

Jaguar / Land Rover Takata Airbag Recall Phone Script

Good (morning / afternoon / evening),

My name is (agent name) and I'm calling on behalf of [Jaguar or Land Rover]. May I please speak with [CUSTOMER FIRST NAME] [CUSTOMER LAST NAME]?

Continue

Message with Person

Message on Machine

(Greet Customer) I'm calling today to follow up on an urgent recall notice that was recently sent to you regarding your [VEHICLE YEAR] [VEHICLE MAKE] [VEHICLE MODEL]. Do you currently own this vehicle?

Yes – 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. In addition to replacing the airbag we are providing complimentary loaner vehicles. We will need you to bring your vehicle to the dealership. The repair takes about 2-3 hours. May we schedule this free safety recall repair now?

Yes schedule- I have openings available as early as [date-reservation system] or (next consecutive day). Would either day be convenient for you? What time would be good for you? I have as early as (morning) or a (mid-morning). Would you be able to bring your vehicle in either of those times?

No schedule- 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.

Yes – Wait Appt: Great! We have you scheduled on [APPT DAY] [APPT DATE] [APPT TIME]. If you have any questions prior to or after your Recall Repair we can be reached at It's XXX-XXX-XXXX

Message with Person: May I leave a message? Thank you! I'm calling on from [DEALERSHIP] with an urgent recall notice regarding the [VEHICLE YEAR] [VEHICLE MAKE] [VEHICLE MODEL]. A recall has been issued for the front passenger Takata airbag inflator in your vehicle. Please have Mr(s) [CUSTOMER LAST NAME] contact us at their earliest convenience to arrange to have this urgent safety recall repair performed for free. In addition to the recall repair we are also including a complimentary loaner vehicle. The telephone number is XXX-XXX-XXXX. Thank you!

Message on Machine: Hello, my name is (agent name). I'm calling from [DEALERSHIP] with an urgent recall notice regarding the [VEHICLE YEAR] [VEHICLE MAKE] [VEHICLE 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. In addition to the recall repair we are also including a complimentary loaner vehicle. The telephone number is XXX-XXX-XXXX. Thank you and have a great day / night.

Do not call. I do apologize for reaching out. I will have your information removed from the list.

Thank you for speaking with me today and taking the time out of your day. Have a great day!