



PLEASE QUOTE OUR REFERENCE

RA/02.13861  
25th May 2005

Mr M. Fell-Crook  
51 Victoria Road  
Preston  
Lancashire  
LL1 9 7SP

CUSTOMER CARE CENTRE

Dear Mr Fell-Crook

**MODEL:** 307XSI  
**REG NO:** [REDACTED]

Thank you for your fax dated 11<sup>th</sup> May 2005.

I was sorry to read that you have experienced problems with your vehicle. Whilst we appreciate that you have had difficulties with your vehicle, we do believe that the problems have been increased by the fitting of non-standard items to your vehicle.

With reference to your request for a refund or a replacement vehicle, I am unable to agree to this. Our position in this matter is to work with your Dealer to ensure your vehicle is repaired under the terms and conditions of the new vehicle warranty which has occurred.

Following your fax I have been in contact with Mr Chris Gostage the Dealer Principal at the Mochdre Dealership. Mr Gostage has informed me that with the support of Peugeot, he has put together packages for you to enable you to change your vehicle, which you have declined.

Having reviewed the matter with Mr Gostage, we believe that the offers made to you to change your vehicle are fair under the circumstances.

We are sorry that you are not happy with our response, however, this is our final decision in this matter.

Therefore, it just remains for me to thank you for your correspondence.

Yours sincerely

Rebecca Adams  
Senior Customer Care Manager (H04A)



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