

# TAKATA PASSENGER FRONT AIRBAG RECALL

## NHTSA TARGETS 100% RECALL COMPLETION



- Recall repair completion rates are in line with NHTSA targets for 2 of the 3 open priority groups
  - 32.3% of all affected VINs have been repaired
- Need retailer assistance with finding and repairing the oldest recalled vehicles
  - Proposal for direct retailer outreach to begin in Q4 is currently being drafted
    - JLR would provide affected owner contact information and outreach assets to retailers
      - These affected owners currently have a relationship with your service department
- Jaguar Land Rover November Outreach
  - Jaguar and Land Rover priority group 5 Epsilon calls
  - Email blast to all open priority group non-complete affected owners will be sent the week of November 13<sup>th</sup>
- Use your data, your relationships to find cars
  - Every defective airbag must be accounted for in the recall
  - IRF (Parts Wholesale Customers)
  - Used vehicle retailers
  - Salvage yards
  - Retailer DMS
- Recall Parts are not restricted
  - Please order only what you need
  - It's hazardous material
  - Campaign parts are not be eligible for JLR parts returns