



MSX Recall Management

Revolutionizing the vehicle recall experience



An innovative approach to recall management

MSX Recall Management services transform the recall process by strategically coordinating the network's readiness in preparation to receive recalled vehicles while respecting the customers' time and peace of mind. Our innovative approach optimizes workflows, leverages technology, and enhances customer trust.

With precise tracking, risk management, and continuous evolution, our solution redefines recall management, driving efficiency, elevated satisfaction, and compliance in one dynamic package.

MSX Recall Management aligns with key business goals, helping you:

- Improve completion rates
- Enhance customer satisfaction
- Reduce costs
- Drive revenue and loyalty
- Meet regulatory expectations
- Create a seamless recall journey
- Prevent recalls and minimize impact



Strategic coordination and capacity management

MSX plays a pivotal role in orchestrating supply and customer experience (CX) to expedite recall completion.



In markets with **ample capacity**, we proactively direct parts and customer communications to those areas.



For markets facing **capacity shortages**, we offer capacity consulting and leverage surge capacity strategies.

To prevent bay overload, we utilize pick-up and delivery services and Mobile Service, while maintaining dealer responsibility.



Expertise and insight – Our team boasts both social skills and in-depth knowledge of social media dynamics.



Streamlined processes – We've developed tailored processes specifically designed for effective social media management.



Advanced technology – Our unified Social Media Moderation solution enables seamless management across all social media networks.



Flexible service proposition – Benefit from a pay-per-performance model and the flexibility of an extended service team.



Comprehensive reporting – Deep dive into interaction analysis with customizable dashboards.

Integration points for efficient recall management

Implementing efficient integration points within the recall management process help effectively facilitate coordination, communication, and execution. This ensures a proactive approach to managing recalls, minimizing disruptions, and protecting brand reputation, allowing OEMs to navigate recall challenges more efficiently.

To enhance recall completion rates, we offer a range of strategic services:



Reward points that align with standard redemption rate formulas: Those are scaled based on various service modalities, such as online appointments, pickup and delivery, or mobile service, and are seamlessly integrated into existing OEM programs for long-term benefits.



Dealership capacity management: Our offer focuses on efficient handling by targeting fleets, providing surge capacity in specific markets (including weekend and evening events), minimizing downtime through extended repair service hours, proactively scheduling recalls based on customer convenience and shop capacity, and implementing redelivery at the customer's home or office.



Recall Action Center: we establish a management center that coordinates all the different stakeholders and handles 100% online scheduling, prioritizing booking options based on customer preferences, including mobile service, pickup and delivery, or in-store appointments.



Streamlined processes that empower trustmanagement

Recalls create an opportunity to reinforce trust with customers. The key is strategic orchestration of supply and the customer experience by creating a responsive supply chain and an exceptional customer experience.

- Improve Recall Completion Rates
- Enhance Customer Satisfaction
- Reduce Fulfillment Costs for OEMs
- Increase Parts and Service Revenue and New Vehicle Sales Loyalty
- Improve OEM's Response Time to Regulatory Expectations
- Foster Collaboration Among Stakeholders

MSX leverages a combination of people, processes, cutting-edge technology, and data-driven insights to deliver a transformative and innovative solution that streamlines and optimize your recall management business, addressing existing challenges and contributing to a positive overall experience.

MSX Recall Business Management

Get in touch with us

www.msxi.com/recall-management

