



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

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

Pride, Rashad <PrideR@autonation.com>

Fri, Sep 6, 2024 at 9:42 AM

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

Mr. Norris,

The best way to resolve these issues is to get your vehicles into service shops. I don't have any knowledge regarding a loan reversal, that is between you and American Credit Acceptance. I am here to help you out and provide you with any assistance you may need. BMW and Mercedes both typically have loaner cars available for their service clients. Unfortunately, with my location not having a customer facing Service Dept, we don't have loaners or I would be able to provide more assistance.

Thanks,

Rashad Pride
General Manager
AutoNation USA Houston

From: J Michael Morris <j.morris@arktikinitiative.org>**Sent:** Friday, September 6, 2024 9:22 AM**To:** Pride, Rashad <PrideR@autonation.com>**Subject:** Re: Urgent: Resolution Request for Vehicle Purchase Issues – Potential Loan Reversal

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