

XXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXX
XXXXXXXXXXXXXX
XXXXXXXXXX

Tel. Home xxxxxxxxxxxx
Tel. Work xxxxxxxxxxxx

18th November 2004

******* 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 Mark Gardner:

Dear Mr Gardner,

Yesterday as I was driving home from work, I received yet more messages on the display of my 307 XSI.

Anti-pollution Fault and Catalytic Converter Fault.

You have tried to repair this car over 20 times now including visits from your Peugeot Technical Team. All with no or limited success.

I am not going to put with this car any longer. Having spent over £45k on Peugeot cars in the last four years, I thought I would have been treated better.

I have tried everything in my power to be cooperative, and patient with yourselves. You have left me with no choice other than to take Legal Proceedings against Peugeot Motor Company PLC for selling me a dangerous and faulty car. I have contacted my solicitor and I now require contact details of either your solicitor or your legal representative.

Please ensure these are forwarded to me within 7 days.

My Solicitors Details are ;

XXXXXXXXXX
XXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXX

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 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.

COPY

XXXXXXXXXXXXXXXXXX
XXXXXXXXXXXX
XXXXXXXXXXXX
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 xxxxxxxxxxxx) 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.
- **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.
- **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.

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