

TAKATA Airbag Recall Program- Lisa Shwidock



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- 10,207 open Recalls with 7 of the 7 priority groups behind NHTSA target
 - o 63 Vehicles completed in March
 - o 108 Vehicles completed in April
 - o 27 Vehicles completed in May (as of May 9)

Priority Group	2019								2020								2021								2022		Remaining Open Recall		
	Mar		Jun		Sep		Dec		Mar		Jun		Sep		Dec		Mar		Jun		Sep		Dec		Mar	Jun			
	T	A	T	A	T	A	T	A	T	A	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%		76.6%		77.4%		77.8%		78.5%		79.1%		79.6%		80.8%		81.1%		81.3%	4,010
5	85%	71%	90%	70%	95%	78.4%	100%	79.8%		81.1%		82.3%		83.0%		83.3%		84.0%		84.4%		84.8%		86.3%		86.6%		86.7%	1,744
6	80%	80%	85%	83%	90%	84.9%	95%	85.6%	100%	86.7%		87.7%		88.4%		88.6%		89.1%		89.4%		89.7%		91.2%		91.5%		91.6%	861
7	70%	83%	80%	87%	85%	88.5%	90%	89.4%	95%	90.5%	100%	91.3%		91.8%		92.2%		92.4%		92.7%		93.0%		93.3%		93.6%		93.7%	626
8	60%	54%	70%	69%	80%	72.6%	85%	75.3%	90%	77.4%	95%	79.0%	100%	80.3%		80.6%		81.4%		82.1%		82.5%		83.8%		84.4%		84.7%	762
9	50%	69%	60%	75%	70%	79.5%	80%	82.2%	85%	84.5%	90%	86.1%	95%	87.2%	100%	87.7%		88.3%		89.0%		89.4%		90.2%		90.4%		90.6%	950
10		75%	15%	84%	40%	87.0%	50%	89.1%	60%	90.6%	70%	91.6%	80%	92.3%	85%	92.6%	90%	92.8%	95%	93.3%	100%	93.6%		94.2%		94.4%		94.5%	1,254
																											10,207		

Current Incentives and Outreach Programs



- Incentives:
 - \$200 Master Card Rewards Card – currently valid through June 30, 2022
 - Free Pick up/Drop off
 - Loaner Cars
- Customer outreach:
 - Postcards/Letters/DMV mailings
 - Personal phone calls
 - Monthly emails
- Retailer Outreach:
 - Retailer Portal – more information on the next slides
- Repair and Recovery:
 - Independent Repair Facilities (IRF)
 - In Commercial Transit
 - Core Supply - Salvage



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TAKATA Retailer Portal



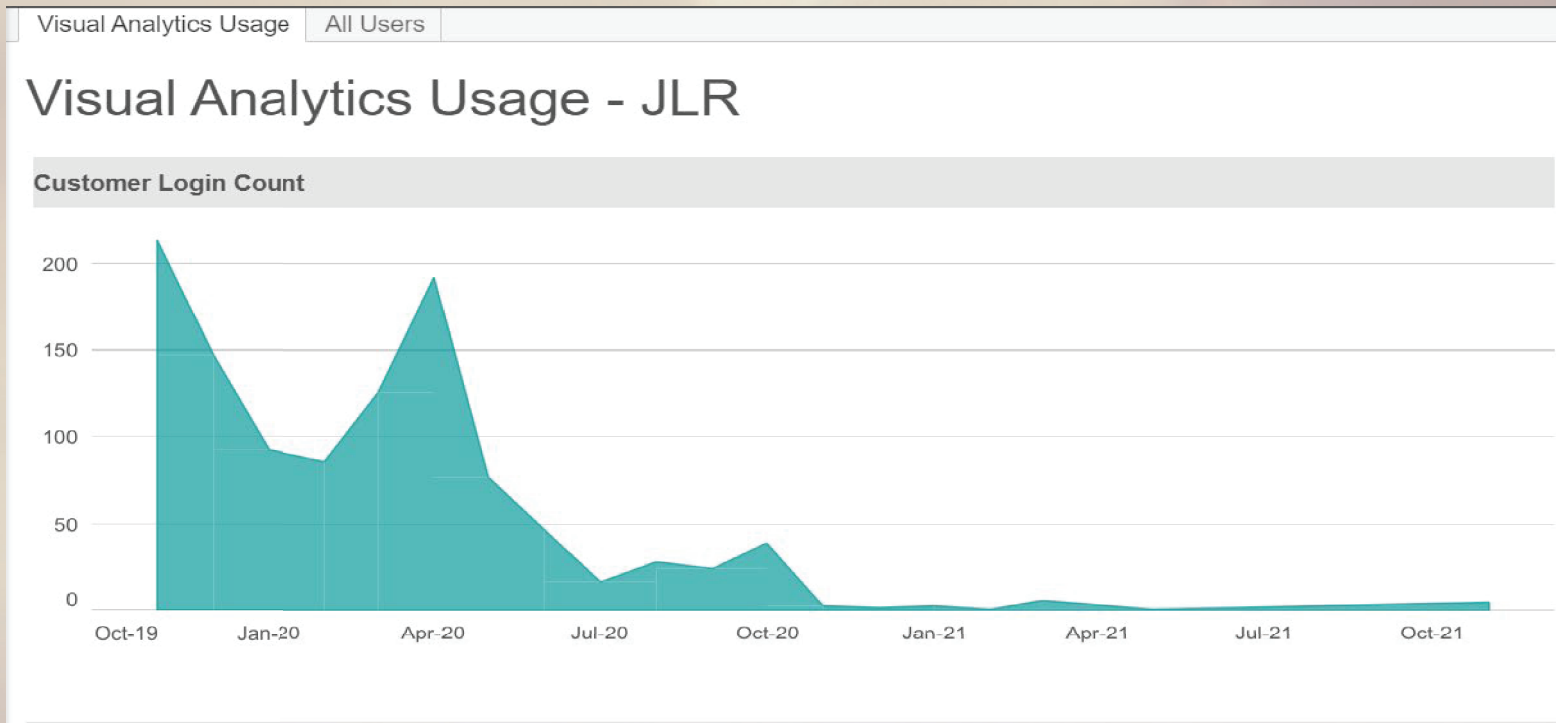
- JLR NA has partnered with IHS to offer the retailers the option of reaching out to customers directly too via the “Dealer Portal”
- The Dealer Portal provides visibility to all vehicles with open Takata Recalls within the retailer’s Area of Responsibility
- Retailers are encouraged to contact customers via phone, mail, or email to inform them of the Takata Recall and any current incentives being offered



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There have been NO logins since October 2021



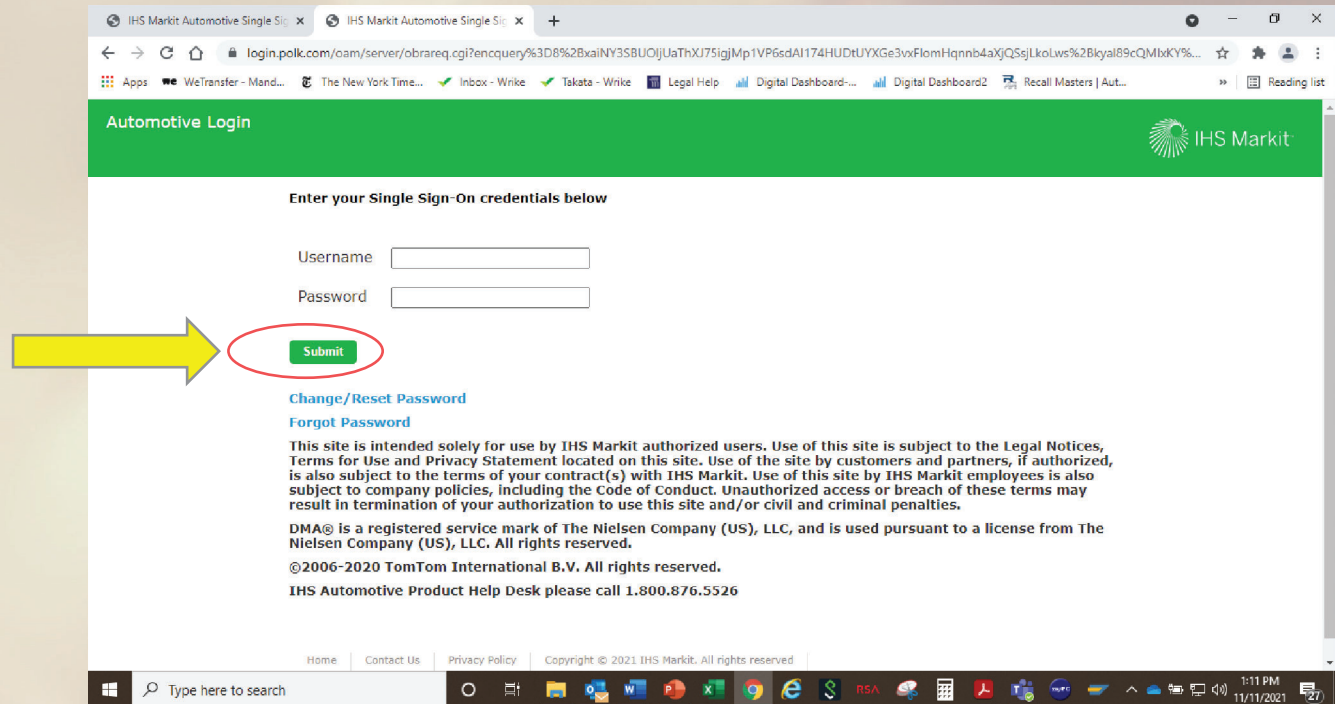
- If you don't already have access, please request it by contacting Lisa Shwidock at lshwidoc@partner.jaguarlandrover.com
- You will be sent a package of documents, including the Use Agreement and FAQs
- You will be asked to complete the "Safety Recall Contact Information Use Agreement" identifying approved users before access will be granted. Expected users are the Service Manager and General Manager, plus an alternate user.
- JLR has a suggested customer call script and can share with you a standard letter template which you can customize
- Please refer to bulletin 192010.043 for more information- re-issued on 09/28/2021

TAKATA Retailer Portal



Portal Login:

- Please enter your user name and password
- Click the submit button



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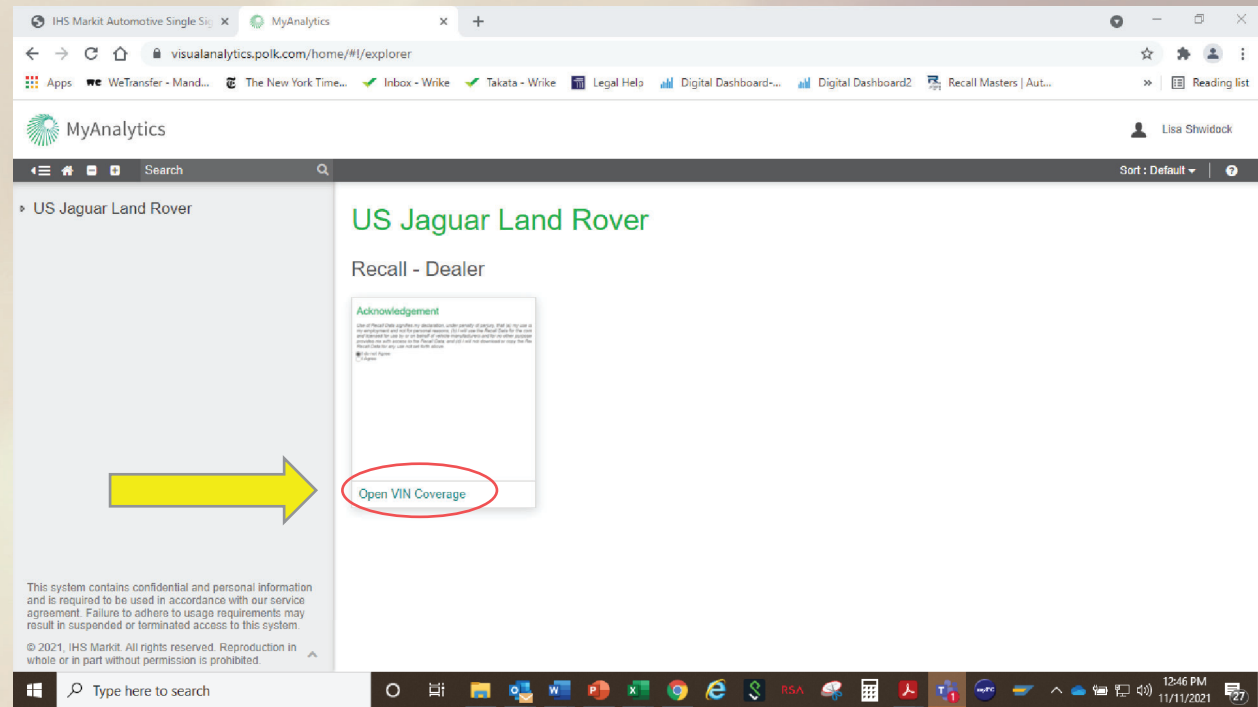
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TAKATA Retailer Portal



Initial Page

- Click on the “Open VIN Coverage” to continue



Acknowledgement

- Select the “Agree” Radio Button- there’s no “OK” button
- Then click on the “VIN Coverage” tab

