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Tel. Home xxxxxxxxxxxx  
Tel. Work xxxxxxxxxxxx

24<sup>th</sup> March 2005

**\*\*\*\*\* PLEASE CONFIRM RECEIPT \*\*\*\*\***

Customer Relations  
Peugeot Motor Company PLC  
PO Box 227  
Aldermoor House  
Alder Lane  
Coventry  
CV3 1LT  
Fax 02476 884332

**Official Complaint**

**For the Attention of Rebecca Adams:**

Dear Ms Adams,

Further to my previous letters, I regret to inform you that I am still having major problem with this vehicle. This vehicle has now been back to the dealership twenty eight times. This has been going on now for almost thirty months.

I no longer wish to drive this vehicle as it is simply too unreliable for me, as I have explained previously I am on call 24/7 which causes a problem when the vehicle simply won't start for no apparent reason.

I am well aware of the fact that the warranty runs out on this vehicle in September and that I will start to be charged for these faults from them on. This is completely unacceptable.

I will therefore give you two choices of action that are acceptable to me ;

1. You refund the monies I paid for this vehicle £15,850.00 plus compensation.
2. You replace the vehicle with a **new**, Identical Specification 307 XSI.

I look forward to your reply by Thursday 31<sup>st</sup> March.

Yours sincerely

Mark Fell-Crook

- **September 2002**  
On picking up the car from the garage, I find that it has no Arm Rests and No Carpet Mats which we're supposed to come with the car. I also have a message on the dashboard indicating that the ESM/ASR is not responding.
- **October 2002**  
Whilst driving along a busy dual carriage way, all the dials on the dashboard stop working. After a few minutes they reinitialise themselves.
- **January 2003**  
New message on dashboard Anti Pollution Fault.
- **February 2003**  
Car Battery completely discharges itself. Peugeot Assistance we're called and the battery recharged. Anti Pollution Fault reoccurs.
- **March 2003**  
Anti Pollution Fault reoccurs.  
Drivers side windows will not close. As it reaches the top of the car door it immediately lowers itself.
- **April 2003**  
Anti Pollution Fault reoccurs.
- **June 2003**  
Anti Pollution Fault reoccurs and electric windows no longer lock from the keyfob. Was told that a software upgrade would be needed despite them working since September 2003
- **August 2003**  
Car Battery completely discharges itself. Peugeot Assistance we're called and the battery recharged. Anti Pollution Fault reoccurs.
- **September 2003**  
Anti Pollution Fault reoccurs.
- **October 2003**  
Car Battery completely discharges itself. Peugeot Assistance we're called and the battery recharged. Anti Pollution Fault reoccurs.
- **November 2003**  
Anti Pollution Fault reoccurs.
- **December 2003**  
Car Battery completely discharges itself. Peugeot Assistance we're called and the battery recharged. Anti Pollution Fault reoccurs.
- **February 2004**  
Anti Pollution Fault reoccurs. Accelerator pedal stops responding while driving resulting in a near miss accident.
- **March 2004**  
After returning from my holiday I took the car to Drivers of Prestatyn as arranged in order for the problems to be fixed once and for all. I was told they had reinitialised all the adapters again. Everything ran well again until;
- **April 2004**  
On Monday 6<sup>th</sup> April less than a month after it was fixed, the Car is now worse than ever. The car was fine on the way to work, then on the way home as soon I started the car, I was presented with a selection of error messages on the display, Anti-pollution Fault, Catalytic Converter Fault and one other message which I can't see as the display is now flicking between all these messages to fast. The engine light is flashing, there is a constant beeping and the Car is now also misfiring. I drove immediately to Drivers of Prestatyn and asked for the Chief Engineer to witness the state of the car. He was most unhelpful and was unable to guarantee a day to fix it or a courtesy car.
- **May 2004**  
Car Battery completely discharges itself. Peugeot Assistance we're called and the battery recharged. Anti Pollution Fault reoccurs.
- **June 2004**  
Car Battery completely discharges itself. Peugeot Assistance we're called and the battery recharged. Engine cut out while driving on the M56.

- **July 2004**  
Car Battery completely discharges itself. Peugeot Assistance we're called and the battery recharged.  
Oil Indicator Level failed.  
Dashboard Dials failing.
- **Dec 2004**  
Car turning over but won't start.  
Anti Pollution Fault reoccurs, Catalytic converter Fault reoccurs, Oil Sensor not working, warning not to drive vehicle.
- **Jan 2005**  
New Anti Pollution filter and oil sensor fitter.
- **March 2005**  
Anti Pollution Fault reoccurs  
Car turning over but won't start.  
Clunking/Knocking noise from front of car when turning right.  
Spoke to Natalie Whittaker in Customer Services who is passing my details on to a Senior Manager.

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PO Box 227  
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Coventry  
CV3 1LT

**Official Complaint**

To Whom It May Concern:

In September 2002, I purchased a new Peugeot 307 XSI (registration xxxxxxxxxx) from Peugeot Mochdre in Colwyn Bay.

Since I took delivery of the vehicle I have had nothing but problems with it. I have kept a log of everything that has gone wrong over the last eighteen months. I believe the car is now too unreliable and dangerous to drive and I simply won't put up with it anymore. I don't expect this kind of shoddy workmanship from a £16,000 car.

Before this I had two other brand new High Specification Peugeot's of which I had no problems with at all. (W417 TFM) Peugeot 206 Roland Garros and (YC02 JJF) Peugeot 206 Coupe Cabriolet. I had hoped that I would get the same satisfaction from owning the 307 XSI but experience tells a different story.

This is obviously not acceptable and I want something done immediately. I am sick of having to take the car into Peugeot dealers to have the messages taken off the dashboard, but more importantly I am very concerned about the safety aspect of the car.

I will be away on holiday from 28<sup>th</sup> February until 6<sup>th</sup> March. This leaves you just over a week to come to a decision as to what you will do to help me and keep my as a loyal Peugeot customer.

I am well aware of the law with regards to the Consumer goods act and fit-for-purpose goods. While I don't feel it necessary to involve my solicitor and the law at this stage, I would have no hesitation should the need arise.

I look forward to receiving a satisfactory response soon.

Yours sincerely

Mark Fell-Crook