

18<sup>th</sup> November 2016

Louise Ellman MP  
Chair of the Transport Committee  
House of Commons  
2<sup>nd</sup> Floor  
14 Tothill Street  
London  
SW1H 9NB



Griffin House  
Osborne Road  
Luton LU1 3YT  
Telephone 01582 721122  
Fax 01582 427400  
[www.vauxhall.co.uk](http://www.vauxhall.co.uk)

Dear Ms Ellman,

**RE: Zafira B progress**

Further to my letter dated 31<sup>st</sup> August, I wanted to update you on the progress we are making with regard to our second Zafira B recall.

Our second recall went live on 5<sup>th</sup> August as planned and since then we have worked closely with the Vauxhall Authorised Repair Network to ensure that they have the necessary resource and parts to repair customer vehicles. To date, the Vauxhall network has submitted 115,855 separate claims into our Warranty system which records vehicles that have had the rework completed. This represents over 50% of the total number of affected vehicles.

Ensuring all affected vehicles are repaired as urgently as possible is a priority to our business. On 7<sup>th</sup> October we initiated a first reminder to our customers and the last of these letters was sent on the 11<sup>th</sup> November. We continue to ensure that our repair network has sufficient supply of parts from our warehouse to meet their capacity to conduct vehicle repairs.

We are continually exploring ways in which we can improve the capacity of our Authorised Repairers in completing this Safety Recall. In addition to out of normal business hours working, Retailers in high volume areas have been allocating specific bays and dedicated technicians to maximise throughput. A number of Retailers have introduced multiple technicians working on a single vehicle simultaneously to reduce customer waiting time.

In addition to actions to support the capacity of our Authorised Repairers we are also ensuring the progress of these safety recalls has the highest visibility within our business. We publish district league tables highlighting the completion rate by Retailer, Retailer Group and Region and supply our 11 major Retailer groups, which account for 52% of the vehicles, with monthly performance reports. Vauxhall field team members are issued with a league table showing completion performance for sites under their responsibility and there is a weekly field team conference call to focus on any improvement opportunities. Detailed progress reviews are conducted on a regular basis to update the Vauxhall and Opel Group Board meetings.

While mailings to home addresses are our primary route to communicate to customers we have also

launched a Facebook campaign to target Zafira owners and raise awareness of the second recall, encouraging prompt completion.

I hope that this update has been useful, if you have further questions then please let me know.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Peter Hope', written over a horizontal line.

Peter Hope

Customer Experience Director