

TAKATA RECALL PROGRAM

TAKATA PROGRAM STATUS



Current Takata Program Status

- 15,272 Open Recalls with almost all groups missing their targets
- PG6 March milestone **missed by 1,412 vehicles** (partial)
- PG5 December milestone **missed by 2,635 vehicles**
- PG4 September milestone **missed by 5,590 vehicles**
- 217 Passenger airbag repairs completed in March (partial)
- \$500 Service Voucher extended to ALL customers thru June 30, 2020.
(Bulletin NAS20.03.017)

Priority Group	2019								2020				2021				Remaining Open Recall
	Mar		Jun		Sep		Dec		Mar	Jun	Sep	Dec	Mar	Jun	Sep	Dec	
	T	A	T	A	T	A	T	A									
4	90%	63%	95%	70%	100%	72.0%		73.7%		75.2%							5,406
5	85%	71%	90%	70%	95%	78.4%	100%	79.8%		80.9%							2,548
6	80%	80%	85%	83%	90%	84.9%	95%	85.6%	100%	86.6%							1,399
7	70%	83%	80%	87%	85%	88.5%	90%	89.4%	95%	90.4%	100%						964
8	60%	54%	70%	69%	80%	72.6%	85%	75.3%	90%	77.1%	95%	100%					1,159
9	50%	69%	60%	75%	70%	79.5%	80%	82.2%	85%	84.3%	90%	95%	100%				1,597
10		75%	15%	84%	40%	87.0%	50%	89.1%	60%	90.5%	70%	80%	85%	90%	95%	100%	2,199
																	15,272

Retailer Portal and Retailer Incentive Programs

- The Portal gives the retailer the ability to research and contact local customers who have not yet had the Takata repair completed (**Bulletin #: 192010.043**)
- 137 Retailers have signed up for the Retailer Portal. You need to sign up for each brand.
- **PLEASE NOTE: As the NHTSA recall completion target has not been achieved yet, as of May 1st, 2020, the customer information which is currently available to you will be reassigned to retailers who have joined the portal.**

Contacts

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- Retailer Incentives** - Jeremy Render – Regional CS Manager North – jrender1@jaguarlandrover.com
- Retailer Portal** – Andrew Barlow – Regional CS Manager – South – abralow4@jaguarlandrover.com

