

# **DUNN TIRE**

## **IT'S A DUNN DEAL**

To Our Loyal and Valued Dunn Tire Customers:

We all know that the ongoing COVID-19 response effort continues to impact our communities. During these unique times, we are grateful that New York State and Pennsylvania have both identified automotive services as an essential service to help keep our communities safe and operational. We want you to know that Dunn Tire takes this responsibility very seriously. More important, we want you to know the steps we are taking to provide a safe and healthy environment while we remain open to provide for your automotive needs.

- Our Dunn Tire locations remain open and are operating during our standard business hours.
- Any Dunn Tire employee who is not feeling well – for any reason – is being told not to come to work or sent home and instructed to follow-up with a physician, regardless of symptoms.
- Our Dunn Tire stores have implemented enhanced cleaning and sanitation procedures. All common areas in our stores, including our waiting rooms, and frequently touched surfaces and objects are being sanitized hourly. In full transparency, each store will have information posted for customers to view regarding the time of the most-recently completed cleaning in these areas.
- Our technicians are using protective coverings, such as steering wheel and seat covers, and wearing single-use plastic gloves when accessing our customers' vehicles.
- Customers who prefer to pull their own vehicles into our service areas will be allowed to do so under proper Dunn Tire supervision

In addition to the above protocols and procedures, Dunn Tire is following all public health directives and guidelines being issued at the federal, state and local levels. Safety and service have been the foundation of Dunn Tire for more than 45 years. We have never taken that commitment more seriously. Thank you for letting us continue to serve you during these unique times.

We look forward to seeing you.

Sincerely,  
Robert Clark  
Managing Director of Retail Operations