

TAKATA AIRBAG RECALLS P081/J069

STATUS & UPDATES



Customer Outreach Timeline - Customers must be contacted monthly by JLR HQ

- March 2017
 - Customer letters mailed for the first group of customers
- May 2017
 - Reminder Postcards sent to customers
- June 2017 - Volume of recall customers expected to increase sharply
 - Email reminders being sent to customers
 - Customer letters mailed to the second group of customers
 - Phone calls by Epsilon will begin to schedule customers to retailers

Recommended actions:

- Check all used vehicles in your inventory for recall completions
- Vehicles at independent used car dealers must be repaired. Check dealers near you.
- Check your customer databases for vehicles which are affected. Customer can check VINs at NHTSA.gov

Government mandates:

- It is prohibited to upsell or market any services with the airbag recall.
- 100% completion rate mandatory. Every airbag from a USA vehicle, including salvage, deployed, or used parts airbags must be recovered per published procedure
- Privacy Laws prohibit distribution and sharing of customer data