



**ON-LINE/INTERNET SALES GUIDELINES**  
**New Mexico Automotive Dealers Association**  
**March 27, 2020**

Per directives included in the Public Health Order issued by New Mexico Department of Health Cabinet Secretary Kathleen M. Kunkel dated March 23, 2020:

Dealership sales departments and showrooms **are not to be open to the general public.**

As of March 27, 2020, Governor Michelle Lujan Grisham is allowing On-Line/Internet Sales for all licensed New Mexico motor vehicle dealers.

Dealers may conduct transactions remotely or electronically to meet the needs of consumers who, at this critical time, require new or replacement vehicles.

**The following restrictions shall apply to On-Line/Internet sales:**

1. **NO customer sales interactions are to occur at the dealership.**
2. Dealership is limited to a maximum of 5 staff within the dealership to facilitate on-line/internet sales. (This is separate and independent from staff currently providing “automotive repairs” as allowed by the Public Health Order dated March 23, 2020).
3. Dealership staff facilitating on-line/internet sales shall comply with social distancing guidelines and shall maintain separated workspaces.
4. Vehicle delivery, document signatures, customer identification verifications, etc. **SHALL ONLY** occur at the customers residence or place of business.
5. Dealership staff are **NEVER** allowed to enter customers residence or place of business.
6. The **ONLY** personal interaction allowed is at the time of vehicle delivery (document signatures, customer identification verification, etc.) **and shall adhere to social distancing requirements.**

**Please keep in mind our states goal of maintaining social distances, hand washing, maintaining clean workspaces and avoiding personal contacts.**

**These are processes that we can all use today to fight COVID-19.**