



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

Urgent: Resolution Request for Vehicle Purchase Issues – Potential Loan Reversal

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

Fri, Sep 6, 2024 at 9:22 AM

To: "Pride, Rashad" <PrideR@autonation.com>

Dear Mr. Pride,

Thank you for your prompt response and for the clarifications regarding the AN Certified Warranty. I appreciate your offer to have the rear tire issue on the Mercedes-Benz GLC 300 inspected, and your recommendation to consult a Certified Mercedes Technician for the additional concerns I raised.

While I respect the advice to proceed through AutoNation's Mercedes-Benz Service departments, my overarching concern remains the broader context of how these vehicle issues affect not only my personal situation but also the operations of ARKTIK Global. As you know, reliable transportation is essential to my daily work with ARKTIK Mobile Detailing and my commitments to Uber, both of which are critical to supporting ARKTIK's broader initiatives.

Strategic Considerations Moving Forward:

In the spirit of transparency, I want to share that this situation extends beyond just resolving the issues with the vehicles themselves. ARKTIK Global, as a faith-driven organization dedicated to empowering individuals through technology and ethical business practices, prioritizes long-term relationships based on trust and accountability. My concern, particularly regarding the misrepresentation of the BMW X3 and the subsequent challenges with the Mercedes-Benz GLC 300, is ensuring that these complications do not compromise the integrity of our business partnerships and community standing.

With that in mind, I am keen to find a path forward that reflects not only a resolution for these immediate issues but also a sustainable partnership built on mutual respect and clear communication. ARKTIK Global is in the process of expanding initiatives like ARKTIK Blockparty, a blockchain-powered platform for transparency and engagement, and we are always looking to align with partners who share similar values of trust and accountability.

Immediate Next Steps:

- I will proceed with having the tire issue addressed as per your offer, but I would appreciate continued guidance on how the broader concerns can be handled effectively.
- As I mentioned in my previous communication, the potential for a loan reversal is still under consideration, given the timeline of these issues and the undisclosed defects with both vehicles. I want to ensure that any decisions I make do not hinder the legal or financial options available to me.
- I also want to ensure that this process does not result in any further disruptions to my business operations, which are closely linked to the use of both vehicles. If there are opportunities for a loaner vehicle or any other form of temporary support, I would be open to discussing that.

Finally, as ARKTIK Global continues to unlock the future of impact and technology-driven change, we look for partners who align with our mission to empower individuals and communities. This situation presents an opportunity to reaffirm the principles that guide both our organizations, and I am hopeful that AutoNation and ARKTIK Global can move forward with mutual understanding and respect.

Please let me know your thoughts on how we can best resolve these matters, both in the immediate sense and in the context of our longer-term partnership.

Thank you again for your attention to these issues. I look forward to your continued collaboration.

Sincerely,
J. Michael F. Morris
Executive Director
ARKTIK Global Initiative
J.Morris@arktikinitiative.org
(713) 282-6989

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