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November 2, 2003

Lisa Madigan,
Attorney General
500 South Second Street
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Re: Complaint No. 2003-CONSC-00086456
C/O: Ms Dolores Rodman

ATTORNEY GENERAL'S
OFFICE

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CONSUMER FRAUD
• CHICAGO •

Page 1 of 2

Dear Madam Lisa Madigan

On September 14, 2003 I filed a complaint against Napleton Buick Inc. ("Napleton"). It is crystal clear that Napleton committed consumer fraud, breached a contract and warranty in the whole process.

On September 4, 2003 several salesmen at Napleton 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. No accident. Engine, transmission and everything are in excellent shape, very dependable." I asked them to do mechanical check. Sometime later, they told me that the car was ready to go, and added "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 it the first day on the highway. A fatal accident might happen under such circumstances. I noticed Napleton immediately, asking the dealer to tow back the car, and expecting it to refund the money and cover the related expenses. The second day I sent Napleton a fax, to repeat and confirm my request in writing.

At the dealership, Napleton unequivocally stated my car was at one-hundred-percent warranty, full warranty. But later it would send me a fax dated September 2 of 2003, changed the content of the warranty completely. Please notice September 2, 2003 is the date two days before I met the dealer for the first time.

In its response to your office Napleton claimed it sent me a letter dated September 10. It is an obvious fraud statement: I never received it. In the fax sent to Napleton on September 9, I specifically asked Napleton to respond in three days by fax in order to solve the problem in one week. After that moment there are no telephone calls, fax, or letter from that company regarding how to solve the problem.

EXHIBIT O