

To our Family of A-1 Auto Care Customers,

As we face one of the most significant medical challenges in recent history, we at A-1 Auto Care wanted to reach out to our customers to first offer up our best wishes during these trying times and suggest ways in which we may protect each other while navigating through life over the next couple of weeks and possibly months of Covid-19.

A-1 Auto Care is a small Automotive Shop with only 4 employees at our facility. As such, each person plays a vital role in keeping the team moving forward. Unlike many larger corporations we are unable to close for 2 to 4 weeks in the wake of the Covid-19 Virus. We are committed to being here and keeping you safe and your vehicle on the road. We have put together a plan to process scheduled vehicles through the shop to minimize excessively close interpersonal contact (which could provide an opportunity for the virus to spread). Again, we are still accepting appointments but would like to follow the protocol listed below for the foreseeable future:

1. Please continue to contact A-1 Auto Care by phone or email to schedule an appointment. We are trying to avoid "Wait" appointments from March 16th to April 14th and ask that people make arrangements to leave their vehicle with us for service. We will of course make every effort to accommodate any needs you have regarding the time that you need your vehicle returned.
2. When you arrive for your appointment, please use the Night Drop Box next to the front door. Use an envelope in the box to place your keys into and put the envelope into the drop slot.
3. We will pick up your envelope and keys from the drop slot and evaluate your vehicle. On each vehicle we will wipe down the steering wheel and shifter with a sanitary wipe for everyone's protection. Once the vehicle has been evaluated, we will contact you by phone or email as requested with an estimate for the work needed.
4. Upon completion of the approved work, we will contact you by phone to coordinate payment and can arrange to leave the keys in a predetermined spot or put them in your hands in the least intrusive way possible.

If you contact us for an appointment and are not feeling well, please let us know so we can take extra precautions with handling the keys/ vehicle. We ask that if you have a fever or have been in contact with someone having symptoms mirroring those of the Covid-19 virus, that you please refrain from making an appointment at this time. Thank You, for taking the time to read this. We wish every member of our A-1 Auto Care Family continued health as the situation with the Covid-19 Virus unfolds.

All the Best,

Dennis, Cecil, Gary, and Brock