



To Our Valued Guests:

Thank you for your continued loyalty to Riverside Metro Auto Group. Our thoughts and prayers go out to all those affected by COVID-19 around the world.

The health and safety of our guests and associates is and will always remain our top priority. Taking care of our guests is at the center of everything we do.

As the situation with the coronavirus (COVID-19) continues to rapidly evolve, I felt it was important to personally reach out to you directly to share a few of the steps we are taking to help make your vehicle purchase and/or vehicle service needs and experience as worry-free as possible.

Like other companies, we're taking guidance from the CDC, which recommends regular and rigorous cleaning as one of the most important preventive measures we can take.

While we always strive to maintain the highest standards when it comes to cleaning and maintaining our facilities, in recent weeks, we have increased the frequency of our daily cleanings by our housekeepers, giving increased priority to high touch areas and concentrating on public areas such as restrooms, guest waiting areas, coffee areas, sales and service areas etc. seven days a week; we have also enhanced our nightly deep cleaning of our facilities including sanitizing high touch areas. On top of our standard cleaning procedures, we have taken additional proactive measures including a thorough wipe-down of all touch-points in our loaner cars, shuttle van, and common areas, as well as using disinfectant throughout the day as a precautionary measure.

We have also added additional hand sanitizer stations in our facilities for use by both our guests and associates. To ensure the safety of our guests and associates we are encouraging all associates to follow health authority best practices like frequent hand washing and we've instructed anyone who is not feeling well to stay home out of an abundance of caution.

We are continuing to follow the guidelines set forth by the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO) and Riverside County Public Health Department to ensure the actions we're taking are comprehensive and appropriate. Based on the guidance we have received from these organizations, our own preparedness and our ability to adapt, I want you to know that you can continue to rely on us and all five of our dealerships remain open for business and our teams stand ready to assist you.

Our goal will and always shall be to providing exceptional guest satisfaction in all areas of our dealership whether it be Parts, Sales or Service as well as being a good community partner.

Riverside Metro Auto Group will continue to be here for you, just like we have for the last twenty years.

As always, thank you for your continued loyalty and trust in Riverside Metro Auto Group.

Richard Michaelson  
Dealer Principal