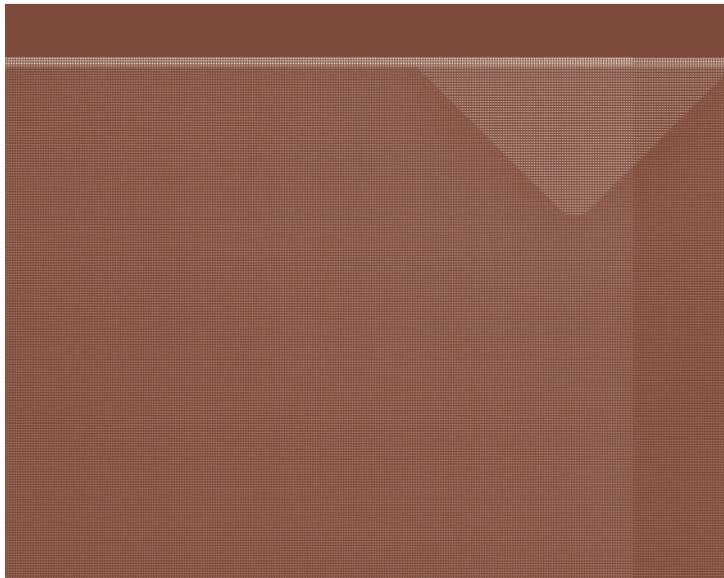
- Change engine oil and filter
- Perform multi-point inspection
- Rotate tires

**10,000 Miles – All Vehicles**

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

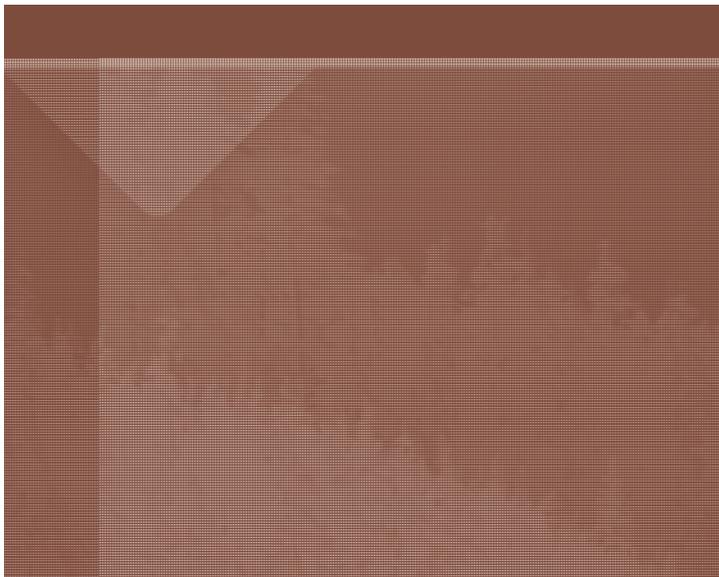
## ■ LINCOLN CUSTOMER ASSISTANCE CENTER

If you ever have any questions regarding your Lincoln or Lincoln Commitment,<sup>®</sup> just call the Lincoln Commitment<sup>®</sup> Hotline at 1800 521-4140. The Lincoln Commitment<sup>®</sup> Hotline provides you with a convenient way to get answers to your questions from a real person, not a pre-recorded message. Call during regular business hours, 8:00 a.m. to 5:00 p.m. for all time zones, Monday through Friday, except holidays, and you'll speak to a dedicated Lincoln specialist who will work with you until your questions or concerns are resolved. If calling after business hours, a service representative will take a message and have a Lincoln specialist return your call the next business day.



## ■ 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 to call for the Lincoln Commitment® Hotline or Roadside Assistance. That number is 1 800 521-4140.



*Dealer Ref  
Program*

*Change-of-  
Procedure*

*Claim Form*

 IMPORTANT INFORMATION

*Dealer Referral Program*



If you are away from home and need the services of a Lincoln dealer, call the Lincoln Commitment<sup>®</sup> Hotline at 1 800 521-4140 for the name, address, and phone number of a nearby dealership.

*Change-of-Address Procedure*



Please call the Lincoln Commitment<sup>®</sup> Hotline at 1 800 521-4140 to notify us of your address change.

*Claim Forms*



To obtain a claim form, please visit our Web site at [www.Lincoln.com](http://www.Lincoln.com) or call 1 800 521-4140 and a customer representative will supply one to you.

Completed claim forms should be mailed to:

Lincoln Commitment<sup>®</sup> Headquarters  
Ford Auto Club, Inc.  
Post Office Box 224688  
Dallas, Texas 75222-4688

## ■ IMPORTANT INFORMATION (c o n ' t)

*Ford Auto Club  
Membership  
Agreement*

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.

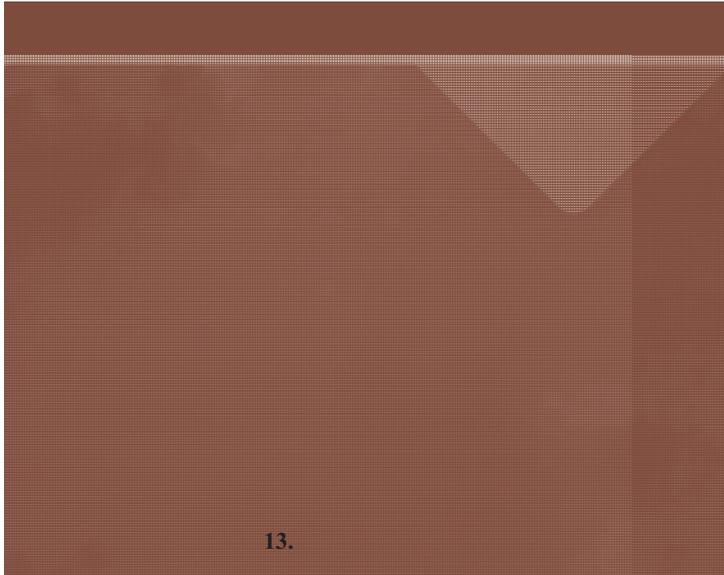
Note that this is not an insurance contract, an automobile liability contract, or an automobile liability or physical damage insurance contract, and does not comply with any financial responsibility laws.

*Under the  
Agreement*

- 1 Your membership in the Lincoln Roadside Assistance Program, a motoring plan provided to Lincoln owners by the Club, is valid for 4 years or 50,000 miles (whichever occurs first) from the original delivery date, if you purchased or leased a new Lincoln.
- 2 Your Club membership is valid for 4 years, or 50,000 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 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. However, if you have any questions or need additional information regarding Lincoln Commitment,<sup>®</sup> please call Lincoln Commitment<sup>®</sup> Headquarters at 1 800 521-4140.

**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

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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 12,000 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 Service 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 Service Assistance is valid for 4 years or 50,000 miles (whichever occurs first) from the original warranty start date. Benefits are provided by Ford Auto Club, Inc.

The Lincoln Customer Assistance 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.

