



PLEASE QUOTE OUR REFERENCE

RA/02.13861

29th November 2004

Mr M. Fell-Crook

11 Victoria Road

Stratford

Coventry

CV4 7TF

CUSTOMER CARE CENTRE

Dear Mr Fell-Crook

MODEL: 307XSI

REG NO: ~~CF08MT~~

Thank you for your letter addressed to Mr Mark Gardner. Mr Gardner has now left the department and there I will be handling your case.

I am genuinely sorry that your experience has now led to your request to reject this vehicle, however, any request in this respect should be referred to the vendor of the goods, in this case Mochdre Garage Ltd - Colwyn Bay.

I have discussed your letter with Mr Chris Gostage the Dealer Principal at the Mochdre Dealership. He has informed me that they have not been re-contacted by yourself reporting any faults on your vehicle. Therefore may I suggest that you contact Mr Gostage regarding your vehicle in an effort to try to find an amicable resolution.

Please be assured that we will continue to liaise closely with the dealership until a resolution which meets the satisfaction of all parties is found. In the meantime, thank you for taking the time to bring this matter to our attention.

Yours sincerely

Rebecca Adams

Senior Customer Care Manager (H04A)



Customer Care Centre: Tel. : +44 (0)845 2001234 Fax : +44 (0)2476 884001 E-mail : customer care@peugeot.com
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