

Rockland Hyundai Test Drive and Vehicle Delivery Policy

Rockland Hyundai takes the safety and health of its employees very seriously. Therefore, during this COVID-19 crisis, we have instituted the following important procedures for all test drives and vehicle deliveries. If you have any questions about this new policy, please contact your supervisor.

Rockland Hyundai is providing you with this print out of Rockland Hyundai sanitizing process. You must review every step.

1. Sanitize Every Car Before Every Test-Drive and Delivery.

As Rockland Hyundai does with every vehicle that comes in for service, employees must now perform the same steps prior to a customer test drive or delivery, whether at the dealership or at home. The vehicle must be sanitized before any vehicle is test driven by a consumer.

2. Never Sit with a Consumer in a Test Drive Vehicle.

When a customer takes a test drive, no employee of Rockland Hyundai should accompany them. This would violate [one of the NYS Department of Health's rules for keeping safe and healthy](#) – specifically keeping at least six feet away from other people.

3. Cover Frequently Touched Places in Plastic.

Rockland Hyundai has obtained disposable plastic covers for use during test drives or when delivering a car, whether at a consumer's home or place of business, or at the dealership. Employees should cover frequently touched places, like door handles, steering wheels, shifters, turn signals, and arm rests. Employees should still be sure to sanitize all surfaces after anyone touches them, even if covered in plastic.

4. Handle Keys and Key Fobs Carefully.

Employees should request that the customer driving the vehicle leave the key/key-fob in the vehicle to minimize handling.

1. Avoid key hand-offs. People should be staying at least six-feet away from each other.
2. A dealer employee, using gloves or a disinfectant wipe, must then pick-up the keys and seal them in a clean, plastic bag.
3. Using gloves or a disinfectant wipe, a dealer can then retrieve the keys from the bag.

4. Disinfect the keys and fobs using one of the products on the Environmental Protection Agency's list ([click here](#)) and let them sit for the amount of time recommended by the EPA.

5. Use Provided PPE When Sanitizing Cars.

Employees who are cleaning cars must wear proper Personal Protective Equipment (PPE) such as protective eyewear, a respirator mask, and cleaning gloves.

6. Use Cleaning Products Identified by the EPA.

The Centers for Disease Control (CDC) recommends using products identified by the Environmental Protection Agency (EPA) to disinfect surfaces. A list of cleaning products that meet the EPA's criteria for use against COVID-19 can be found [here](#). The EPA recommends following products' label directions for safe, effective use, and to follow the minimum contact time listed for each product on the EPA list.

7. Clean All Touch Points and Vents.

Employees of Rockland Hyundai must clean/sanitize all surface points a consumer or employee either touched or may have coughed or sneezed on. This includes the door handles, steering wheel, shifter, turn signal, arm rests, knobs, buttons, and screens, and air vents. This work should be done before and after every test drive, and immediately before delivering a car to a consumer.

As a best practice, you should instruct customers to park a car, which they are returning at the end of a lease or a test-drive, if possible in a spot where you can safely sanitize it later. The vehicle should be locked while waiting for it to be fully sanitized. A sign or notice should be placed on the vehicle as "waiting for cleaning/disinfecting" to avoid confusion..

8. Keep Washing Your Hands!

Employees should regularly and thoroughly wash their hands for 20 second with soap and water. [This video](#) shows just what thorough means. Hand washing is especially important, [according to the CDC guidelines](#), "after you have been in a public place, or after blowing your nose, coughing, or sneezing." This includes interacting with consumers and cleaning vehicles they've test driven.

If you have questions about Rockland Hyundai Test-Drive Policy, you should contact your manager for any clarification.