

NAPLETON BUICK, Inc.

Serving the Community for Over 60 Years

7051 S. WESTERN AVENUE CHICAGO, IL 60636 (773) 776-0500 FAX (773) 776-1294

TO: Office of the Attorney General
State of Illinois
Dolores Rodman

Dear Madam:

In reference to file #2003-CONSC-00086456, Yuling Zhan purchased a 1999 Ford Taurus from our Dealership on September 4, 2003. We received the enclosed fax from Yuling Zhan, dated September 9, 2003, stating her problem of the car stalling on her. Also, her request for \$8,629.59 to be refunded to her, for her purchase of \$7,812.67. Yuling Zhan had the 1999 Taurus towed to our dealership with no keys. We tried to respond by phone and also with the enclosed letter, dated September 10, 2003. Yuling Zhan has not contacted our dealership about our request for the keys to her car. We stated that we cannot solve any problem with the car without the keys. We said we would arrange a rental.

Napleton Buick regrets any problem or inconvenience Yuling Zhan has had but she is not given us the opportunity to correct any problem. We will stand behind our sales and service at our Dealership.

Sincerely,


Ed Barley
Finance Manager



BUICK

Exhibit E (1)