

Takata Recalls
Talking Points for Vehicle Owner Calls

- Greeting and Introduction
Good morning/afternoon
Give your name and that you're calling from the Daimler Trucks Warranty Campaigns Department
- Purpose of your call
Our records show that your Sterling Bullet needs one or both Takata airbags replaced (before calling have VIN/serial available and check to see which recall(s) are needed before calling)
Are you aware of the Takata airbag recalls? Explain if not.
Are you the current owner of this vehicle?
If not, ask for the present owner's contact information.
- Ask if the owner would like/is willing to have the recalls completed and would they like assistance setting up the repair.
Offer to connect the owner to a DTNA dealer. Let the owner know they will hear from the dealer within 2-3 business days
If the owner is not able to take the vehicle to a dealer, offer other options – Travel Centers of America locations, possible mobile repair at the customer's location, sublet to a third party repair location.
- Recap the call and thank you