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Tel: XXXXXXXXXXX

E: [xxxx@xxxx.com](mailto:xxxx@xxxx.com)

31 January 2007

Retail Disputes Department  
Mint Cards  
PO Box 5747  
Southend-on-Sea  
SS1 9AJ

**REFERNCE: Mint Mastercard: xxxx xxxx xxxx xxxx**

**RE: Unsatisfactory LPG conversion (Certified date of completion: 08 March 2006)**

Dear Sir/Madam,

After speaking to an advisor named 'Zara' from your Retail Disputes department today, Wednesday 31 January 2007 at approximately 1630 HRS, I am writing in regards to the following transaction on my Mint Card:

**Date** : 10 March 2006  
**Amount** : £2091.28  
**Retailer** : SPS Enterprises (trading as Go LPG)

The above transaction was for a Certified LPG conversion on my vehicle:

**Make** : BMW  
**Model** : 540i Auto Sport Saloon  
**Year** : 2001  
**Engine** : 4.4 V8 (4398 cc)  
**Registration** : XXXXXXXX

To provide you with a bit of background information:

**About LPG Conversion:**

Liquefied Petroleum Gas (LPG) is a natural hydrocarbon fuel made up of propane and butane. LPG has several applications: domestic or agricultural heating and vehicle fuel, when it is often referred to as 'Autogas'. A vehicle can be converted to run on Autogas (as well as existing petrol) which makes it both cheaper to run and more environmentally friendly. It is then referred to as a 'bi-fuel' vehicle.

**The Installer (with whom the transaction was made) is:**

Mr Steven P Sparrow  
SPS Enterprises (Go LPG)  
Orchard Barns  
Brown Heath Lane  
Martin Hussingtree  
Droitwich Spa  
Worcestershire  
WR9 7JF

<http://www.go-lpg.co.uk>

**The UK distributor and technical support for the LPG equipment is 'Autogas Worldwide':**

Autogas Worldwide  
Crosarneionon Farm  
BASSALEG  
Newport  
NP10 8RR

<http://www.autogasworldwide.co.uk>

**An industry non-profit association is the LPGA:**

LP Gas Association,  
Pavilion 16  
Headlands Business Park  
Salisbury Road  
Ringwood  
Hampshire  
BH24 3PB

<Http://www.lpga.co.uk>

**THE PROBLEM:**

1. Poor running – The car does not run correctly with the ‘Romano N’ system that Go LPG has installed. I have Engine Management Light (EML) issues, diagnostics tests show the car is running too ‘lean’, error ‘122D Multiple Mixture Adaptation’, the car also switches back to petrol which it should not do.
2. Poor performance – The performance of the car is far worse on LPG when compared to petrol. It is 60 BHP down at the flywheel, 50 BHP down at the wheels and 30 Ft Lbs of torque (confirmed independently by DS Automotives Ltd).

In addition to the above:

3. My car has developed a coolant leak from where the LPG system is plumbed-in (confirmed independently by RSJ Motors Ltd – Independent BMW Specialists).
4. There is a strong smell of gas coming from the cabin and this is being noticed by passengers. As a result, I fear for my safety and am no longer using gas which makes this conversion a waste of money.

### **WHAT I HAVE DONE SO FAR:**

I have been back to the original installer at least 5 times after which he has refused to deal with me despite it being within my 12 month warranty of this conversion:

1. Friday 17th March 2006.
2. Friday 24th March 2006.
3. Monday 27th March 2006.
4. Friday 31st March 2006.
5. Monday 3<sup>rd</sup> April 2006.

I have also been to the UK distributor 2 times who has looked at the system briefly (no more than an hour) and refuses to do any remedial work as they say that is the job of the installer:

1. Monday 5<sup>th</sup> June 2006.
2. Monday 4<sup>th</sup> December 2006.

I have also compiled a comprehensive report which I have forwarded to the LP Gas Association (LPGA). However, the LPGA is a non-profit industry association and as such has no regulatory or enforcement power. Any installer can join the scheme via a payment and test.

The LPGA have since written to me, having received a reply from both parties and the general consensus from both parties is that I am, in some way, an unreasonable customer and my driving style is 'extreme'.

To this, my only reply is that I would NOT expect to return to any store for any good/service purchased, the amount of times I have returned to the installer and the equipment supplier supplier. In addition, I drive within the speed limits of this country and to-date, have zero speeding/traffic endorsements on my license.

### **SITUATION NOW:**

As a consumer, I have been more than patient with the installer and the equipment supplier. I have paid over £2000 for this conversion and it is clear to me that under the Sale of Goods Act and Supply of Goods and Services Act 1982:

- The equipment does not appear to be as described as the installer said he could successfully convert my vehicle with it. In-fact, on his own website, the installer states:

## Running on LPG

The top end of engine performance may be 'clipped' by a small amount, typically 5% (*but not with every engine / gas system combination*). In reality, no-one drives in the top-end range very often so this reduction is hardly significant. Also consider that most cars converted to LPG have the largest engines (cc). Reduction of performance at the top end is least noticeable with a larger engine and so it becomes less of an issue. (*If this does become an issue at some point (i.e when towing) remember that you always have the ability to revert to petrol at the flick of a switch*).

\* Most drivers of **Go LPG!** conversions report that they cannot find **any** difference in the overall performance of their vehicle when running on LPG.

(source: <http://www.go-lpg.co.uk/diffperf.html>)

- The equipment used for the conversion does not appear to be fit for purpose as it is not working correctly and has not been since the day it was converted.
- The installer has not been courteous in his dealings with me.

I have tried to resolve the problems with the installer and the equipment supplier, to no avail. I have been knocked from pillar to post. Neither party wishes to deal with me and I find this totally disgusting considering I have paid so much and simply want a working conversion. **What adds insult to injury is that the installer is fully aware that my vehicle is used for the transport of disabled people (my parents – my father has in-fact passed away during this saga).**

I have contacted my Solicitor as well as Trading Standards – both suggest that I:

1. Contact the installer (whom I paid using my Mint Card) to seek final resolution.
2. Contact my credit card issuer (yourselves) as I am covered under section 75 of the Consumer Credit Act 1979 which makes yourselves equally liable for this claim.

I attach a copy of the Final Resolution Letter sent on 31/01/2007 to the installer whom I paid using my Mint Card. I also attach a copy of the report I have produced and sent to the LPGA. The LPGA, however, have commented little on the majority of the content of my report as they have no regulatory or enforcement powers.

I understand that much of the information I have provided might be too complex to understand for someone who is not familiar with LPG conversion. However, I wish to maintain that in essence, this is simply a case of the retailer (installer) **not honouring** the Sale of Goods Act and Supply of Goods and Services Act 1982 and yourselves being equally liable for this claim under section 75 of the Consumer Credit Act 1979 (as advised by both my Solicitor Trading Standards).

In addition to the actual cost of the transaction, the consequential losses I have incurred (taking time off work to visit the installer/supplier, alternative methods of transport etc.) the *real* cost of the conversion has been excess of £3000. I can, of course, provide further details of these costs as and when required.

Due to the urgency of this matter, I have posted this letter via Recorded Delivery on Thursday 01 February 2007 and from this date, I grant you seven working (business days – excluding weekends) to reply. I, therefore, expect a written reply from you by **Monday 12<sup>th</sup> February 2007.**

Please do not hesitate to contact me if you require any further information.

I look forward to hearing from you.

Yours faithfully,

Mr xxxxxxxx, BSc (Hons), MBA, IEEE, MBCS  
Enc.

[www.lpginfo.co.uk](http://www.lpginfo.co.uk)