

# TAKATA RECALL PROGRAM

## TAKATA PROGRAM STATUS – BIG 5 MEETING



### Current Takata Program Status

- 14,761 Open Recalls with almost all groups missing their targets
- PG6 March milestone **missed by 1,354 vehicles**
- PG5 December milestone **missed by 2,635 vehicles**
- PG4 September milestone **missed by 5,590 vehicles**
- 499 Passenger airbag repairs completed in March
- 314 Passenger airbag repairs completed in April (partial)
- \$500 Service Voucher extended to ALL customers through to June 30, 2020. (Bulletin NAS20.03.017)

### Upcoming Takata Activities

#### NHTSA Meeting

- JLR NA presentation to NHTSA is scheduled for May 20, 2020 to review current status in U.S.

#### Roadside Assistance Program

- A Roadside Assistance Program is in the final phase of implementation. This program will allow retailers to offer pick-up and drop-off of customer cars for recall repairs. A Bulletin will be issued regarding Warranty process by May 8<sup>th</sup>, 2020.

#### Retailer Portal and Retailer Incentive Programs

- As of May 1st, 2020, the potential customers of any Retailer who has not yet signed up for the Retailer Portal will be reassigned to retailers who have joined the portal.

| Priority Group | 2019 |     |     |     |      |       |      |       | 2020 |       |      |       | 2021 |      |     |     | Remaining Open Recall |
|----------------|------|-----|-----|-----|------|-------|------|-------|------|-------|------|-------|------|------|-----|-----|-----------------------|
|                | Mar  |     | Jun |     | Sep  |       | Dec  |       | Mar  |       | Jun  |       | Sep  |      | Dec |     |                       |
|                | T    | A   | T   | A   | T    | A     | T    | A     | T    | A     | T    | A     | T    | A    | T   | A   |                       |
| 4              | 90%  | 63% | 95% | 70% | 100% | 72.0% |      | 73.7% |      | 75.3% |      | 75.7% |      |      |     |     | 5,295                 |
| 5              | 85%  | 71% | 90% | 70% | 95%  | 78.4% | 100% | 79.8% |      | 81.1% |      | 81.5% |      |      |     |     | 2,470                 |
| 6              | 80%  | 80% | 85% | 83% | 90%  | 84.9% | 95%  | 85.6% | 100% | 86.7% |      | 87.0% |      |      |     |     | 1,354                 |
| 7              | 70%  | 83% | 80% | 87% | 85%  | 88.5% | 90%  | 89.4% | 95%  | 90.5% | 100% | 90.8% |      |      |     |     | 915                   |
| 8              | 60%  | 54% | 70% | 69% | 80%  | 72.6% | 85%  | 75.3% | 90%  | 77.4% | 95%  | 77.9% | 100% |      |     |     | 1,120                 |
| 9              | 50%  | 69% | 60% | 75% | 70%  | 79.5% | 80%  | 82.2% | 85%  | 84.5% | 90%  | 85.0% | 95%  | 100% |     |     | 1,527                 |
| 10             |      | 75% | 15% | 84% | 40%  | 87.0% | 50%  | 89.1% | 60%  | 90.6% | 70%  | 91.0% | 80%  | 85%  | 90% | 95% | 2,080                 |
|                |      |     |     |     |      |       |      |       |      |       |      |       |      |      |     |     | <b>14,761</b>         |

