



MSX Warranty as a Service Program

Driving compliance, efficiency, and financial health

The WASP Advantage

The **MSX Warranty as a Service Program (WASP)** empowers automotive dealers to optimize warranty claim operations, reduce costs, and enhance compliance. With warranty complexity increasing and audit scrutiny intensifying, WASP delivers a fully managed, expert-led solution that protects dealer profitability and strengthens alignment with the OEM.

MSX is proud to save approximately US\$1bn annually for our clients through our industry-leading warranty management services.



Compliance-driven processes



WASP ensures full alignment with OEM warranty policies. Our specialists rigorously validate each claim and submit it on behalf of the dealership, reducing exposure to non-compliance and chargebacks.

Expert warranty administration



OEM-trained warranty specialists manage the full claim lifecycle, from preparation and submission to handling denials, and freeing up dealer teams to focus on service quality.

Proactive risk mitigation



WASP includes pre-audit evaluations and ongoing coaching for service teams, significantly reducing risk and safeguarding dealer margins.

Transparent, data-led analysis



Through MSX's secure platform, dealers gain real-time visibility into claim status, financial dashboards, and performance analytics to support strategic decisions.

Efficient, cost-effective model



WASP can be delivered in a pay-per-claim model to ensure you only pay for your claim volume, or through dedicated in-situ resources when required.

Elevating Warranty Operations with Proven Results

WASP combines expert teams, standardized processes, and advanced technology to deliver measurable, network-wide impact.

Scalable Value for Dealers and Groups

- **Optimize warrantable items claimed** – maximizing cost recovery
- **Shorter claim cycles** – improving cash flow and operational efficiency
- **Guaranteed OEM compliance** – reducing chargebacks and penalties
- **Operational relief** – allowing staff to focus on customer satisfaction
- **Transparent processes** – supported by real-time dashboards and document control
- **Centralized WASP expertise** – managing claims across sites, brands, and volumes
- **Flexible delivery** – full program coverage or short-term support
- **Shared resource model** – minimizing fixed overheads across dealer networks

Risk Mitigation You Can Rely On

- Pre-audit reviews aligned with OEM standards
- Accurate labor and parts costing to avoid short payments
- Timely claim submission prevents OEM denials
- Fewer write-offs due to stronger documentation
- MSX assumes liability for errors in WASP-administered claims

Results That Speak for Themselves

Key Metric	Outcome
Claim approval rate	98% of WASP-submitted claims approved by OEMs
Submission speed	Average turnaround of 2.5 days from receipt



Take the sting out of warranty management

Discover how partnering with MSX can drive greater claims accuracy, improved cash flow, and more time dedicated to enhancing customer satisfaction.



Contact us today!

msxi.com/repair-optimization-and-compliance

