



March 17, 2020

RE: Hyundai and Genesis Sales and Service Operations

Dear Hyundai and Genesis Dealer Principals,

As Coronavirus (COVID-19) continues to impact increasing areas of the country, our priority is to ensure that you can focus on precautionary measures and compliance with local, state, and federal mandates.

We remain confident in working together we can navigate the changing landscape. There has been several inquiry's on this topic and wish to reassure you that any closures or cessations of normal sales and/or service operations pursuant to local, state, or federal government mandate will not be considered to be in conflict with your Dealer Sales and Service Agreement (DSSA). This applies to paragraph 16.B.1.d of the Hyundai DSSA or any other provision of 16.B and paragraph 17.B.1.d of the Genesis DSSA or any other provision of 17.B. We will continue to evaluate this ongoing situation and update you as appropriate.

We remain available to help you with your sales and service processes. To the extent we can assist in bringing any part of the sales process online, we encourage you to get in touch with us. We are here for any concerns or questions you have.

Regards,

A handwritten signature in dark ink, appearing to be 'Rob Grafton', written over a large, loopy oval shape.

Rob Grafton

Executive Director, HMA & GMA Dealer Development & Strategy