

# WARRANTY ADMINISTRATOR CONFERENCE CALL

## TAKATA AIRBAG RECALL PROGRAM STATUS



- 10,405 open Recalls with 7 of the 7 priority groups behind NHTSA target
  - PG6 March 2020 milestone missed by 1,324 vehicles
  - PG5 December 2019 milestone missed by 2,435 vehicles
  - PG4 September 2019 milestone missed by 5,238 vehicles
  - 52 Vehicles completed in January
  - 73 Vehicles completed in February
  - 22 Vehicles completed in March (partial)

Priority Group	2019								2020								2021								2022		Remaining Open Recall
	Mar		Jun		Sep		Dec		Mar		Jun		Sep		Dec		Mar		Jun		Sep		Dec		Mar		
	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%	4,066
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%		86.5%	1,771
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%		91.4%	884
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%		93.5%	646
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%		84.3%	780
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%	970
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%	1,288
																											<b>10,405</b>



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## TAKATA AIRBAG RECALL OUTREACH PROGRAM

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- \$200 Master Card Reward Incentive
  - Available to eligible customers who complete their TAKATA Passenger Airbag Recall
  - When reaching out to customers, please mention this incentive to encourage them to make an appointment
  - More information could be found in bulletin #: 192010.043
  - Program has been extended until June 30, 2022
- Canvassing Program
  - Currently offered in three states only TX, FL, CA only
  - Round 1 completed in December 2021
  - Round 2 is ongoing
  - The canvasser will ask the affected vehicle owners to make an appointment
  - Please ask your store to provide priority booking when possible



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## TAKATA AIRBAG RECALL EDUCATION

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- Course Name: Takata Airbag Recall
- Course Code: EDM801267ENNA
- Course Type: eLearning
- Target Audience: Service Advisors, Warranty Administrators
- Duration: 20 Minutes
- Dual Branded Credit: Yes
- Required for Certification: Yes
- Required for Business *Builder*: Yes

Please contact your Regional Training Coordinator if you have questions.

