



Elite Service Plan

Three Years of Exclusive Support, Included with the V12 Verado Outboard

Unrivaled power and luxury. Unmatched service and support. All come standard with the Mercury 7.6L V12 600hp Verado® outboard. In addition to the engine's standard three-year limited warranty for recreational boaters, it also includes the exclusive Mercury Elite Service Plan, which provides three years of premium support, administered by trained experts, for V12 Verado owners anywhere in the world.

Exceptional Support from Day 1

With the Elite Service Plan, peace of mind begins on day one. Every V12 Verado outboard receives a thorough inspection to ensure it is properly installed on your vessel and ready to perform – before you take delivery. For new engines purchased and registered through June 30, 2023, Mercury will provide up to a \$400 allowance per engine to be applied toward the retail cost of the first 200-hour recommended maintenance when the service is performed by a V12 Verado Certified Dealer.

Performance Reassurance

You focus on the water. We'll keep you going. Whenever your V12 Verado outboard is in for service and connected to a Mercury Diagnostic Service Tool, we'll provide you with a custom engine status report as reassurance that your engine is performing as it should.

Exclusive Service from V12 Verado Certified Dealers

Your time on the water is valuable. We understand. That's why we've established a group of highly capable V12 Verado Certified Dealers to support Elite Service Plan members. In addition to providing timely service for regularly scheduled maintenance or warranty repairs, V12 Verado Certified Dealers can also provide exclusive services, such as extended hours or even mobile support (details vary by region). They carry a wide selection of essential service parts, but if there's something they need, we'll expedite the shipping so you can get back on the water sooner. You can find a V12 Verado Certified Dealer through the Elite Service Plan Interactive Digital Platform, by calling the support line or through MercuryMarine.com/find-a-dealer.

Ready to Serve You Longer

The Elite Service Plan is included with the standard three-year limited warranty coverage that comes with every V12 600hp Verado outboard registered for recreational use. It's also included with the purchase of Mercury Product Protection® Platinum coverage (U.S. and Canada only), which extends product coverage and the Elite Service Plan for up to an additional five years after the standard warranty period ends. That's up to eight years of premium service and support, provided by Mercury's dedicated team of V12 Verado engine experts.

Trained Experts Ready to Assist

A team of specially trained V12 Verado engine experts, dedicated to providing world-class customer service, is standing by to help with product questions, warranty inquiries, regularly scheduled maintenance and general engine information. You can reach a member of the Elite Service Team two ways*:

1. Call the Dedicated Support Line – Our dedicated support line is available in the U.S. and Canada and connects you directly with a member of the V12 Verado Elite Service Team.

2. Log on to the Interactive Digital Platform – An exclusive online service portal provides support anywhere on the globe. Just log in and tell the Elite Service Team what you need. A team member will follow up with assistance. You can also access manuals, product information and other helpful materials at your convenience.

*Contact information and hours of availability will be provided after your engine is registered.

