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Tel. Home xxxxxxxxxxxx  
Tel. Work xxxxxxxxxxxx

26<sup>th</sup> July 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,

Since the Peugeot Technical Team came and inspected my car last month, I have had to make use of the Peugeot Assistance Service another four times.

Three times the battery has been dead, and once after the engine cut out on the M56 motorway, which very nearly cause a major accident.

This morning, the oil level indicator meter has also failed.

When the ignition is switched on the whole of the oil indicator level is flashing.

According to the manual, the car should not be driven at all or engine damage could occur.

Therefore I have had to get a lift in to work today and left the car parked outside my house.

The dashboard dials also now fail at least once on every journey.

Obviously, This **can not** continue. I want this car replaced or refunded by Monday 2<sup>nd</sup> August at the very latest. I do **not** want to have any further problems with my vehicle. As you know I am on call 24h a day / 365 days a year. I need the reliability that I thought I would get with a £16,000.00 car.

If I do not receive a final satisfactory response, then I have now have no further choice other than to begin legal proceedings against you. At the end of the day, this car has twice now, almost caused an accident.

Yours sincerely

Mark Fell-Crook

A copy of this letter has been sent to Trading Standards, Ray Castle of WhatCar? and to Mr Tod Evans, Managing Director, Peugeot along with all previous documentation and correspondence.

- **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.

# COPY

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20<sup>th</sup> February 2004

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CV3 1LT

## Official Complaint

To Whom It May Concern:

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

- **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.
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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.

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