



VAUXHALL

20th May 2016

Louise Ellman MP
Chair of the Transport Select Committee
House of Commons
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Dear Mrs Ellman,

1. As you may be aware, we will shortly be contacting owners of Zafira B Right Hand Drive vehicles with manual Air Conditioning or without Air Conditioning to confirm a second recall action and to provide advice about how to operate their vehicle until the second recall action has been completed.
2. You will be also be aware that there are reports in the media regarding an investigation conducted by an organisation, GBB, into the cause of the Zafira B fires. This issue is of great concern to our customers and our company and I want to take this opportunity to update you on our ongoing investigation and next steps. As always, the safety of our customers is our key priority.
3. We have been in regular discussions with the DVSA, not only on the progress of our recall, but also the continued investigations we have been taking. On May 9th 2016, we presented a status update to the DVSA and agreed with them on additional actions.

First Recall

4. As communicated in our letter dated 18th December, the result of intensive investigations conducted in September/October 2015 identified improper repairs of resistors as the root cause of the fire cases. The purpose of this recall was to return the vehicles to their Original Equipment condition. This recall addressed all owners of Zafira B Right Hand Drive vehicles with manual Air Conditioning or without Air Conditioning.
 - 4.1 An analysis of 2,050 returned resistors randomly selected revealed 49 (2.4%) of resistors had been improperly repaired, potentially without the customer's knowledge, or before the customer bought the vehicle. This confirmed that the first recall action was necessary and appropriate.
 - 4.2 Contrary to reports, our extensive investigations have not shown that the cause of fire is the blower motor or the wiring.

- 4.3 It is important to add that the condition of the blower motor has always been part of the recall. When the recall to return the vehicles to their Original Equipment condition began, Vauxhall technicians were instructed to test the blower motor, and inspect the wiring, as part of the inspection programme.

Several thousand blower motors have been replaced as part of this process. More recently, in agreement with the DVSA, we improved the inspection method by asking technicians to also carry out a visual inspection of the blower motor. Where evidence of corrosion was found, the blower motor was replaced. We improved the inspection method based on the evaluation of returned motors.

Second recall

5. As stated in our letter dated 18th December, we have continued to monitor internal and external data sources and continued to conduct extensive investigations to determine whether additional action would be required. As of 10th May, there have been 14 reported fire cases after the recall. We have inspected each of these vehicles where permission has been granted.
- 5.1 The information gathered from these inspections, combined with our internal laboratory investigations, found evidence that the effectiveness of the resistor can, under very specific circumstances, degrade. The Fraunhofer Institute, in Germany, supported us in this analysis. As part of the second recall, we will introduce a wax fuse resistor which will address this issue as well as reducing the opportunity for manipulation.
- 5.2 At our meeting with the DVSA on 9th May, we presented a status update and agreed on the next steps with the DVSA. As such, we will be initiating a second recall to replace the current soldered fuse resistor with the wax fuse resistor, as outlined above. When the second recall is complete, all vehicles will have the new wax fuse resistor, a new blower motor and a new moulding at the base of the windscreen.
- 5.3 We expect initial parts availability for the second recall during the month of August as outlined to the DVSA at our meeting on 9th May. We have been working intensely with our suppliers to ensure this timeline is met.
- 5.4 On 17th May DVSA contacted Vauxhall. We agreed that with parts availability commencing in August, we would issue an interim letter to owners informing them of the second recall and what action to take to mitigate risk until we could arrange for their vehicles to be reworked. This also meets the requirements under the DVSA Recall Code and The General Product Safety Regulations (GPSR).
- 5.5 We will be writing to all customers to inform them of the second recall action and provide appropriate advice about how to operate the vehicle until the second recall has been conducted. Subsequently, we will write to customers on a staggered basis to invite them in for the second recall. It is planned to commence sending the second recall appointment letters during the month of August. The second recall will, like the first recall, be carried out free of charge to our customers.

I hope that this gives you a clear update on the Zafira B status and actions.

I would be pleased to provide further information if that would be helpful.

Yours sincerely,



Rory Harvey
Chairman & Managing Director, Vauxhall Motors
CEO, Opel Ireland

cc Secretary of State for Transport, Rt Hon Patrick McLoughlin MP
Parliamentary Under Secretary of State, Andrew Jones MP