

# Virtual Inspection

Flexible and scalable solutions for the automotive industry



*In the era of increasing adoption of AI, it is time OEMs leverage technology to enhance recall management while improving customer satisfaction. Virtual inspections are the first step.*

## How it works

As a trusted partner, Sedgwick brand protection's customized and convenient online portals are designed to validate whether an owner's vehicle is impacted by a specific safety issue or defect. Once an owner has uploaded required details and photos for virtual inspection, they are sent personalized guidance on next steps in responding to your recall or remediation program. This typically starts by providing the owner with one of the following designations:

- OK to drive. No action is required.
- Impacted. Vehicle must be taken to a dealership for repair.
- Requires further inspection. This occurs if a determination cannot be made based on information provided.
- Do not drive. OEM can arrange for vehicle to be towed to dealership.

By conducting these initial evaluations virtually, OEMs are able to narrow the scope of the recall, refine the impacted population, and significantly reduce costly and inconvenient in-person inspection. The portal empowers OEMs to validate repairs or aftermarket changes that result in the vehicle no longer being subject to recall. Similarly, to the

degree the required repair has geographic limitations, the OEM can make determinations on whether a repair is in fact required.

Sedgwick's innovative virtual inspection solution is utilized by some of the world's leading automakers to help efficiently – and cost effectively – manage a host of recall and remediation events, from airbags, to brake boosters, to seatbelts, and much more. Whatever the requirement, the solution's modular design and infrastructure is flexible to accommodate.

## Benefits

Conducting pre-inspection virtually provides welcome convenience by potentially eliminating the need for owners to visit their nearest dealer, thus bolstering customer satisfaction, and recall completion rates.

Sedgwick's virtual inspection solution also provides safety and financial benefits to rental car and rideshare companies, as well as corporate fleet managers who may have multiple vehicles potentially impacted by a recall. Virtual pre-inspection allows these companies to determine exactly which vehicles must be repaired or serviced,

potentially reducing the number of vehicles taken off lots or temporarily out of commission. The result is increased safety, improved repair rates, and potential cost savings for corporate customers.

But this solution does more than improve the individual and corporate customer experience during a recall. There is significant benefit to OEMs. In our experience, virtual inspections lead to:

- Improved customer response rates
- A streamlined repair process
- Higher repair completion rates
- Insight into impacted non-responders that require follow-up
- A centralized record of customer engagement
- Enhanced reporting for regulatory compliance
- Reduced strain on dealer network
- Reduced costs incurred by dealers and OEMs

As an added benefit, this innovative solution can be fully integrated with our recall management, compliance and reporting, and surge protection offerings as required.

## About Sedgwick brand protection

Trusted by the world's leading automakers, Sedgwick brand protection supports the sector with a wide range of in-market business and product crises. From vehicle reacquisition programs, to product recalls, market withdrawals, data cleansing, funds management/ disbursement, verification and inspections programs, we have the experience and resources you need.

To learn more about how we support the automotive sector, contact us today:

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