

A technician wearing white gloves uses a white stylus to interact with a tablet displaying a glowing blue digital car diagram. The diagram shows various components like the battery, engine, and transmission. In the background, the front of a light blue car is visible in a workshop setting.

MSX Buyback Avoidance Program

Remove roadblocks and improve repair accuracy

Complex vehicle repairs, technician shortages, and parts delays are leading to costly buybacks which are damaging brand reputation. These complexities and volume of potential buybacks demand a new approach to streamline operations and improve outcomes.

The **MSX Buyback Avoidance Program** revolutionizes buyback management by offering proactive field engagement, dealership support, and VIN-level repair coordination. This innovative program helps automotive OEMs take control of their buyback operations, making them more efficient, transparent, and cost-effective.





Enhancing efficiency and satisfaction

By providing access to expert guidance and support, the **MSX Buyback Avoidance Program** significantly enhances dealership efficiency. It empowers service teams to reduce buyback risks and boosts customer satisfaction through more targeted and timely interventions.

- **Data driven approach:** We aggregate customer care cases, survey feedback, and OEM data to proactively identify vehicles at risk. This intelligence powers early alerts and targeted interventions before issues escalate.
- **Proactive field engagement:** By embedding technical experts directly into dealerships, we intervene early in the repair process to resolve complex cases, prevent delays, and reduce the likelihood of costly buybacks.
- **Dealership empowerment:** Our field teams serve as trusted advisors, guiding technicians, removing repair roadblocks, and aligning dealership operations with OEM priorities.
- **VIN-level repair coordination:** Every at-risk vehicle is tracked individually by VIN, with real-time oversight of repair progress, diagnosis hours, and repeat visits, enabling precise prioritization, faster resolutions, and measurable reductions in buyback exposure.



Real support on the ground. Where it matters.

MSX Buyback Avoidance Program avoids costly buybacks by placing Field Service Consultants (FSCs) directly into your dealer network to identify and resolve at-risk cases before they escalate.

Our modular approach comprises three main pillars that work together to identify at risk vehicles, guide them through the repair process to improve customer experience and quality of the repair.

- **Business Intelligence Team:** The Business Intelligence team uses customer care cases, survey feedback, and OEM data to spot early signs of risk. By creating smart alerts and logic models, they highlight vehicles that may need attention. Their insights also guide dealer visit strategies and help monitor specific repairs or components.
- **Field Service Consultant (FSC):** FSCs proactively identify vehicles at risk of buyback using an internal scoring system, then embed themselves in high-priority dealerships to support service operations. Acting as trusted advisors, they guide repairs, assist technicians, track each VIN, and escalate persistent issues to MSX specialists for resolution.
- **Field Engineers:** Our Field Engineers are hands-on technical experts who support dealerships by guiding complex repairs and resolving hard-to-fix vehicle issues. They work closely with OEM teams to accelerate solutions, test new repair procedures for effectiveness, and ensure that fixes are implemented smoothly and efficiently on the ground. By managing complex repairs, coaching technicians, escalating parts issues, and liaising between dealer and OEM teams, we help restore customer confidence and keep vehicles on the road.

Accelerate results. Avoid buybacks. Protect your brand.

The MSX Buyback Avoidance Program is designed to help OEMs reduce costly vehicle buybacks, improve repair outcomes, and strengthen dealer performance. Built for speed, scale, and measurable impact, the program delivers hands-on support where it matters most—on the ground, in the dealership.

- **Rapid deployment:** MSX can act quickly and ramp up operations in short period of time delivering tangible results from the early beginning of the activity.
- **Specialized, scalable teams:** With the support of a dedicated team, our highly skilled resources are strategically positioned across regions to reduce travel time and ensure broad dealership coverage.
- **Expertise that delivers:** Our team's deep industry expertise fuels bold, high-impact execution, driven by confidence, shaped by experience, and focused on delivering exceptional results.



Why choose MSX

For over 30 years, MSX International has proudly served as a trusted partner to top vehicle manufacturers and mobility brands worldwide. Our team of experts brings a wealth of industry knowledge, insights, and experience to every project, ensuring that you receive the highest level of service and support.

Our global presence uniquely positions us to understand and address the diverse needs of our clients across different regions. Our extensive network allows us to provide tailored solutions that meet the specific requirements of each market, ensuring that you benefit from both global expertise and local insights.

We are dedicated to helping our clients succeed. Our team works closely with you to understand your unique challenges and develop customized solutions that drive efficiency and growth. With a commitment to innovation, we are committed to providing ongoing support, ensuring that you stay ahead of the competition and achieve operational excellence.





Thousands of vehicles saved. Millions in costs avoided

Unlock new levels of efficiency.

Experience our innovative buyback management solution, and unlock new levels of efficiency, accuracy, and cost-effectiveness. Get in touch today!



msxi.com/buybackavoidance