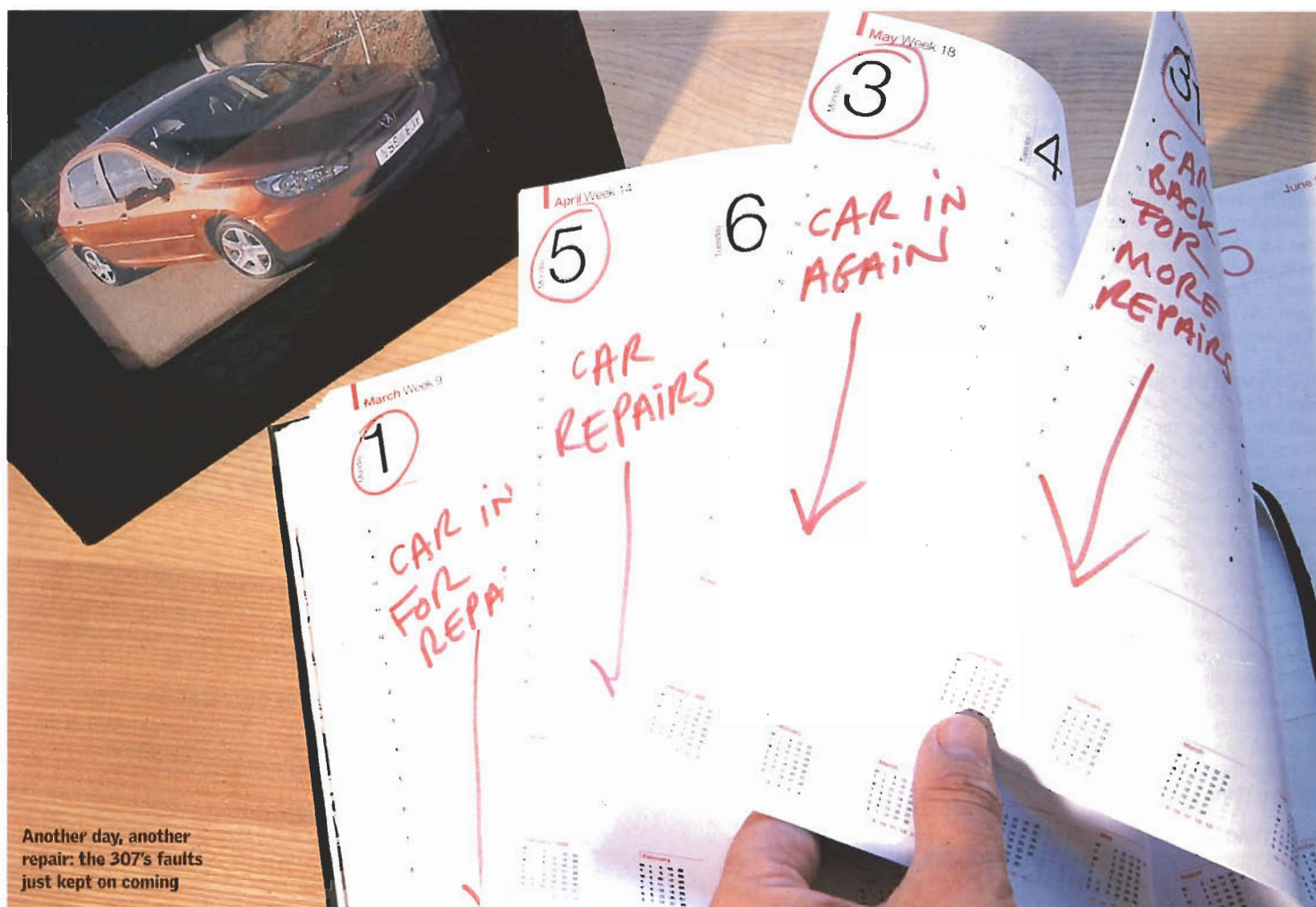


# What Car? Helpline

Got a problem? Write to: What Car? Helpline, 60 Waldegrave Road, Teddington, Middlesex TW11 8LG



Another day, another repair: the 307's faults just kept on coming

## Peugeot's faults arrive day by day

Mark Fell-Crook's dream Peugeot soon turned into a nightmare with its constant stream of niggling faults

**A**FTER OWNING TWO SPORTY Peugeot 206s, Mark Fell-Crook traded up to the 307 XSi – a decision he now regrets.

The problems started on the day he collected his new car from dealer Peugeot Mochdre of Colwyn Bay. He noticed that the floor mats and armrest which he'd ordered and paid for were missing. A minor matter, perhaps. More seriously, as he drove off he noticed that warning lights indicated the car's stability control mechanism was faulty. This was quickly put right by correcting the 307's computer software.

From then on, the faults just kept coming. A month later, while driving on a busy main road, all the instrument dials stopped working. After a few minutes they returned to normal.

Then, three months later, the in-dash readout told Mark that the car had a fault with its emissions control system. A trip back to the dealer showed this was a 'false' message. Over the following 18

### HELP ME

**NAME** Mark Fell-Crook  
**AGE** 27  
**LIVES** Prestatyn, Denbighshire  
**OCCUPATION** IT engineer  
**CAR** Peugeot 307 XSi  
**PROBLEM** Faulty electrics

months, it was one that Mark would see no fewer than 11 times.

Next, Mark returned to his car after several hours to find that the battery was flat. Mark called Peugeot Assistance which recharged it, but why it happened remained a mystery. This was another problem that returned, stranding Mark a further four times.

After 19 visits to the repair bays in 21 months, Mark approached *Helpline*.

Mark asked whether he could reject the car using the 1979 Sale of Goods Act and demand a replacement. We told him that because he'd owned the car for so long, there was little hope of succeeding. We thought, however, that Peugeot should have an expert check the car over thoroughly and put it right.

At first, the company suggested that the aftermarket stereo system and the hands-free phone kit which Mark had had fitted to the car could be the cause of some of its problems.

Mark was quick to set the record

straight, however. The supplying dealer had fitted the stereo and, although Mark had bought the unit independently, he had followed Mochdre Peugeot's advice in choosing it.

As for the hands-free kit, Mark admitted he'd wired it in himself, using the know-how gained from his IT job. However, as he was quick to point out, it was installed only after many of the car's faults had appeared. What's more, no new faults had since occurred which could be attributed to it.

Once that was cleared up, Peugeot followed our suggestion and dispatched an expert from its Coventry HQ to examine the car. Soon Mark had his car back and is keeping his fingers crossed that none of its problems reappear.

### WHAT CAR? SAYS

Good work by Peugeot – but only after months of misery. It would have been better if the experts had been brought in sooner.