



March 23, 2020

Re: Non-Auto Repair Shop Service Centers Providing Essential Functions

As you are aware, as a result of the Novel Coronavirus or COVID-19 outbreak, various State governments have issued orders that require businesses to close for a period of time unless the business is an essential business or provides an essential function. We are receiving many questions about these government orders as they are released by different States, including how they affect our service centers whose primary business does not include automotive repair. Specifically, we are receiving requests for clarification as to whether providing ignition interlock-related services is considered an essential function that would allow these non-automotive repair service centers to continue servicing our ignition interlock customers' needs during this time.

As always, to obtain the most up-to-date information on what your State is doing to deal with this outbreak, you can check your State's COVID-19 response website. The U.S. Department of Homeland Security also has provided guidance for identifying essential critical infrastructure workers during the COVID-19 response, which, as an example, currently includes automotive repair and maintenance facilities.

In addition, we have been in contact with each State's ignition interlock program manager over the past few weeks to determine how this outbreak will affect the day-to-day requirements of the State's ignition interlock program. In each case, we have received confirmation from the State's program manager that Intoxalock should continue to support and service its ignition interlock customers during this time. Based on these communications with the State program managers, Intoxalock believes that servicing ignition interlock customers is an essential function, and, as a result, our service centers can continue to provide these services during this time, even if automotive repair or servicing ignition interlocks isn't the primary role of your location.

Servicing our ignition interlock customers during this time is critical as it gives them the ability to drive – whether it is for an emergency situation or other essential purpose such as working in grocery stores, healthcare facilities or the supply chain sector. To date, every State ignition interlock program we have spoken to has confirmed our understanding that providing ignition interlock services to our customers must continue, making providing these services an essential function. Of course, we will continue to monitor this situation closely, and we will let you know, as soon as we know, if that changes in your State.

Sincerely,