



J Michael Morris <j.morris@arktikinitiative.org>

For your Records

1 message

J Michael Morris <j.morris@arktikinitiative.org>
To: "Pride, Rashad" <prider@autonation.com>

Fri, Sep 6, 2024 at 1:25 PM

J Michael F. Morris
Executive Director
ARKTIK Global Initiative
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The Woodlands, Texas 77380
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281-721-0273

Date: 06SEP24

Mr. Rashad Pride
General Manager
AutoNation USA Houston
8526 North Fwy
Houston, Texas 77037

Dear Mr. Pride,

I hope this message finds you well.

I am writing to update you on the ongoing dispute regarding the purchase of the 2019 BMW X3 and the 2019 Mercedes-Benz GLC 300 from AutoNation USA Houston. Despite our attempts to resolve this matter amicably, including proposals for a potential partnership, we have not reached a satisfactory resolution.

Recent Developments:

1. **BBB Case Acceptance:** Our case has been accepted and is currently being processed by the Better Business Bureau (BBB) of Florida. The BBB is reviewing the documentation and communications regarding the issues with both vehicles and the failure to resolve these matters satisfactorily.
2. **Upcoming Submissions:** We are in the process of submitting formal complaints to the following entities:
 - **Federal Trade Commission (FTC):** For review of potentially deceptive business practices and failure to honor refund obligations.
 - **State Attorney General's Office (Ken Paxton):** To seek intervention and review of the dealership's actions and obligations under state consumer protection laws.
 - **Houston BBB:** To address the concerns locally and ensure that the dealership's practices are scrutinized within the community.
3. **Press Releases:** We are preparing press releases to inform local and national media outlets about the situation. This will include the impact of the dealership's actions on our business operations and personal income.

Next Steps:

In light of these developments, we are seeking a prompt resolution to this matter. We request the following:

- **Full Refund:** For both vehicles, as previously communicated and supported by our documentation.
- **Compensation for Losses:** Including the financial impact on ARKTIK Global and personal income loss due to the vehicles' inoperability.

Please consider this notice as our formal intent to proceed with these actions if a satisfactory resolution is not reached promptly. We remain hopeful for an amicable resolution and are willing to cooperate fully to achieve this.

Thank you for your attention to this urgent matter. We look forward to your prompt response.

Sincerely,

J Michael F. Morris
Executive Director
ARKTIK Global Initiative
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