



Outbound Script

**Verbatim script*

GREETING

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 on behalf of the Honda 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 an important safety recall has 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 on behalf of the Honda Recall team. This is not a sales call. I'm calling you today as our records indicate that an important safety recall has not been completed on your fleet vehicle(s).

May I ask if you've scheduled your FREE Recall Repair with an authorized Honda 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. Honda will fix your vehicle for FREE. . We'd like to help you schedule your appointment with your Honda Dealer today:

- I can help you by transferring you <cold transfer> to the Honda Customer Support and Campaign Center who can connect you to your nearest

Outbound Calling Number: <tbd>

SharePoint form: [Honda Recall Outbound Database](#)

- Enter and track all call attempts in the SharePoint form.
- Enter the contact name, attempt#, call disposition & comments.
 - All calls must be dispositioned for next attempt or made Final. [Click here](#) for disposition codes.
- 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 July/National

July 4, 2018: Independence Day

Alabama
Louisiana
Mississippi
Rhode Island
Utah

July 24, 2018: Pioneer Day

Utah

- See [Call Scheduling & Time Zones](#).

See the schedule provided by your Supervisor/Group Lead.

If the Business Owner wishes to view information about the recall online direct them to:

<https://www.honda.com>

Click on **AirBag Recall** link, <located at the bottom of the homepage>. This will direct them to the **AIRBAG INFLATOR RECALL CENTER**.

<p>Honda dealership</p> <ul style="list-style-type: none"> • Or you can call the Honda Customer Support and Campaign Center directly at 877-491-0770. • Or you can locate your nearest dealership to schedule your appointment by going to owners.honda.com, and clicking on Dealers <p>Which option would you prefer?</p> <ul style="list-style-type: none"> • <i>If Business Owner requests to be transferred to Honda Customer Care state: Please hold for one moment while I transfer you <cold transfer> to Honda Customer Support and Campaign Center. Be sure to mention that you are looking to schedule an appointment for your fleet vehicle(s) to address this important recall.</i> • <i>If Business Owner states they will go to Owners.Honda.com state: Great! Once you visit the site, click on Dealers to find a dealer closest to you or on Check for Recalls for more information. <If the Business Owner asks for information about the open recall on their fleet, click the link in their SharePoint record to view the recall campaign postcard associated with their recall(s). DO NOT verbally list each vehicle associated to the recall code. State:</i> <p>I'll be happy to help you with that. We can mail you the information listing your fleet vehicle(s) affected by the recall.</p> <p><i>< 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.</i></p> <p>* Is there anything else I can help you with today? <u><Go to Close></u>.</p> <p><i>If No, person in charge is not available ask to be transferred to their <u>voicemail</u>>.</i></p>	<p>Additional Resources: Recall Customers can also find information on whether their vehicle is affected by the Recall by clicking on the http://owners.honda.com/service-maintenance/recalls link.</p> <p><i>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.</i></p> <p><i>If the Business Address is different than the address listed in SharePoint, enter the new address in the SharePoint form.</i></p>
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***TRANSFERRED TO VOICEMAIL**

Hello *(name provided.>*, my name is _____, I'm calling on behalf of the Honda Recall team. This is not a sales call. This is a courtesy call as our records indicate that an important safety recall has not been completed on your company vehicle(s). Honda will fix your vehicle(s) for FREE so we'd like to encourage you to schedule your appointment with your Honda Dealer today. Please contact the Honda Airbag Recall information line 877-491-0770 or you can locate your nearest dealership by going to Honda.com/owners.

If you have any questions about your recall we can be reached at 877-491-0770 Monday-Friday, 6 a.m. to 6 p.m., Saturday, 7:30 a.m. to 4:00 p.m. or Sunday 6 a.m. to 2:30 p.m. Pacific Time.

Thank you for being a valued customer. Have a great day!

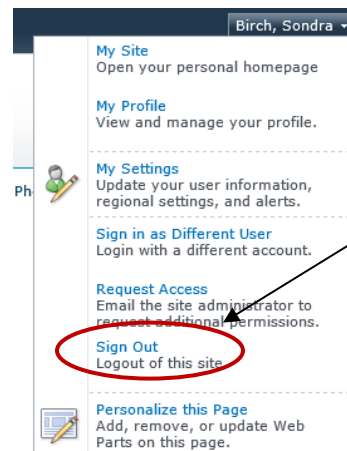
Honda Customer Experience Center

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CLOSING THE CALL

*Thank you for being a valued customer. Have a great day!

Sign out of the Honda Recall database when scheduled calls are completed <end of day/shift>



To sign out:

- Click on **Agent name** to drop-down the box.
- Click on **Sign Out**. The site will ask you to confirm. "*Do you want to close this tab?*" Click **Yes**.