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November 2, 2003

Lisa Madigan,
Attorney General
500 South Second Street
Springfield, IL 62706
Re: Complaint No. 2003-CONSC-00086456
C/O: Ms Dolores Rodman

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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.

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