

NAPLETON BUICK, Inc.

Serving the Community for Over 60 Years

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

September 10, 2003

Dear Mrs. Zhan,

We regret that you had a problem with your recent purchase. We will be more than happy to attempt to correct any problem you might of had, but you did not release your keys to the tow truck driver. However, we do not refund money on purchases made, but we will correct any problem you have with your vehicle, but currently we have no keys to your vehicle. We have no problem with arranging for a rental through our dealership. Please contact so then we may get the keys to repair your vehicle.

Again we regret any inconvenience but problems sometimes occur with automobiles and we are willing to stand behind our promise to repair your vehicle.

Thank You

Napleton Buick
(773) 776-0500



BUICK

The New Symbol For Quality
In America.

Exhibit E (2)