

# SGS VEHICLE RECALL SERVICES

According to JD Power, more than 45 million vehicles that were subject to a safety recall between 2013 and 2015 have not yet been repaired. With product recalls increasing at unprecedented rates, many manufacturers face a real challenge in successfully completing these federally mandated recalls. However, this problem also represents a unique opportunity to grow sales and service revenue, increase dealership CSI and provide customers with a positive brand experience while increasing customer satisfaction. SGS is poised to assist OEMs, dealers and rental fleets throughout the recall process, from contacting customers and scheduling repairs to inspecting vehicles and verifying regulatory compliance. We are here to make sure your recall program is a seamless one.



## CONTACT US

To speak to someone about developing a recall program support strategy, please call (513) 648-4SGS or email [us.transportation@sgs.com](mailto:us.transportation@sgs.com).

## SGS CAN MINIMIZE DEALERSHIP DISRUPTION AND MAXIMIZE CUSTOMER SATISFACTION

SGS can assist in scheduling recall repairs with minimal disruption to dealership operations as well as verify recall repairs. Our product recall services provide multiple levels of recall protection for you and your customers while relieving fleet operators from the risk and time consuming tasks associated with ensuring regulatory compliance. Realize recall campaign success by utilizing our best practices, tools and processes. A direct investment in addressing recall concerns can turn a difficult situation into a seamless experience for your customers.

- Handle all recall notifications with a multi-tiered approach using phone, email and direct mail to increase response rates
- Schedule recall repairs at your dealerships with our proprietary scheduling software
- Inspect repair documentation on-site to ensure recalls are handled promptly and efficiently
- Inspect vehicles for recall compliance
- Confirm the timing and penetration of recall repairs and ensure they reflect franchise standards
- Measure compliance with your stated policies and provide customized reports to your management team
- Implement an immediate in-market action plan wherever you may need local expertise
- Develop and monitor a risk matrix based on customer data and create an alert mechanism for signaling reviews based on trending from NHTSA and OEM data

## THE BENEFITS

- Verify vehicles comply with essential safety requirements
- Ensure dealers have an open recall process in place and repairs have been performed to OEM standards
- Provide a positive brand experience to consumers
- Mitigate potential litigation
- Reduce OEM administrative costs by reducing open claims
- Provide real-time information for effective decision making
- Ensure all OEM recall procedures are followed
- Limit resale of non-repaired vehicles

# SGS A GLOBAL INDUSTRY LEADER

As the world's leading inspection, verification, testing and certification company, SGS has over 95,000 employees that span 11 major industries representing over \$6.3 billion in revenue. Within the automotive industry, SGS provides coverage throughout North America of employee-based resources to perform vehicle inspections and consulting services for manufacturers, fleet providers, and rental car agencies. The size and scope of our organization allows us to remain flexible with regards to the scale of program and speed to market.

## WHY CHOOSE SGS?

Working with a trusted industry leader with a global presence allows you to create a tailored program that meets your needs, whether that's a full suite of services, or a quick custom solution.

- Understanding the nuances of your evolving business allows us to act as your independent, unbiased partner
- Rapid start-up of custom-fit programs due to our extensive industry background and refined best practices
- Resources to respond in a timely manner to nationwide requests
- Extensive automotive and dealership experience gives our consultants confidence in delivering inspection and dealers network solutions in a timely professional manner



## SGS ADDITIONAL SERVICES

With experience in many types of inspection and verification services, we are able to build custom solutions based on your current needs. SGS can help you with shop audits, training, title handling and more. For a full list of our capabilities, visit [www.sgsgroup.us.com/transportation](http://www.sgsgroup.us.com/transportation).

### DEALER NETWORK SOLUTIONS

SGS dealer network solutions give third party validation and ensure your dealer network meets customer expectations.

- Support the perception, credibility and reputation of your brand, dealership facilities and operations
- Ensure that your dealer network is meeting your brand standards
- Track results and enhance brand management through informative and complete reports

### CPO PROGRAM CONSULTING

SGS is committed to protecting your brand in partnership with you and your dealer network by ensuring your CPO program is a further demonstration of your brand's promises.

- Assess compliance
- Confirm displays meet stated and implied standards
- Provide reports that track results

### OFF-LEASE INSPECTION SERVICES

Our independent and professionally compiled reports allow you to see a detailed cost analysis of vehicle damages along with the vehicle's precise value. For remarketing efforts, buyers can see the vehicle's exact model, features and condition.

### SHOP AUDITS

The safety of your vehicles begins with the safety of your shop. Clean, safe, and compliant service bays allow your technicians to be better focused on the condition of each vehicle. As experts in service center safety, SGS can audit your shops for you.

- Validate shop conditions
- Inspect lifts and other equipment
- Perform hazardous material handling inspections
- Verify OSHA compliance

### TRAINING

Through expert trainers that are experienced practitioners in their fields, our online and in-house custom training programs move beyond theory, giving you valuable real-world insights. As a result, you can trust us to provide high-quality, consistent training and development at every level of your organization.

### ASSET MANAGEMENT

SGS's asset management services provide secure protection and management of your titles, keys and other documents. With our state-of-the-art processing system, we are able to both reduce our customers' title-related costs while improving service and quality.

- Advanced online tracking and storage process
- Convenient online information management and access

WHEN YOU NEED TO BE SURE

SGS