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Tel. Home xxxxxxxxxxxx  
Tel. Work xxxxxxxxxxxx

8<sup>th</sup> April 2004

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

### **Official Complaint**

#### **For the Attention of Mark Gardner:**

Dear Mr Gardner,

I was wondering if you could help me. We spoke last month about problems I've been having with my Peugeot 307Xsi. On Tuesday, less than 4 weeks after the faults we're 'fixed' the car is now worse than ever. I have forwarded a copy of this letter to Mr Brian Steele, but have not yet had a response. Could we please bring this situation to a head once and for all.

I can't believe you would treat a loyal Peugeot Customer like this. I have added aprils events to this list for your perusal.

To bring you up to speed on my problems;

In September 2002, I purchased a new Peugeot 307 XSI (registration xxxxxxxx) from Peugeot Mochdre in Colwyn Bay. The car has now done just 12000 miles.

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.

- **September 2002**  
On picking up the card 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.
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- **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 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.

**I think you will have to agree that I have been very patient with the problems and you have had more than enough chances to fix it.**

My Statutory Rights Under The The Sale Of Goods Act 1979 (As Amended) Says That Goods Should Be:

- of a Satisfactory Quality, i.e. of a standard that a reasonable person would consider to be satisfactory - generally free from fault or defect, as well as being fit for their usual purpose, of a reasonable appearance and finish, safe and durable;
- fit for the purpose - As well as being fit for the purpose for which they are generally sold, goods should also be fit for any specific or particular purpose made known at the time of the agreement;
- as described - Goods should correspond with any description applied to them. This could be verbally, words or pictures on a sign, packaging or an advert.

This car fails to adhere to any of these, and so do the repairs that you have made to the car.

I now demand that you either refund the full price that I paid for the Car (£15885) or you replace it with a 'defect free' identical specification car.

I would like to hear back from you today. If I do not receive a satisfactory response I will waste no time in forwarding all the details of this case to ;

- a My Solicitor – to start proceedings against you
- b The Which? Consumer Service
- c Trading Standards
- d Watchdog

I look forward to receiving a satisfactory response soon.

Yours sincerely

Mark Fell-Crook

I have also enclosed all previous correspondence for your convenience.

# COPY

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XXXXXXXXXXXX  
XXXXXXXXXXXX  
XXXXXXXXXX

Tel. Home xxxxxxxxxxxx  
Tel. Work xxxxxxxxxxxx

20<sup>th</sup> February 2004

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Peugeot Motor Company PLC  
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CV3 1LT

## Official Complaint

To Whom It May Concern:

In September 2002, I purchased a new Peugeot 307 XSI (registration xxxxxxx) 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.

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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.
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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