



Vauxhall Customer Care  
Griffin House  
Osbourne Road .Luton  
LU1 3YT  
Mail Code UK1-900-400

Dear Mr/Ms  
Your Vauxhall:  
Registration Number:  
Chassis Number:

August 2016

## Product Safety Recall: Zafira B – Heating and Ventilation System (16-C-50)

**This is an important letter. Please take time to read it and note the following.**

### The Issue

We are writing to inform you of our decision to implement a second Product Safety Recall for Vauxhall Zafira B vehicles with manual Air Conditioning or without Air Conditioning.

**Even if you have already had your vehicle recalled to a Vauxhall Retailer to have rectification work completed (Reference 15-C-097) you will need to complete the second recall under this Reference 16-C-050.**

**This customer advice supersedes all communication and advice you have received to date.**

We are introducing the second recall to improve the robustness of the system. This will address corrosion, minimise the potential for future improper repair and improve the effectiveness of the resistor. We have found evidence that the current resistor can, under very specific circumstances, degrade, which can lead to a fire. This second recall will address this with the introduction of a wax fuse resistor.

### Our action

We will replace the Heater Fan Resistor with a new wax fuse design, fit a water deflector and check the blower motor and replace if necessary.

### Your action

Please arrange a visit to your local Vauxhall Authorised Repairer for the free remedial work.

### What you should do now

If you do not already use a Vauxhall Authorised Repairer, visit [www.vauxhall.co.uk/find](http://www.vauxhall.co.uk/find) and click on Find a Retailer on the top left corner. Alternatively here are some options close to you:

- Repairer name, town, post code, tel number
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Please call your preferred Vauxhall Authorised Repairer and tell them you would like to make an appointment for this remedial work to be carried out.

Or go to My Vauxhall : simply register at [www.myvauxhall.co.uk](http://www.myvauxhall.co.uk) and book your visit online at your preferred Vauxhall Authorised Repairer quoting **Product Safety Recall 2038830 / 16-C-050**.

You'll also find a range of benefits for you and your Vauxhall

Alternatively if you have any specific questions, please contact our customer assistance centre on **Tel 0800 026 4970**.

This remedial work should take no longer than three hours to complete. Do take this letter with you to the appointment.

**Until the recall repairs have been performed, it is important to follow the precautions detailed below:**

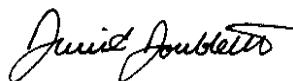
**Until your vehicle has had the second recall carried out, you should only use blower motor fan speed setting 0 or 4**

**If the blower motor fan is not operating in speed 4 it is recommended to set your fan speed to 0 in order to prevent the possibility of the fuse blowing. Under these circumstances please contact your local Vauxhall retailer to arrange repairs.**

If your vehicle has been sold, stolen or scrapped, or if your current address details require changing, please complete the notification of change form and return using the prepaid section.

Thank you for your co-operation in this important rectification, which is being carried out in accordance with the Driver & Vehicle Standards Agency (DVSA) Codes of Practice concerning vehicle safety.

Yours sincerely



David Doublett  
Head of Customer Care Operations, UK & Ireland