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11/5/03

OFFICE OF THE ATTORNEY GENERAL  
STATE OF ILLINOIS

Lisa Madigan  
ATTORNEY GENERAL

October 21, 2003

Mr. Yuling Zhan  
3121 South Lowe  
Chicago, IL 60616

RE: NAPLETON BUICK  
FILE NO: 2003-CONSC-00086456

Dear Mr. Zhan:

I have reviewed all of the information and correspondence concerning your complaint. The matter has not been resolved and attempts at informal mediation have failed. Since formal enforcement action by this office is not warranted, we are closing your file at this time. Your file will be retained by this office. One of the most valuable ways we can learn of problems existing in the market place is by receiving complaints from concerned citizens.

If you wish to pursue this matter further, the following alternatives are suggested:

- (a) Discuss the matter with a private attorney.
- (b) Taking the matter to small claims court.

Thank you for taking the time to express your concerns.

Sincerely,

*Dolores Rodman*

Dolores Rodman  
Citizen's Advocate  
Consumer Protection Division  
(312) 814-3811

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