

# WARRANTY ADMINISTRATOR CONFERENCE CALL

## TAKATA AIRBAG RECALL PROGRAM STATUS



- 10,570 open Recalls with 7 of the 7 priority groups behind NHTSA target
  - o PG6 March 2020 milestone missed by 1,324 vehicles
  - o PG5 December 2019 milestone missed by 2,435 vehicles
  - o PG4 September 2019 milestone missed by 5,238 vehicles
  - o 97 Vehicles completed in November
  - o 228 Vehicles completed in December
  - o 32 Vehicles completed in January (Partial)

Priority Group	2019						2020						2021						2022			Remaining Open Recall
	Mar		Jun		Sep		Dec		Mar		Jun		Sep		Dec		Mar		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%	80.8%	80.8%	80.8%				4,118
5	85%	71%	90%	70%	95%	78.4%	79.8%	81.1%	82.3%	83.0%	83.3%	84.0%	84.4%	84.8%	86.3%	86.3%	86.3%	86.4%				1,794
6	80%	80%	85%	83%	90%	84.9%	85.6%	86.7%	87.7%	88.4%	88.6%	89.1%	89.4%	89.7%	91.2%	91.2%	91.2%	91.3%				899
7	70%	83%	80%	87%	85%	88.5%	89.4%	90.5%	91.3%	91.8%	92.2%	92.4%	92.7%	93.0%	93.3%	93.3%	93.3%	93.4%				659
8	60%	54%	70%	69%	80%	72.6%	75.3%	77.4%	79.0%	80.3%	80.6%	81.4%	82.1%	82.5%	83.8%	83.8%	84.0%	84.0%				798
9	50%	69%	60%	75%	70%	79.5%	82.2%	84.5%	86.1%	87.2%	87.7%	88.3%	89.0%	89.4%	90.2%	90.2%	90.2%	90.2%				987
10		75%	15%	84%	40%	87.0%	89.1%	90.6%	91.6%	92.3%	92.6%	92.8%	93.3%	93.6%	94.2%	94.2%	94.3%	94.3%				1,315
																						10,570



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## TAKATA AIRBAG RECALL OUTREACH PROGRAM



- \$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
- 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 RETAILER PORTAL

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- JLR NA has partnered with IHS to offer the retailers the option of reaching out to customers directly too via the “Retailer Portal”
- 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



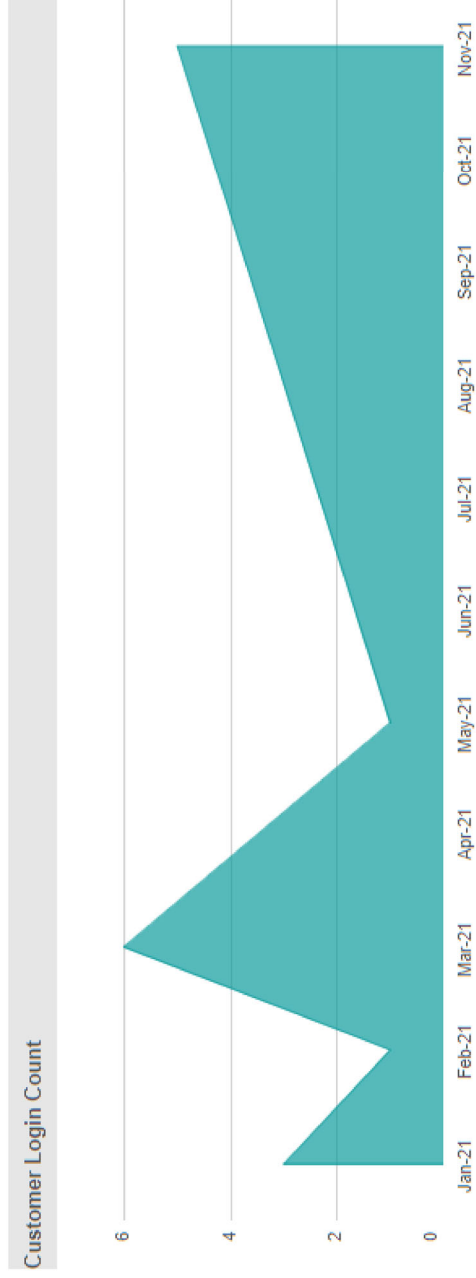
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## TAKATA AIRBAG RECALL RETAILER PORTAL - Usage



- Usage statistics from January 2021 through November 2021
  - Log ins = 3 total
- There are no statistics for December 2021 because there were no user log ins.

### Visual Analytics Usage - JLR



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## TAKATA AIRBAG RECALL RETAILER PORTAL – Log in screen



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## TAKATA AIRBAG RECALL RETAILER PORTAL

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- 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

