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22nd July 2005

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Dear Bill,

Many Thanks for your letter that I received this morning. On the way into work today, I tried to think long and hard about which aspect of owning a Peugeot 307 had given me the greatest satisfaction.

- ESM/ASR Not Responding Message
- Dashboard Dials that stop working while driving
- Anti Pollution Fault (a particular favourite of mine)
- Car Battery Discharging itself
- Electric Windows that wouldn't close
- The Floating Gearbox
- The Reverse gear that crunches every time I engage it
- Anti Pollution Fault (did I mention this one)
- Catalytic Converter Fault
- Faulty Oil Indicator Level
- Car Failing to start
- Anti Pollution Fault (I'm starting to see a pattern here)
- Clunking Knocking noise from Front of Car when turning right
- Unbelievably poor Customer Service

As you can see it was a difficult decision. I eventually decided that it was the accelerator pedal that stopped working while I was driving that was my favourite.

I hope you'll display this letter proudly in your showroom to show all would be Peugeot owners the benefits of owning a Peugeot 307.

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.

- **June 2005**

Anti Pollution Fault reoccurs
Oil Indicator Level failed