AI driven Warranty Management Solution

**THE CLIENT**
A renowned UK-based Tier-1 automotive OEM, they are one of the top OEMs with a significant market share in the luxury vehicle segment.

**THE CHALLENGE**

- Warranty claims from field issues resulting in loss of profitability
- Inability to predict issues, so as to take corrective measures
- Inability to arrest unforeseen losses

**SOLUTION APPROACH**

- Historic field diagnostic data is combined with secondary data sources such as warranty claims, hotline support to create a comprehensive data mart for data pre-processing
- Feature engineering is carried out on the raw data using domain knowledge.
- Machine learning algorithms such as regression, graph clustering etc. to identify VINs with a risk of failure
- The algorithm was then further tuned to improve the model accuracy to meet the customer success criteria
AI based early warning system to detect quality issues using vehicle diagnostic data

The solution is based on a scalable architecture to accommodate growing data volumes

Helps in identification of VINs with a high risk of failure so that corrective measures can be taken before the issue escalates

The annual warranty costs reduced by 7%

Field failures can be predicted at least 2 months prior to occurrence

THE RESULT