



March 26, 2020

To our valued Acura customers,

Your health, safety and comfort will always be our utmost priority. During this unprecedented COVID-19 situation, Acura is taking proactive and preventative measures to ensure your well-being and that you can reach us at your convenience with any questions you may have. Our employees and associates will remain accessible and will continue to provide the full professional support and service you have come to expect from us.

We are asking associates to work from home where possible and are promoting recommended COVID-19 prevention techniques to help mitigate the spread of the virus and currently all Honda North American manufacturing facilities are closed until Tuesday, April 7th. Various independent Acura dealerships across Canada have adjusted their operating hours, modes of operation or are currently closed. Please visit the Dealer Locator tool on Acura.ca to find your nearest dealer.

If you have questions about your vehicle or have immediate vehicle needs that cannot be deferred, we encourage you to contact your local dealer directly through phone, email, social media or other application.

We realize these are difficult times. If you have been impacted by COVID-19 and have questions or concerns about your Acura Lease or Finance payments, please contact us at 1-866-899-4440 or via email at conciierge@acura.ca. We're here to help. Due to overwhelming inquiry volumes, you may experience longer than normal wait times or technical difficulties. We are addressing the issue as quickly as we can, and appreciate your patience as we all get through this together.

We will continue to monitor guidance from public health and government organizations and will review each future circumstance daily and on a case-by-case basis during this dynamic and unprecedented situation.

Acura is here to help and we have you and your families in our thoughts. We hope that you remain healthy and safe.

A handwritten signature in black ink, appearing to read 'Dave Gardner', with a long horizontal flourish extending to the right.

Dave Gardner
President and CEO
Honda Canada Inc.