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Tel. Home xxxxxxxxxxxx
Tel. Work xxxxxxxxxxxx

31st 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 xxxxxxxx
CC xxxxxxxxxxxx & Co Solicitors xxxxxxxxxxxx**

Dear Ms Adams,

Many Thanks for your letter.

The fitting of non standard items to my vehicle, namely a mobile phone handsfree set and a stereo upgrade are not the cause of the problems with my vehicle. This has been confirmed by an engineer from Whatcar? Magazine who wrote an article on this vehicle, and also by numerous AA vehicle technicians who have been called out to help start the vehicle.

The stereo and handsfree kit run from their own 12v source and in no way interfere with the Peugeot electronic systems. Kevin from Peugeot Mochdre wired these in himself to prevent any interference. Further more I was having these problems long before I added anything to the car.

May I suggest that you have a look at the http://www.carsurvey.org/review_73155.html website, there are lot of owners of the 307 XSI who have had the same problems as myself.

As to the packages offered to me by Peugeot Mochdre, these are not acceptable. I do not see why I should have to settle for a second hand car when I have had these problems from new. I also do not see why I should pay out £4000 for a replacement car simply because you don't have the capability to fix it.

As a compromise and to put an end to this once and for all, would you be willing to swap my vehicle for a smaller, cheaper, yet still well specified car such as a Peugeot 206 GTI. As you know I have had two 206's in the past that I did not have any problems with whatsoever.

Failing this, then I will have no other option that to instruct my solicitor to start proceedings against Peugeot Mochdre under the terms of the Sales of Goods act, and I will also be back in contact with Watchdog who are very interested in doing a feature on this vehicle.

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 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.

- **May 2005**

Anti Pollution Fault reoccurs
Car Battery completely discharges itself. Peugeot Assistance we're called and the battery recharged.
Oil Indicator Level failed.