

Takata Recall Outbound Campaign Script Knowledgebase Article



Overview

The JLR Outbound Satisfaction team will use this script when contacting customers via phone that are shown to own a Jaguar and/or Land Rover vehicle containing a Takata Airbag recall notice.

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Jaguar Vehicle

OB REP: Good Morning/Afternoon/Evening, my name is ____ and I'm calling on behalf of **Jaguar North America**. Can I please speak with Mr./Mrs. ____?

[CUSTOMER IS AVAILABLE]

OB REP: Thank you! I do have to let you know that this call is being recorded for quality and training purposes. I'm calling today to follow up on an urgent recall notice that was recently sent to you regarding your [VEHICLE YEAR / MAKE / MODEL]. Do you currently own this vehicle?

[CUSTOMER IS UNAVAILABLE – [click here](#)] OR [REACHED VOICEMAIL – [click here](#)]

[NO – DOES NOT OWN VEHICLE]

OB REP: I am sorry for the confusion. I will ensure you are removed from our calling list. Thank you and have a great day.

[YES – CURRENTLY OWNS]

OB REP: Are you aware this urgent safety recall is for the front passenger Takata airbag inflator in your vehicle. This is a very serious safety concern that we would like to resolve as soon as possible. We will need you to bring your vehicle to the retailer. The repair takes about 2-3 hours. Would you like to contact your retailer to get this repair scheduled or would you like me to contact them on your behalf?

[CUSTOMER CALLS TO SCHEDULE]

OB REP: That's great, Mr./Mrs. _____. Do you have their contact information? [Provide retailer contact info if needed] If you have any questions prior to or after your Recall Repair the Customer Relationship Center team can be reached at **1-800-452-4827**, option 9. Thank you for taking my call and being a loyal member of the **Jaguar** family.

[OB TEAM CALLS TO SCHEDULE]

OB REP: Great, I would be happy to assist in getting this repair scheduled. Who is your preferred retailer for repairs? [Wait for response] Thank you for that information. Which day of the week works best for you, and do you prefer mornings or afternoons? [Wait for response] Great, thank you! If you don't mind, I will now place you on a brief hold while I call the retailer to schedule the repair on your behalf. [Call retailer service department to schedule appointment]

Jaguar Vehicle cont.

[CONFIRM SCHEDULE]

OB REP: Thank you so much for holding, Mr./Mrs. _____. We have you scheduled on [APPT DAY / DATE / TIME]. If you have any questions prior to or after your Recall Repair the Customer Relationship Center team can be reached at **1-800-452-4827**, option 9, or you can reach out to the retailer directly. Thank you for taking my call and being a loyal member of the **Jaguar** family.

***NOTE:** Once your customer has determined to schedule the appointment themselves or have you call to schedule it, fill out the [Takata Recall Repair Appointments MS Form](#).*

[NO – DO NOT SCHEDULE]

OB REP: May I ask why you would not like to have this important repair completed? This is a potentially life-threatening recall and should be scheduled as soon as possible to ensure your safety and those of your vehicle's passengers.

[ALLOW CUSTOMER TO RESPOND]

OB REP: Thank you for your time today. Please be advised you may be contacted in the future regarding the resolution of this repair. Thank you for taking my call and being a loyal member of the **Jaguar** family.

***NOTE:** Enter a manual disposition in InContact briefly summarizing why the customer does not want to schedule this repair.*

[NO – REPAIR ALREADY COMPLETED]

OB REP: Glad to hear the issue has been repaired! Can you please let me know at which retailer you had the repair performed?

[ALLOW CUSTOMER TO RESPOND]

OB REP: Thank you for that information. Thank you for taking my call and being a loyal member of the **Jaguar** family.

***NOTE:** Document the retailer that completed the repair in the [Takata Recall Repair Appointments MS Form](#).*

Land Rover Vehicle

OB REP: Good Morning/Afternoon/Evening, my name is ____ and I'm calling on behalf of **Land Rover North America**. . Can I please speak with Mr./Mrs. ____?

[CUSTOMER IS AVAILABLE]

OB REP: Thank you! I do have to let you know that this call is being recorded for quality and training purposes. I'm calling today to follow up on an urgent recall notice that was recently sent to you regarding your [VEHICLE YEAR / MAKE / MODEL]. Do you currently own this vehicle?

[CUSTOMER IS UNAVAILABLE – [click here](#)] OR [REACHED VOICEMAIL – [click here](#)]

[NO – DOES NOT OWN VEHICLE]

OB REP: I am sorry for the confusion. I will ensure you are removed from our calling list. Thank you and have a great day.

[YES – CURRENTLY OWNS]

OB REP: Are you aware this urgent safety recall is for the front passenger Takata airbag inflator in your vehicle. This is a very serious safety concern that we would like to resolve as soon as possible. We will need you to bring your vehicle to the retailer. The repair takes about 2-3 hours. Would you like to contact your retailer to get this repair scheduled or would you like me to contact them on your behalf?

[CUSTOMER CALLS TO SCHEDULE]

OB REP: That's great, Mr./Mrs. _____. Do you have their contact information? [Provide retailer contact info if needed] If you have any questions prior to or after your Recall Repair the Customer Relationship Center team can be reached at **1-800-637-6837**, option 9. Thank you for taking my call and being a loyal member of the **Land Rover** family.

[OB TEAM CALLS TO SCHEDULE]

OB REP: Great, I would be happy to assist in getting this repair scheduled. Who is your preferred retailer for repairs? [Wait for response] Thank you for that information. Which day of the week works best for you, and do you prefer mornings or afternoons? [Wait for response] Great, thank you! If you don't mind, I will now place you on a brief hold while I call the retailer to schedule the repair on your behalf. [Call retailer service department to schedule appointment]

Land Rover Vehicle cont.

[CONFIRM SCHEDULE]

OB REP: Thank you so much for holding, Mr./Mrs. _____. We have you scheduled on **[APPT DAY / DATE / TIME]**. If you have any questions prior to or after your Recall Repair the Customer Relationship Center team can be reached at **1-800-637-6837**, option 9, or you can reach out to the retailer directly. Thank you for taking my call and being a loyal member of the **Land Rover** family.

***NOTE:** Once your customer has determined to schedule the appointment themselves or have you call to schedule it, fill out the [Takata Recall Repair Appointments MS Form](#).*

[NO – DO NOT SCHEDULE]

OB REP: May I ask why you would not like to have this important repair completed? This is a potentially life-threatening recall and should be scheduled as soon as possible to ensure your safety and those of your vehicle's passengers.

[ALLOW CUSTOMER TO RESPOND]

OB REP: Thank you for your time today. Please be advised you may be contacted in the future regarding the resolution of this repair. Thank you for taking my call and being a loyal member of the **Land Rover** family.

***NOTE:** Enter a manual disposition in InContact briefly summarizing why the customer does not want to schedule this repair.*

[NO – REPAIR ALREADY COMPLETED]

OB REP: Glad to hear the issue has been repaired! Can you please let me know at which retailer you had the repair performed?

[ALLOW CUSTOMER TO RESPOND]

OB REP: Thank you for that information. Thank you for taking my call and being a loyal member of the **Land Rover** family.

***NOTE:** Document the retailer that completed the repair in the [Takata Recall Repair Appointments MS Form](#).*

Customer Unavailable

Jaguar

Voicemail

OB REP: Hello, my name is ____ . I'm calling from **Jaguar North America** with an urgent recall notice regarding the [VEHICLE YEAR / MAKE / MODEL]. A recall has been issued for the front passenger Takata airbag inflator in your vehicle. This is a very serious safety concern that we would like to resolve as soon as possible. Please contact us at your earliest convenience to schedule an appointment to have this concern addressed for free. The Customer Relationship Center team is available Monday through Friday 7AM to 9PM Eastern, and on Saturdays from 9AM to 6PM Eastern. Their phone number is **1-800-452-4827**, option 9. Thank you for being a loyal member of the **Jaguar** family.

Message Left With Person

OB REP: May I leave a message? Thank you! I do have to let you know that this call is being recorded for quality and training purposes. I'm calling on from **Jaguar North America** with an urgent recall notice regarding the [VEHICLE YEAR / MAKE / MODEL]. A recall has been issued for the front passenger Takata airbag inflator in the vehicle. Please have Mr./Mrs. ____ contact us at their earliest convenience to arrange to have this urgent safety recall repair performed for free. The Customer Relationship Center team is available Monday through Friday 7AM to 9PM Eastern, and on Saturdays from 9AM to 6PM Eastern. Their phone number is **1-800-452-4827**, option 9. Thank you!

Voicemail

Land Rover

Voicemail

OB REP: Hello, my name is ____ . I'm calling from **Land Rover North America** with an urgent recall notice regarding the [VEHICLE YEAR / MAKE / MODEL]. A recall has been issued for the front passenger Takata airbag inflator in your vehicle. This is a very serious safety concern that we would like to resolve as soon as possible. Please contact us at your earliest convenience to schedule an appointment to have this concern addressed for free. The Customer Relationship Center team is available Monday through Friday 7AM to 9PM Eastern, and on Saturdays from 9AM to 6PM Eastern. Their phone number is **1-800-637-6837**, option 9. Thank you for being a loyal member of the **Land Rover** family.

Message Left With Person

OB REP: May I leave a message? Thank you! I do have to let you know that this call is being recorded for quality and training purposes. I'm calling on from **Land Rover North America** with an urgent recall notice regarding the [VEHICLE YEAR / MAKE / MODEL]. A recall has been issued for the front passenger Takata airbag inflator in the vehicle. Please have Mr./Mrs. ____ contact us at their earliest convenience to arrange to have this urgent safety recall repair performed for free. The Customer Relationship Center team is available Monday through Friday 7AM to 9PM Eastern, and on Saturdays from 9AM to 6PM Eastern. Their phone number is **1-800-637-6837**, option 9. Thank you!

Special Scenarios

Deceased Owner

OB REP: I am so sorry to hear about your loss. I will ensure you are removed from our calling list, and we appreciate your business with **Jaguar/Land Rover**.

Customer Never Owned Vehicle

OB REP: I am sorry for the confusion. I will ensure you are removed from our calling list.

Do Not Contact

OB REP: I do apologize for reaching out. I will have your information removed from the list. Thank you for taking the time to speak with me today. Have a great day!

Upset Customers and/or Legal Concerns

OB REP: Of course, Mr./Mrs. ____ I understand your frustration with this situation and wanting to get it resolved quickly. I am going to get a representative from our Customer Relationship Center on the line to be able to further assist with you.