



CADILLAC OF NORWOOD



Dear Valued Customer,

I'd like to provide a quick update as to how Cadillac of Norwood is addressing the challenges of the Coronavirus (COVID-19). The well-being, health and safety of our customers and staff remains our top priority. We've always taken great pride in our cleanliness standards and we know this is more important than ever.

In addition to our daily cleaning procedures, we've added even more rigorous cleaning measures to ensure a healthy environment in all departments and in our service lanes. We've also added hand sanitation stations throughout the dealership. Like many others, we're taking guidance from the CDC, which recommends regular cleaning as one of the most important preventive measures we can take.

While your car is in for service, our valets, service advisers, technicians, and detail shop personnel are taking precautions and following the best practices to ensure your safety. Our Detail Shop and Service Technicians are wearing gloves while servicing your vehicle and wiping all surfaces after service has been performed.

During this time, we are also committed to taking care of our employees. We've provided them with frequent communication helping them keep themselves and their families safe. We're encouraging sick team members to stay home. Additionally, and out of caution, we've temporarily instructed our team to welcome our guests with a friendly greeting, but to refrain from handshakes and hugs.

If you are in the market for a new or pre-owned vehicle, our entire inventory and offers are available on our website and our sales team is just a phone call away to assist you.

Please do not hesitate to reach out to any of our team members if you have any questions or concerns. Thank you for your business and trust in Cadillac of Norwood.

A handwritten signature in cursive script that reads "Michael Xidea".

Michael Xidea

Dealer Principal

