

Yuling Zhan
3121 S Lowe
Chicago, IL 60616
Tel: 312-225-4401
Fax: 312-225-4109
September 9, 2003

Napleton Buick Inc.
7051 S Western Ave
Chicago, IL 60636
Tel: 773-776-0500

Fax transmitted to 773-776-1294 at 7:30 PM, September 9, 2003

Re: Ford Taurus VEH ID #1FAPF3700XG106195

Dear Sir or Madam,

I bought a 1999 Ford Taurus on September 4, 2003 from your company. On September 8 of 2003 the engine of the car stopped when I drove the car on the highway. It is the first day I actually used the car. It is a scary moment. a fatal accident might happen under such circumstance. I noticed your company immediately to tow back the car. The car could not start and a gentleman kindly gave me a ride to home from Northwest suburb far away from Chicago in the late evening. His name and address are given as following:

Edward T O'Brien Palatines, IL 60067 Tel: (847) 202-9624

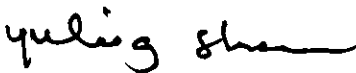
Although I could not sleep for the whole night, today I have to rent a car, going to work in the early morning.

I hope your company could refund the money I had already paid to you and cover the following expenses:

Cleared check for 1999 Ford Taurus:	\$ 7812.67
Additional insurance premium for the car:	\$77.00
Estimated car rental for one week from Budget:	\$ 239.92
Scare and inconvenience:	\$500.00
Total:	\$ 8629.59

To avoid further trouble and expense, your immediate attention would be appreciated. I hope the problem can be solved within one week without any involvement of government agency or lawyers. I am looking forward to your written response by fax within the next three days.

Sincerely yours,


Yuling Zhan