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OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [redacted]
To: investors@carvana.com; Webmaster, NHTSA (NHTSA); mailoag@oag.state.va.us; EVOQ (NHTSA); DataQuality, DataQuality (NHTSA)
Subject: Fwd: Follow up to ODI complaint 11553773
Date: Sunday, January 28, 2024 6:55:05 PM
Attachments: [redacted]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

As you all are aware, I've had ongoing issues with my 2013 Mini Cooper purchased on 2 October 2023. On 13 January 2024, 90 days after purchase, 6 visits to car service (4 to Casey BMW, 1 to AutoHaus, and 1 by Checker Flah Mini Cooper dealer), more is being discovered. On 21 Dec 2023, my visit to Checkered Flag mini and 165 dollars for a diagnosis by Checker Flag, I'm told the Car valve cover gasket is leaking and need replacing AND that coolant is leaking from coolant hose and thermostat needs replacing (See attached). I've also included images showing a filthy engine, zero windshield wiper fluid and my oil level at 0..zero. I was told Carvana does a 100 point check yet my oil level was extremely low and I had visible leaks from the coolant and gasket.

Since 5 Oct 2023, I've contacted Carvana about this vehicle I purchased from them on 2 October 2023.

I need the National Highway Transportation Safety Authority along with the State of Virginia Attorney General office to assist me in having Carvana resolve these issues, ongoing since 5 Oct, and hold up to their requirement to sell quality vehicles.

Regards,

[redacted]

Get Outlook for Android

From: [redacted]
Sent: Monday, October 23, 2023 8:18:53 AM
To: investors@carvana.com <investors@carvana.com>
Subject: FW: Recent Purchase 2 Oct and Vehicle Air Bag Light and Seat Belt light come on now Has to Go Back into Shop for SAME Error

Good morning Carvana Investors.

Below is a copy of an email I sent to the Servicing Provider Casey BMW

[redacted]

Good Morning Mr. Casey,
My name is [redacted],

On 9 October, I brought my 2013 Mini Cooper to Casey BMW for a scheduled appointment to address the following:
-airbag light on
-seatbelt light on

My assigned tech was AJ. On AJ and my initial conversation
Please know, I sat there from 9:15 until 3:45 pm waiting for clearance by SilverRock, the warranty company, to approve the work. AJ was thorough in getting this done. Although, at the initial onset, he did express some concern with doing the work on a Mini Cooper and having to go through a warranty service provider. I also heard the technicians do not like to work on Mini Coopers ...Now, I'm feeling some hesitation.
So, we get the go ahead and I inquire on a courtesy vehicle but was informed none were available. I get my initial status on Wednesday that the vehicle should be ready by Thursday or Friday, 13 Oct 2023. On Friday, I get the call the vehicle would not be ready. I inquire again for a courtesy vehicle and told none were available.
On Monday, 16 October, I get the call my vehicle is ready. I was offered the option to waive the vehicle wash if I wanted it right away. I declined and said I wanted the vehicle washed and would pick up in the afternoon.
I pick up the vehicle the pm of Monday as mentioned. The vehicle cost was $2751 which was fully paid by warranty. I mentioned to AJ the mentioning to me that the technicians do not like to work on Mini's and perhaps, going forward, Casey BMW should not do work on Mini Coopers.
Moving forward, to today, Friday, 20 October 2023. I'm driving and the two (2) lights come go: the airbag and seatbelt light. I called to speak with the Service manager...who is out. I left a message on AJ voicemail. It is 10 am and I have not received a call back.
As you can see, I am a minority, woman, veteran owned small business. Being without a vehicle impacts my ability to perform for my company. I would like Casey BMW to pay for my 2013 Mini Cooper to be diagnosed and serviced for these error codes by one of the Certified Mini Cooper dealers in Virginia Beach or Richmond at NO COST to me but fully paid by Casey BMW. While being serviced, I ask Casey

BMW to provide me with a Courtesy Car.

Please contact me at [redacted].

I am providing a copy of this letter to SilverRock Warranty.
Thank you,
[redacted]

[redacted]
Petersburg, Virginia [redacted]
[redacted]

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SWaM Small, Women and Minority-Owned
Supplier Diversity Strengthens the Commonwealth
by the Virginia Department of Small Business & Supplier Diversity

From: [redacted]

Sent: Tuesday, October 10, 2023 10:32 AM
To: investors@carvana.com
Subject: Recent Purchase 2 Oct and Vehicle Air Bag Light and Seat Belt light come on now vehicle in shop 9 Oct

...while I was sent information for a rental ($40 a day) reimbursement, this puts me in a financial bind. I can't afford to be without a car OR pay upfront for a rental then wait for reimbursement.

It could take up to 10 days or more for the airbag to be ordered and installed, along with the seatbelt issue though SilverRock is working it.

The repair shop does Not have a loaner for me.

Again, a financial burden for me running my business.

[redacted]
Petersburg, Virginia
[redacted]

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by the Virginia Department of Small Business & Supplier Diversity

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organize their thinking a

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Should cell phones be

R - Should

of inspecting your vehicle for
technician JAR made

ir Estimate

ervice Advisor
Daniel Davis (5814)
daniel.davis@checkeredflag.com

PREPARED FOR
[redacted]

Date 12/21/2023 02:13 PM
2013 MINI COOPER HARDTOP
VIN WMWSV3C56DT[redacted]
Mileage 62,084
RO# [redacted]

Service Name	Price
[Other]: FOR AIRBAG LIGHT CONCERN : Front door panel and center console will need to be removed to check wiring and airbag control unit to determine the cause of the airbag light concern.	$636.90
Valve Cover Gasket Replacement: Valve cover gasket is leaking, recommend replacing valve cover gasket. 1- valve cover gasket. Once we have a diagnosis for the airbag light concern we can reach out to Silver Rock to find out if this would be covered as well.	$486.36
Thermostat Replacement: Coolant is leaking from coolant hose between thermostat and connection, thermostat need replaced injunction with hose. 1-17122754222, 1-12518611289, 1-11538674895. Once we have a diagnosis for the airbag light concern we can reach out to Silver Rock to find out if this would be covered as well.	$945.74
Printed on December 21, 2023	
Quote expires on January 20, 2024	

Subtotal	$2069.00
Shop Charges	$39.96
Tax	$22.33
Total	**$2131.29**