



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

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## Urgent: Refund Request, Warranty Concerns, and Compensation for Inconvenience

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

Fri, Sep 6, 2024 at 12:55 PM

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

Dear Mr. Pride,

Thank you for your response and for your willingness to assist. While I understand that the inspection may help determine the scope of the issues, my concern remains the potential delays that could affect my ability to reverse the loan and secure a proper resolution. Given the financial strain this has caused, time is of the essence, and any delays—however minor—could result in further complications with my loan.

In addition to the tire issue with the Mercedes, there is a significant concern regarding the vehicle's braking behavior. Specifically, the Mercedes GLC 300 slows or brakes unexpectedly when I let off the throttle, which could pose safety risks. This issue, along with the tire problem, needs to be addressed promptly.

I am willing to proceed with the inspections for both vehicles, provided we can agree on a timeline that will avoid any risk of surpassing the loan reversal deadline. If AutoNation can prioritize these inspections and facilitate any necessary repairs or replacements within a clear and expedited timeframe, I am happy to move forward.

I hope this solution can accommodate both parties, and I appreciate your understanding and cooperation.

Cordially,

J Michael F. Morris

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