

Thursday, July 20, 2017

To all of our valued customers:

I am aware that this past Tuesday was somewhat irritating and frustrating for some of you with the changes regarding some issues centered around opening vehicle doors and hoods. I want to be the first to apologize for any inconvenience or confusion this might have caused as the last thing we would want to do is frustrate or anger anyone. Having said that, safety in the lanes is more paramount now than ever. We have been making every employee watch videos and attend classes in attempts to better educate themselves on safety during the auction. Couple that with some guidelines that the National Automobile Auction Association handed out this past month, and you have what took place on Tuesday. One of the beauties of being an independent auction is that we are able to react and adapt to changes within the industry quickly and effectively.

So, here is what we have decided at the Akron Auto Auction to adopt with respects to safety in the lanes.

We are willing to allow you to open the doors and hoods but there are a few guidelines that need followed:

- 1) The ONLY place you may open the doors or hood while the driver is in the car in the auction arena is directly in front of the block and the next space behind (there is a thick stripe that will separate the two locations described)
- 2) The driver must make sure the unit is in PARK before allowing a door or hood to be opened.
- 3) You are ALLOWED to do the following:
 - a) You may scan a bar code if you cannot already get the scan off the window sticker on the front windshield and/or back windshield
 - b) You may check to see if the door is rotted or there is potential paint work
 - c) You may check to see if the mileage is correct and verbally interact with driver if needed
 - d) You may check to see if the air is cold (making sure to not be reaching across the driver)
- 4) You are NOT ALLOWED to do the following:
 - a) Plug any type of device inside the vehicles (scanners)
 - b) Grab the steering wheel for any reason
 - c) Touch the gas or brake pedal for any reason
 - d) Reach in the car for anything other than the things listed above
 - e) Get into the vehicle on passenger side to grab a ride back to the lane

We hope you understand the objectives we are attempting to accomplish with these guidelines as your safety and our employee's safety is our TOP PRIORITY. We understand that every auction might do things differently, however, we really feel that these guidelines are fair and still allow every customer to be able to know anything and everything about the vehicle prior to bidding. We highly encourage you to attempt to come out Monday afternoon/evening to check out all of our vehicles prior to the auction, however, we also understand that we do receive a large number of vehicles on sale day which complicates matters.

Thank you again for your patience and understanding and if you have any questions please do not hesitate to reach out to me personally as a great deal of time and thought went into these decisions.

Respectfully Yours,

