

Louise Ellman MP
House of Commons
2nd Floor
14 Tothill Street
London
SW1H 9NB

8th December 2016

Dear Mrs Ellman,



Griffin House
Osborne Road, Luton LU1 3YT
Telephone 01582 721122
Facsimile 01582 427400
www.vauxhall.co.uk

Corsa D article in The Sun

Further to the coverage in the article in The Sun newspaper dated 7th December, I wanted to take this opportunity to provide you an overview of our Corsa D safety recall. This recall is related to vehicle fires and given the recent Transport Select Committee enquiry into fires related to Zafira B vehicles, it is important to inform you that the two incidents are not related.

The safety of our customers is of the utmost importance to Vauxhall. We would like to underline that we have no confirmed cases of vehicle fires in Corsa D/E models that relate to the heating and ventilation system. As always, we will continue to evaluate all information sources and take action where appropriate.

It is important to note, that despite requests for further information on the customer cases included in The Sun article, we were not given an opportunity to investigate those cases prior to publication. Without a thorough professional investigation of each case it is not appropriate to draw conclusions as to the cause of fire which may be misleading and unduly alarming for our customers.

We are committed to investigate all cases of vehicle fire where we have permission from the customer and vehicle insurer to do so.

Safety recall Corsa D

In April 2016, Vauxhall identified a fire risk in a specific Corsa D (model year 2013 & 2014) variant which relates to the potential for a short circuit to occur in the Vacuum Pump Relay Box due to water ingress. This issue, once identified, was communicated to the DVSA on 19th April 2016, and a Safety Recall was immediately issued on Corsa D 1.4 Turbo petrol engines.

A subsequent revision to the Safety Recall was released on 10th August 2016 which mandated the replacement of the Vacuum Pump Assembly after a vehicle fire occurred following the initial Safety Recall.

Following DVSA guidelines all affected customers have been written to using address data from the DVLA and so far 56% of those customers have had the repair work completed.

Inspection of vehicles

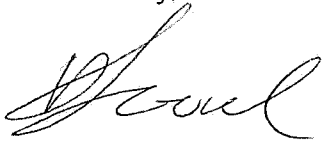
Our procedure, when customers report a vehicle fire, is to advise them that an inspection may be necessary. We explain that we will need the permission and involvement of their insurance company. This avoids the risk of the customer's policy being invalidated. We have reinforced this procedure and made it more rigorous following learnings from Zafira B, however, it is not always possible to arrange an inspection. Even when inspections have been conducted, either by Vauxhall or Insurers, the destructive nature of fire can prevent the determination of the root cause.

We do ensure that data related to fires is fed into our internal system which can help us identify trends and potential issues. As we have previously communicated, fires can occur for a wide variety of reasons, with the UK Fire and Rescue Service recognising over 18,000 vehicle fires per year based upon a 3 year average across all manufacturers (Source: Auto Express 14th September 2016.)

One action we are currently pursuing is to try and access more information on vehicle fires from the Insurance industry. There is currently no requirement for Insurance companies to notify manufacturers about fire cases. Better access to data about vehicle fires could help all manufacturers with early detection of safety issues. We are therefore working through the SMMT to understand what data sharing opportunities could be put in place to provide greater visibility in this area.

I hope that this further clarification has been useful, if you would like to meet in person in discuss this recall further then please let me know.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Helen Foord', written in a cursive style.

Helen Foord

Head of Government Relations and Public Policy