

XXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXX
XXXXXXXXXXXXXX
XXXXXXXXXX

Tel. Home xxxxxxxxxxxx
Tel. Work xxxxxxxxxxxx

11th May 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:
CC Chris Gostage Mochdre xxxxxxxxxxxx**

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 nine times. This has been going on now for almost thirty months.

Yet again on Sunday morning I have had to call out the AA as the battery was completely dead, this meant I was unable to get to work for a call out. I am also still having problems with Anti Pollutions faults and Oil level indicators.

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 believe this action needs to be done by yourself. I feel sorry for Chris at Mochdre Peugeot as he is always willing to help, including picking up the car and dropping it back off, but at the end of the day, he didn't build the car.

I look forward to your reply by Friday 13th May.

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 6th 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 so 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.

- **May 2005**

Anti Pollution Fault reoccurs

Car Battery completely discharges itself. Peugeot Assistance we're called and the battery recharged.

Oil Indicator Level failed.

COPY

XXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXX
XXXXXXXXXXXXXX
XXXXXXXXXX

Tel. Home xxxxxxxxxxxx
Tel. Work xxxxxxxxxxxx

20th February 2004

Customer Relations
Peugeot Motor Company PLC
PO Box 227
Aldermoor House
Alder Lane
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 28th February until 6th 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