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Office of Attorney General
Consumer Protection Bureau
500 South Second Street, Springfield, IL 62706
Re: Complaint against Napleton Buick Inc.

Dear Sir or Madam,


On September 4, 2003 I went to Napleton Buick Inc. (Napleton"). I told a salesperson that I needed a car to drive on the highway to go to work. I made it clear. The most important thing was safety, and what I needed was fair quality and fair price. Several salesmen showed me a 1999 Ford Taurus, and said, "This car is still under warranty. There is only 24,000 miles. It is in excellent condition, absolute safe." I said, "Since it is a used car, I would like to know if there was any collision or incident with this car." Those salesmen said, "No accident. Engine, transmission and everything are in excellent shape, very dependable."

After paying in full with a check. I asked them to do mechanical check on the car. I told them, be sure to check if the car was safe, because I had to drive a lot on the highway. Sometime later, they told me that the car was ready to go. I asked them that if they had done mechanical check, they said, "Yes. Mechanical check is done. It is a good car, safety is guaranteed."

On September 8 of 2003 the engine of the car stalled when I drove on the highway. It is the first day I actually used the car. I sent a fax to Napleton, also a letter, asking Napleton to refund the money I had already paid and cover the related expenses. (Please see the attachments). There was no response from that company.

Right now I have to rent a car, going to work, although more than \$8,000 disappeared from my bank account already. It would cost more than \$40/each day for car rental. A car dealer is not a repair shop or junkyard, it should have comprehensive test on each car before it sells. It is a deceptive business practice not to disclose major defects, misleading and cheating customers. I am quite sure I was cheated from the very beginning. I respectfully hope your office could give me some professional help to solve the problem.

Sincerely yours,


Yuling Zhan

Enclosure: Attachments, including copy of the fax and letter sent to Napleton Buick Inc.

Exhibit D