March 23, 2020

Dear valued customer,

Ford is monitoring the coronavirus pandemic very closely and while this is a fluid and unprecedented situation, Ford is taking decisive action to address the effects of the coronavirus pandemic. It is also our priority to keep our valued fleet customers informed as the state of business continues to evolve.

The health and safety of our workforce, dealers, customers, partners and communities is our highest priority. As such, Ford has implemented a number of measures in response to the COVID-19 crisis, some of which include:

- **Temporary suspension of production in our North American manufacturing plants**
  - Production at Ford’s U.S., Canadian and Mexican manufacturing facilities will be halted until March 30 to thoroughly clean and sanitize the company’s plants.

- **Parts distribution centers will remain open**
  - Ford is taking additional actions to keep our workforce in our parts distribution centers safe, while continuing to provide parts for customers – focusing on emergency services.
  - Beginning Monday March 23, we will be operating our parts depots with a voluntary paid workforce until we restart our plants on March 30.

- **“Built To Lend a Hand” program – Ford Credit**
  - Ford Credit is offering relief to qualified customers who have been affected by the outbreak or the resulting official actions around coronavirus.
  - The company also is offering the option for new vehicle buyers to defer their first payment for up to 90 days in these uncertain times.
  - Ford Credit can be contacted on their dedicated hotline at 1-800-723-4016 from 8 a.m.-9 p.m. Eastern Time Monday-Friday and 8 a.m.-6 p.m. Eastern Time Saturday.

- **Restricted business air travel both internationally and domestically**
  - This restriction is applied to all of Ford’s operations globally and is intended to limit exposure of Ford employees until April 17 and we will revisit the decision weekly.
  - The U.S. travel ban does not apply to the shipment of goods so any vehicles currently in transit should not be affected by restrictions put in place from Covid-19.

Rest assured, the actions Ford is taking during this time will help to further bolster the company’s cash position amid the coronavirus health crisis, maintain strategic flexibility on behalf of its team and customers, and set up Ford to separate itself from competitors when the global economy emerges from the current period of acute uncertainty.

Ford is proud to have a strong heritage of responding with leadership during times of crisis, and during these challenging times we will not falter. If you should have any questions during this time please contact your NAM or email corona19@ford.com

We will get through this together.

Thank you,

Mark Buzzell