

Apparently, Napleton betrayed a customer's trust. It failed to provide maintenance record, did not disclose possible major defect. It gave a deceptive description about the vehicle's condition. There is no comprehensive test on the product it sells. A car dealership is not a repair shop or junkyard. It should perform thorough test and provide safe product and service, but Napleton failed from the very beginning. Such dealer is playing with human life, while cheating on customers. After Napleton committed fraud, breached a contract and warranty, it would be another huge mistake to expect it can fix the car. Napleton's deception almost cost my life. Certainly I will not take another chance.

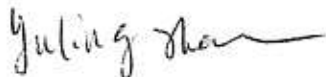
In its undated response to your office, Napleton requested the keys of the car for the first time in writing. Napleton could tell lies about the car's condition, could alter the warranty and put an absurd date on it, could forge a letter it never sent out with its sole purpose to cheat the Attorney General's Office, there is no doubt it might mess up the car with keys on hands.

Since there was no response from Napleton before October 9, I had to rent a car, going to work. Although more than \$9,000 disappeared from my bank account already, I have to pay car rental every day even at this moment. The expenses already exceed \$1500.

I really appreciate the help and advice from Ms Dolores Rodman. I am confident Napleton would definitely lose if I hire an attorney and file a suit. But it might take a long process. I still hope the problem can be solved with the help from your office.

I am sorry to bother you with a very simple and clear-cut case. I will be very grateful if you could take a little time from your busy schedule to give me some professional help.

Sincerely yours,



Yuling Zhan