

Toyota Recall Outbound Script - 522085

**Verbatim script*

*GREETING/PLACE ORDER

Be very "conversational" during the greeting, i.e. providing who you are and why you're calling...ENGAGE THE BUSINESS OWNER EARLY!

Hello <name of person who answers the phone>, my name is _____. I'm calling from the Toyota Recall team. I'd like to speak with the person in charge of your fleet vehicles regarding an important Safety Recall Notice. May I have their name please?

If the person asks what the call is in reference to state:

This is not a sales call. Our records indicate that important safety recalls have not been completed on your fleet vehicle(s) <review the SharePoint record to see if there are one or more vehicles owned by the business>. May I speak with <the person in charge or the name provided>?

If Yes available: <call transferred.> state:

Hello (name provided.>, my name is _____, I'm calling from the Toyota Recall team. This is not a sales call. I'm calling you today as our records indicate important safety recalls have not been completed on your fleet vehicle(s).

May I ask if you've scheduled your FREE OF CHARGE Recall Repair with an authorized Toyota Dealer?

If Yes state: Great! <Go to Close>.

If No state: We apologize for any inconvenience the recall may cause you. We understand we're requesting you take time out of your busy schedule to repair your fleet. Toyota will fix your vehicle FREE OF CHARGE. We'd like to help you schedule your appointment with your Toyota Dealer today:

- I can help you by transferring you to the Toyota Customer Experience Center who can connect you to your nearest Toyota dealership.
- Or, you can locate your nearest dealership to schedule your appointment by going to Toyota.com/owners and schedule your

Outbound Calling Number: xxxxx

SharePoint form: xxxxx

- Enter and track all call attempts in the SharePoint form.
- Enter the contact name, attempt#, call disposition & comments.
- Update the Business address or Business phone number if needed.
- Do not use VOC.

Calling Schedule Exceptions:

- Do Not Call – Adhere to the National DNC dates.

DNC Holiday Alerts for June/National Do Not Call Dates

- See Call Scheduling & Time Zones.

See the schedule provided by your Supervisor/Group Lead.

Direct the Business Owner to go to Toyota.com/owners to locate the nearest dealer.

- Click on **FIND A DEALER**, <located on the top of the homepage navigation bar>.
 - They will enter their zip code.
 - The web page will populate choices for their nearest dealership.
 - They can call or schedule their appointment online at the dealership by clicking on **SCHEDULE SERVICE**.



La Fontaine Toyota

2027 S. Telegraph Road,
Dearborn, MI 48124 (12.35 miles)

[GET DIRECTIONS](#)

Today's Hours
9 AM - 6 PM

Phone Number
(313) 561-6600

Spanish Speaking
Se habla español

[SCHEDULE SERVICE](#)

appointment online, or by calling the dealership.

Which option would you prefer?

- *If Business Owner requests to be transferred to Toyota Customer Care state: **Please hold for one moment while I transfer you to <800# needed here>. <Cold transfer>.***
- *If Business Owner states they will go to Toyota.com/recall state: **Great! Once you logon to the site, click on the Find a Dealer tab, <located at the top of the page>, enter in your zip code and the page will show a listing of dealerships nearest to you. From there you can call the dealer of your choice or schedule your appointment on-line.***

*<If the Business Owner asks for information about the types of open recalls on their fleet, click the link in their SharePoint record to view the recall campaign codes associated with their recall(s). Provide the Business Owner with the campaign description (as written) for the related recall campaign. **DO NOT verbally list** each vehicle associated to the recall code. State:*

I'll be happy to help you with that. We can mail you the information listing all your fleet vehicles affected by the recall. Or if you choose, you can view your vehicle recall information by clicking on the RECALL INFORMATION icon on the web page.

Which option would you prefer? < If the Business Owner requests a letter, verify the spelling of the Business Owner's name/Company name and confirm their mailing address/city/state/zip> and advise. We will mail you the letter. It will take approximately <5-7 days> to arrive to you.

Is there anything else I can help you with today? [<Go to Close>](#).

*Note: If the Business Owner requests a letter listing of all their fleet vehicles currently under open recall, choose the **FINAL: BUSINESS OWNER INFORMED/SEND LETTER disposition** in SharePoint form.*

If the Business Address is different than the address listed in SharePoint, enter the new address in the SharePoint form.

<p>If No, person in charge is not available ask to be transferred to their voicemail>.</p>	
<p>*TRANSFERRED TO VOICEMAIL</p> <p>Hello (name provided.>, my name is _____, I'm calling from the Toyota Recall team. This is not a sales call. This is a courtesy call as our records indicate important safety recalls have not been completed on your company vehicle(s). Toyota will fix your vehicle FREE OF CHARGE so we'd like to encourage you to schedule your appointment with your Toyota Dealer today. Please contact the Toyota Customer Experience Center at <800#> or you can locate your nearest dealership by going to Toyota.com/owners. Click on the Find a Dealer tab, enter in your zip code and the page will show a listing of dealerships nearest to you. From there you can call the dealer of your choice or schedule your appointment on-line. Or for your convenience, click on the RECALL INFORMATION icon on the web page and enter in your vehicle(s) VIN to review the details on the vehicle recall.</p> <p>If you have any questions about your recall we can be reached at <800#?> Monday-Friday, 7 a.m. to 7 p.m. or Saturday, 7:00 a.m. to 4:30 p.m. Central Time.</p> <p>Thank you for being a valued customer. Have a great day!</p>	<p>Toyota Customer Experience Center 1-866-690-3849? Monday-Friday, 7 a.m. to 7 p.m. CT, Saturday, 7:00 a.m. to 4:30 p.m. CT</p>
<p>CLOSING THE CALL</p> <p>*<and> Thank you for being a valued customer. Please don't hesitate to reach out to your local dealer if you have any other questions. Have a great day!</p>	