

# WARRANTY ADMINISTRATOR CONFERENCE CALL TAKATA AIRBAG RECALL PROGRAM STATUS



- 11,481 open recalls with all of the priority groups behind NHTSA target
  - o 121 Vehicles completed in August
  - o 86 Vehicles completed in September
  - o 82 Vehicles completed in October
- Canvassing
  - o Pilot in three states CA, TX, FL
  - o Mailing notification sent out 4,313 letters delivered
  - o Door Knocking in progress:
    - o 956 - Jaguar, 748 - Land

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	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%			79.8%	4,371
5	85%	71%	90%	70%	95%	78.4%	79.8%	100%		81.1%			82.3%			83.0%			83.3%			84.0%			84.4%			84.8%			85.0%	1,996
6	80%	80%	85%	83%	90%	84.9%	85.6%	95%		86.7%	100%		87.7%			88.4%			88.6%			89.1%			89.4%			89.7%			89.8%	1,060
7	70%	83%	80%	87%	85%	88.5%	89.4%	90%		90.5%	95%		91.3%	100%		91.8%			92.2%			92.4%			92.7%			93.0%			93.1%	685
8	60%	54%	70%	69%	80%	72.6%	75.3%	85%		77.4%	90%		79.0%	95%		80.3%	100%		80.6%			81.4%			82.1%			82.5%			82.7%	873
9	50%	69%	60%	75%	70%	79.5%	82.2%	80%		84.5%	85%		86.1%	90%		87.2%	95%		87.7%			88.3%			89.0%			89.4%			89.6%	1,053
10		75%	15%	84%	40%	87.0%	89.1%	50%		90.6%	60%		91.6%	70%		92.3%	80%		92.6%			92.8%	90%		93.3%	95%		93.6%			93.7%	1,443
																															<b>11,481</b>	



# WARRANTY ADMINISTRATOR CONFERENCE CALL

## TAKATA AIRBAG RECALL \$200 REWARDS CARD



- Available to eligible customers who complete their TAKATA passenger airbag recall
- Retailers need to submit a form to redeem it- link to the form is [here](#).
- Valid until Dec 31<sup>st</sup> 2021
- Only 19% of customers took advantage of it
  - Repaired Vehicles Nov 2020 through Nov 2021: 1,469
  - Total Incentives Claimed: 319
- For more information, please refer to bulletin NAS21.09.019

Repair Month	Jaguar			Land Rover			Total		
	Repair Count	Incentive Claimed	Percent Claimed	Repair Count	Incentive Claimed	Percent Claimed	Repair Count	Incentive Claimed	Percent Claimed
Sep-21	47	12	26%	47	8	17%	94	20	21%
Oct-21	41	10	24%	41	3	7%	82	13	16%
Nov-21	21	5	24%	9	1	11%	30	6	20%
	<b>109</b>	<b>27</b>		<b>97</b>	<b>12</b>		<b>206</b>	<b>39</b>	<b>19%</b>



# WARRANTY ADMINISTRATOR CONFERENCE CALL

## TAKATA AIRBAG RECALL DEALER PORTAL

---



- JLR NA has multiple direct consumer outreach programs to encourage customers to complete this recall
- 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
- JLR has a suggested customer call script and can share with you a standard letter template which you can customize



# WARRANTY ADMINISTRATOR CONFERENCE CALL

## TAKATA AIRBAG RECALL DEALER PORTAL

---



- If you don't already have access, please request it by contacting Lisa Shwidock at [lshwidoc@partner.jaguarlandrover.com](mailto: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.
- Please refer to bulletin 192010.043 for more information - re-issued on 09/28/2021



# WARRANTY ADMINISTRATOR CONFERENCE CALL TAKATA AIRBAG RECALL DEALER PORTAL



Portal Login:

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



# WARRANTY ADMINISTRATOR CONFERENCE CALL TAKATA AIRBAG RECALL DEALER PORTAL



Initial Page

Click on the “Open  
VIN Coverage” to  
continue

The screenshot shows a web browser window displaying the MyAnalytics portal. The page title is "US Jaguar Land Rover Recall - Dealer". Below the title, there is an "Acknowledgement" section with a small text box. To the right of this section is a button labeled "Open VIN Coverage", which is circled in red. A large yellow arrow points from the bottom left towards this button. At the bottom of the page, there is a search bar and a copyright notice: "© 2021 IHS Markit. All rights reserved. Reproduction in whole or in part without permission is prohibited." The browser's address bar shows the URL "visualanalytics.polk.com/home/#/explorer".



# WARRANTY ADMINISTRATOR CONFERENCE CALL

## TAKATA AIRBAG RECALL DEALER PORTAL



### Acknowledgement

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

