



Mercury Q&A

Q. What should owners expect?

A. Of course, we will honor Mercury customers' current warranties. Plus, Mercury customers can have their vehicles serviced at any Ford or Lincoln dealership. We'll certainly continue to communicate with them, encouraging them to drive a Ford or Lincoln product in the future.

Q. When will the last new Mercury vehicles be sold at dealerships?

A. We expect that the vast majority of dealerships won't sell new Mercury vehicles beyond the end of 2010.

Q. What about A, X, Z and D plans?

A. A, X, Z and D plan sales for 2010 Mercury vehicles in dealer stock will continue while vehicles are available. [2011 MY Mercury vehicles can be purchased under the A, X, Z and D plans from dealer inventory.](#) However, no retail orders will be taken for A, X, Z and D plans for Mercury starting with the 2011 model year.

Q. What is the company doing for Mercury customers?

A. Ford will send each Mercury customer a letter to advise them Mercury is being discontinued and to assure them that they can continue to receive warranty and other service at their Ford or Lincoln dealer.

We also plan to provide support for all Mercury customers on the purchase of their next Ford or Lincoln vehicle. Details on that will come later.

Q. Will you continue to honor warranty coverage and Extended Service Plans (ESP) for Mercury vehicles?

A. Absolutely. We appreciate our Mercury owners and stand ready to continue to serve them. We will honor Mercury customers' warranties. We also will provide parts and service support for Mercury customers for the life of their vehicle.

Q. What is the last day dealers can order and sell Mercury vehicles?

A. Final orders for Mercury vehicles will be due in early August to support the completion of Mercury vehicle production in the fourth quarter. Dealers will be selling Mercury products to customers as long as the inventory lasts.

Q. How long will you lease Mercury vehicles?

A. We will continue to offer our normal lease programs until sales of new Mercury vehicles cease.

Q. I financed my vehicle through Ford Credit. Does this affect my contract?

A. No. Ford Credit will continue to handle your financing contract until the end of its term.

Q. What if I still have questions?

A. Available information will be posted on www.mercuryvehicles.com. Also, a dedicated Mercury Owner call center (1-888-333-7813) opens the morning of June 3rd at 8:30 a.m. EST.