



You may have heard about an important announcement Ford made recently to end production of Mercury branded vehicles in the fourth quarter of this year and discontinue the brand.

As a Mercury owner, you are an important part of the family of Ford Motor Company customers and I want to assure you we are very sensitive to your concerns and needs.

Ford will work closely with Mercury dealers and customers during the transition, including providing current Mercury owners with continued access to parts and service support at Ford and Lincoln dealers. In addition, we will continue to honor current warranties and Ford's Extended Service Plans. Please refer to your vehicle warranty booklet for specific details on your vehicle's coverage.

As Ford Motor Company continues to reinvent itself for you and our future customers, we want to thank you for your business. We will work hard to keep you in our family, providing vehicles that are fuel efficient, safe, smartly designed and of the finest quality in the world. If you have any immediate concerns or questions, please visit [www.mercuryvehicles.com](http://www.mercuryvehicles.com) or call our dedicated Mercury Customer Assistance Center at 1-888-333-7813.

Sincerely,

A handwritten signature in black ink that reads "Ken Czubay". The signature is written in a cursive, flowing style.

Kenneth M. Czubay  
Vice President, U.S. Marketing, Sales and Service  
Ford Motor Company