

Dear Customer,

Personal safety is core to Sullivan-Parkhill's purpose - providing the freedom to move in a safe, sustainable, and personal way. To ensure we fulfill this mission, we are taking these steps to serve you in response to the Coronavirus/ COVID-19 epidemic.

We are using specialty products to clean touchpoints in vehicles, with special attention to high touch surfaces such as steering wheels, handles, gear shifters, and switches. In our showrooms, we are following guidelines from health professionals and regularly sanitizing high touch surfaces such as tablets, keyboards, tables, etc.

We welcome you to visit and explore our vehicles in a safe environment. However, we are happy to provide virtual vehicle walk-around via Facetime at your convenience.

If you have concerns about visiting us for service, we are happy to work with you on finding a reasonable solution. For assistance with service scheduling, please contact Sullivan-Parkhill Chevy and Cadillac at 217-352-4275 or Sullivan-Parkhill Mercedes-Benz, Sprinter, and Volvo at 217-352-4161. Also we are always accessible through our website, [www.sullivanparkhill.com](http://www.sullivanparkhill.com).

We are proud to work with you in not only developing and servicing safe vehicles but safe spaces for you and your family.

Sincerely,

David Parkhill  
President  
Sullivan-Parkhill Automotive and Imports

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April 1, 2020

Dear Customers:

There has been a lot of news about what companies like General Motors are doing to assist in fighting the spread of the coronavirus. We at Sullivan-Parkhill Automotive received an update from GM, and we want to share what we learned with you.

Here are the facts: General Motors is working around the clock with Ventec Life Systems, an American company, to quickly manufacture life-saving critical care ventilators for COVID-19 patients. The company is also gearing up to make millions of surgical masks for America's front-line health care workers, as well as face shields and other personal protective equipment.

GM got involved because the company wanted to help, not to profit and not because anyone compelled them to.

As you may have read, ventilators are in short supply at hospitals with the need growing faster than the world's ventilator manufacturers can handle. So, in just over a week, GM organized its U.S. and global supply base to source hundreds of parts and components, and began to outfit its Kokomo, Indiana electronics plant to build ventilators in high volume. Production is expected to begin by mid-April, and the company expects to quickly accelerate to produce more than 10,000 ventilators per month. GM has already begun the process of hiring and training as many as 1,000 workers in Kokomo.

Here is what some experts are saying about the effort: · In this video from NBC News Ventec's CEO discussed exactly what's happening in this unprecedented effort.

· An in-depth New York Times study found that GM and Ventec "have moved urgently to find parts, place orders and deploy workers. Tasks that normally would take weeks or months have been completed in days." An industry expert added, "I'm pretty amazed at what they've done."

· An inside look by Bloomberg News reported that "newly revealed details show that GM has been continuously engaged in the effort -- order or no order." In the article, a leading industrial expert concluded, "This is truly a major step at a critical moment."

Here's what's happening with mask production: Within two weeks, a GM facility in Warren, Mich. will be making 50,000 masks per day. GM workers are also

manufacturing other kinds of protective gear like face shields and delivering them to hospitals.

As you may heard President Trump say on March 29, "General Motors is doing a fantastic job." I couldn't agree more.

In this time of crisis, we're all concerned about our loved ones, our community and our country. We wanted to share everything we learned about this situation with you. GM is rising to the challenge and we're proud to be a part of the GM family.

Please stay safe and healthy.

Sincerely,  
Sullivan-Parkhill Automotive