

KATHLEEN ANNE CLARK, JD, PhD
Attorney At Law, SBN 133770
25-A Crescent Drive, #601
Pleasant Hill, CA 94523
(925) 708-8227
www.servantlawyership.com
KathleenClark@ServantLawyership.com

April 4, 2026

Ernie Garcia III
CEO, Carvana
300 E Rio Salado Parkway
Bldg 1
Tempe, AZ 8528
(investors@carvana.com)

Re 2014 mini Cooper, VIN WMWZF3C52ET571622

Dear Mr. Garcia:

I purchased a 2014 mini Cooper from Carvana on or about February 1, 2026 for \$13,800 (including fees and taxes). As I'm sure you can understand, I would never have considered buying a used car without proof that all systems/parts were operating as intended by the manufacturer and Carvana. In that regard, a one hundred fifty (150) ITEM checklist of all parts/systems of the vehicle was provided at purchase and was, of course, an essential element of the purchase. The 150 items on the list had all been examined and approved by Carvana, establishing that the "list verifies that this vehicle meets the Carvana standards". The very high price, coupled with the one hundred fifty item list, assured me that the car would perform very well for an extended period.

Within six weeks of purchasing the 2014 mini Cooper, the car started to shake/vibrate violently when the engine was idle. The car also, suddenly, had an oil leak. The vibration was frightening and left me apprehensive every time I or my son had to drive the car. I took the car into AAMCO, one of Carvana's approved repair shops. After all the diagnostics were completed by AAMCO, the estimate was \$3,000! The AAMCO

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professional that I spoke with said it was unbelievable that a vehicle that I purchased six weeks prior had so many failures and needed so many repairs in such a brief period of time and that these failures could not have been coincidental. Recently, a warning light went off, telling me that I needed to stop driving!!! The list of defects goes on and on and on!

Since I purchased Caravan's ESSENTIAL insurance plan through Silver Rock, Caravan's insurer, I was not concerned about payment for repairs. Alas, the insurer refused to pay for the diagnostics (\$200) or the repairs, without explanation.

In sum, resolution of this matter will involve the return of this car with multiple systems/parts failures for a full refund, i.e. refund of the entire amount I paid for this vehicle. I do not want to resort to social media and/or a court proceeding, but I will if Carvana doesn't respond promptly and refund my money.

After these experiences, I read horror stories about the very poor quality of the vehicles Carvana sells and the poor customer service. In addition, I've read of the many class action cases filed against Carvana. Buyers report receiving cars with undisclosed mechanical issues, excessive mileage, parts needing immediate repair, and difficulty in obtaining refunds after cancellations. All these issues are integral to my experience with Carvana.

I mention one more issue with the car, one that adds insult to injury. My son provided information on Carvana's website in order to determine what price Carvana would offer for this car if I decided to sell it back to Carvana. The price: \$1,700!!!!

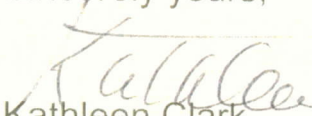
After going through all of this, it's not possible for me (or my son) to drive this car worry-free, even if the minimal repairs (\$3,000) were performed. (The \$3,000 estimate included: remove and replace clutch, serpentine belt, replace valve cover gasket, replace axle shaft deal.) I fully expected that the brand new (to me and my son) car would bring peace of mind, including a feeling of safety. Instead, I got a vehicle that has issue after issue, failure after failure, starting when the car was little more than 30 days old!!!!

In sum, resolution of this matter will involve the return of this car with multiple systems/parts failures for a full refund, i.e. refund of the entire

amount I paid for this vehicle. I do not want to resort to social media and/or a court proceeding, but I will if Carvana doesn't respond promptly and refund my money. To state that I was misled about the condition of the vehicle is a serious understatement. The entire transaction borders on fraud. I expect a prompt refund for the entire purchase price. I expect my full refund within thirty days(30) days.

Please respond within fourteen (14) days.

Sincerely yours,


Kathleen Clark

Cc: California Department of Consumer Affairs
(1625 N Market Blvd, Sacramento, CA 95834).
National Highway Traffic Safety Administration, ✓
(1200 New Jersey Avenue SE.
West Building
Washington, DC 20590
Silver Rock (P.O. Box 29087 Phoenix, AZ 85038-9087)

National Highway Traffic Safety Admin.
1300 New Jersey Ave SE
Wash DC
20590

