



To Our Valued Customers:

Our nation is experiencing an unprecedented crisis in the spread of the COVID-19 virus, causing disruption in everyone's lives. To make matters worse, the situation literally changes hour by hour. At the Turner Automotive Dealerships, we are making decisions and instituting changes that place the best interests of employees and customers at the forefront. In response to the Wolf administration's order for the closure of non-life sustaining businesses released on March 19, 2020, we will be implementing the following changes to our operations:

1. All New and Used sales operations will be suspended until further notice.
2. Service, Parts and Collision Center operations will continue at every location as follows:
  - Monday through Friday 7:00 AM to 4:30 PM
  - Saturday and Sunday Closed
3. We are available by telephone to assist you with any automotive needs and questions:
  - Turner Chevrolet 717-234-4444
  - Turner Kia 717-564-2240
  - Turner Buick GMC 717-354-4451
4. As always, we will keep our online website up to date with current information about our products and services as well as the status of our operations:
  - Turner Chevrolet [www.turnerchevy.net](http://www.turnerchevy.net)
  - Turner Kia [www.turnerkia.com](http://www.turnerkia.com)
  - Turner Buick GMC [www.turnernewholland.com](http://www.turnernewholland.com)

Regarding our continuing operations in Service, Collision and Parts, we are offering both walk in service as well as pick up and delivery service on a requested basis. Simply call one of our dealerships and we can arrange an appointment for your convenience. We will also be offering drop off, wait and loaner vehicles. We will not be offering local shuttle service as a social distancing measure.

At all our dealerships, we are undertaking extraordinary measures to protect both our employees and customers. Some examples of our revised steps include:

1. All employees have been briefed on proper personal sanitary procedures including proper hand washing and sanitizing, and social distancing.
2. We are working to provide additional sanitary measures including supplies of soap, hand sanitizer, cleaning disinfectants, rubber gloves, and sanitizing wipes to wipe touch points on customer vehicles.

3. Our building cleaning crews have been instructed to daily sanitize all employee and customer touch points multiple times per day.
4. We have given all our employees training on CDC guidance on limiting the spread of Coronavirus. You will notice that employees will provide a friendly greeting at a distance and without a handshake.
5. We are monitoring any employee showing signs of illness and requiring them to stay home per the CDC guidelines.

The Turner family has been in the franchised automobile sales and service business since 1926. In those nearly 100 years we have faced numerous challenges in many different forms. In every case we have worked through them carefully and methodically and emerged strong for both our employees and our customers. This situation will be no different. Thanks for your support.

Sincerely,

Lee C. Turner  
President