

# Recall360

powered by Microsoft AI Business Processes

TECH  
mahindra

# Recall360

A unified, **AI-powered platform** to digitize and streamline recall management for automotive and OEMs. Built on **Microsoft Azure** and **Dynamics 365**, it integrates **data analytics**, **Microsoft AI/ML**, and **automation** to:

- **Capture** and **process** safety alerts from diverse sources
- Enable real-time **AI-powered issue detection** and case management
- Enhance customer care via **omnichannel communication**
- Ensure **regulatory compliance and reporting**
- Boost operational efficiency and service quality

# Recall360



## Digitize and streamline the Recall Management system to ensure compliance for Automotive Industry

### Challenge

- **Data Integration Complexity:** Handling diverse formats from trucks, cars, and buses across multiple systems.
- **Alert Detection & Risk Assessment:** Identifying safety issues from alerts, applying thresholds, and converting them into actionable cases.
- **Timely Regulatory Compliance:** Ensuring timely and accurate reporting of recall data to avoid penalties.
- **Operational Inefficiency:** Manual workflows slow down issue resolution and impact service quality.
- **Data Security & Governance:** Protecting sensitive data while maintaining synchronization and compliance

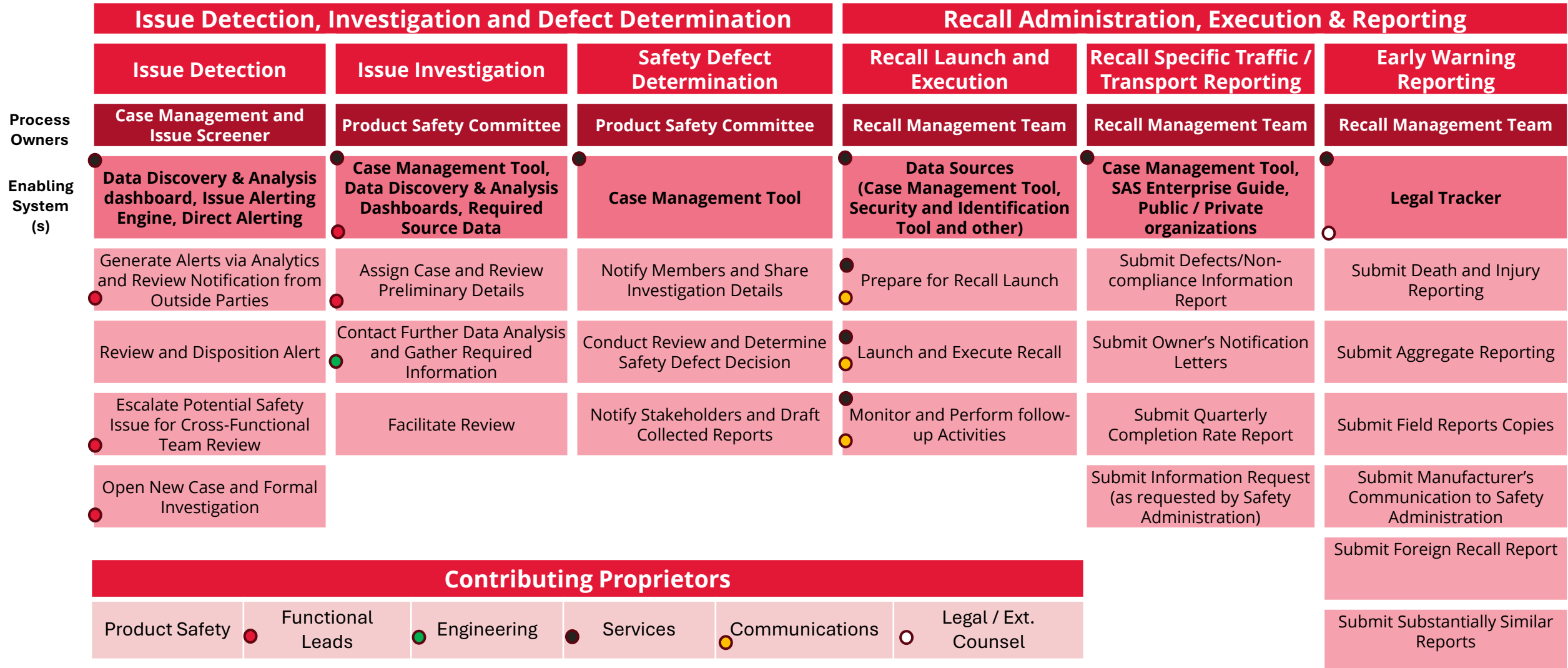
### Our Offering

- **Safety Data Integration Hub (SDIH):** Powered by Microsoft Azure (Data Lake, Data Factory, Microsoft AI & ML), the platform captures and analyzes multi-source alerts for proactive issue detection.
- **Customer Care & Omnichannel Engagement:** Integrated with Microsoft Dynamics 365 Customer Service to streamline case workflows, enable real-time collaboration, and deliver AI-driven customer insights.
- **AI-Driven Automation:** Automates recall workflows and provides intelligent case recommendations to accelerate resolution and boost productivity.
- **Regulatory Reporting Compliance:** Ensures accurate and timely submission of Safety Defect Reports, Foreign Recall Reports, and Owner Notifications to meet global regulatory standards.
- **Warranty Management Optimization:** Digitizes warranty claims - from entry to adjudication and supplier recovery

### Outcome

- **Operational Efficiency:** Automated workflows accelerate issue detection and resolution, eliminating bottlenecks.
- **Customer Satisfaction:** AI-powered omnichannel support enhances service quality and experience.
- **Cost Savings:** Saves millions in warranty processing; ~50%+ of claims can be automated.
- **Regulatory Compliance:** Ensures timely, accurate reporting to meet safety and recall mandates.
- **Actionable Insights:** Power BI with AI integration drives smarter decisions and continuous improvement.

# End-to-end Recall Management Workflow



# Recall360

## Operational Excellence

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Streamlined workflows and faster issue resolution boost productivity and efficiency.

Up to

## \$100M

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Saves through AI-driven warranty automation, RPA, and supplier recovery.





01

# Solution Screenshots – AI Powered Issue Detection

# Alert Records



Navigation icons: Save, Save & Close, New, Deactivate, Delete, Refresh, Check Access, Assign, Share

## Air Leak | system performance not as expected | fluid leaks - Saved

00000067 Alert ID | Escalated Alert Status | CRM Developer 1 Owner

Alert Summary | Impacted Vehicles | Related

+ New Vehicle Detail | Add Existing Vehicle D...

<input type="checkbox"/>	VIN Number ↑	Alert Det...	Build Date	Cause	Function Gro...	Engine	Data Sou...	CSE Level	Model	Model Y...	Part Na...	Part Num...	Created C
<input type="checkbox"/>	1M1AN07Y5JM02...	Air Leak   sy...		Rust corr...	SL		Warranty S...	Integrity ...	BE 6	2018	AIR DRYE...	As-384954	7/30/20
<input type="checkbox"/>	1M1AN2AY7NM0...	Air Leak   sy...		Rust corr...	SL		Warranty S...	Integrity ...	BE 6	2022	AIR DRYE...	As-384954	7/30/20
<input type="checkbox"/>	1M1AN2GY3NM0...	Air Leak   sy...		Rust corr...	SL		Warranty S...	Effects on...	BE 6	2022	AIR DRYE...	As-384954	7/30/20
<input type="checkbox"/>	1M1AN2GY5PM0...	Air Leak   sy...		Rust corr...	SL		Warranty S...	Effects on...	BE 6	2023	AIR DRYE...	As-384954	7/30/20

Rows: 75

- Home
- Recent
- Pinned
- Dashboard
- Dashboards
- Alerts Information
  - Alerts**
  - Vehicle Details
- Case Investigation
  - Cases
  - Investigation tasks
  - Reviews
  - Votings
- Recalls & Reporting
  - Recalls
  - Regulatory Report...
- Knowledge Management
  - Knowledge Articles
- S& Safety & Recall So...

# Detailed Alert Screen

**Dynamics 365** | Safety and Recall | **SANDBOX**

Alert ID: 00000067 | Escalated Alert Status | CRM Developer 1 Owner

### Air Leak | system performance not as expected | fluid leaks - Saved

Alert

Alert Summary | Impacted Vehicles | Related

General Details	Alert Data	Disposition Details
Alert ID: 00000067	Causal Part Number: Master Cylinder	New Case Required?: Yes
Description: Air Leak   system performance not as ex...	Part Name: AIR DRYER, BENDIX AD-IP COALESCING	Case: <a href="#">Air Leak   system performance not as...</a>
Alert Type: Anomaly	Part Number: Master Cylinder	Reviewer Comments: Safety Issue
Model Name: BE 6	Symptoms: Rust corrosion wear preventing prope...	
Model Year: 2018, 2022, 2023	System: ---	
Alert Risk Score: 75.00	Engine: V8	
Product Class: CL	Narrative: Synflex lines improperly seated in fittings during standard vehicle	
Country of Operations: UAE	CSE(s): High	



02

# Solution Screenshots – Issue Investigation

# Case Record

**Dynamics 365** | Safety and Recall | **SANDBOX**

← Save Save & Close Refresh + New Assign Delete Word Templates Check Access Share

### Air Leak | system performance not as expected | fluid leaks - Saved

Case ID: 0150 | Status: Recall Initiated | Owner: NK

Case to Investigation Pr... Active for 55 days

Investigation Review Recall (55 D) Recall Launched

Summary Other Details Tasks and Reviews Investigation Details Investigation Summary Recall Case Relationships Document Repository Timeline SLA Related

#### Case Details

Case ID	0150
Case Title	Air Leak   system performance not as ...
Description	Alert received with a primary CSE of Braking of the vehicle - Loss of service brakes - air compressor issue, ...
Product Class	28
Risk Score	80
Part Name	AHI 30 PSI
Issue Responsible Function	Engineering
Potential Concerned Volume	10
Root Cause	Synflex lines improperly seated in fittings during standard vehicle maintenance cycles

#### Case Investigator Notes

Alert received with a primary CSE of Braking of the vehicle - Loss of service brakes - air compressor issue, Symptom of Air Leak , Function Group of 0101, with Part PRESSURE REGULATOR, AHI 30 PSI AIR PURGE

#### Impacted Model(s)

- Select all
- B6** BE 6 7/28/2025 9:22 PM
- SN** Scorpio N 7/28/2025 9:22 PM
- TR** Thar Roxx 7/6/2025 4:30 PM

#### Search

My favorites

Air Leak | system performance not as expected | fluid |

1 Results found Sorted by Relevance

#### Brake Fluid Leaks

software glitch that could cause the engine to stall or the car to roll away when parked. The issue stems from the powertrain control module, which might reset unexpectedly. This can dam

External Published

No other matches found in this article

KA-01000 0 2 8/1/2025

# Case Record - Other Details

Dynamics 365 | Safety and Recall

SANDBOX

0150 Case ID | Recall Initiated Status | NK Owner

Air Leak | system performance not as expected | fluid leaks - Saved

Case

Case to Investigation Pr... Active for 55 days

Investigation Review Recall (55 D) Recall Launched

Summary Other Details Tasks and Reviews Investigation Details Investigation Summary Recall Case Relationships Document Repository Timeline SLA Related

Other Details

REPORTING BA	---
Potential Concerned Volume	10
Total Accidents	10
Total Injuries	5
No. of Warranty Claims	6

Alert(s)

Alert ID	Description	Alert Type	Model Name	Model Year	Part Name
00000067	Air Leak   system perf...	Anomaly	BE 6	2018, 2022, 2023	AIR DRYER, BE...

Rows: 1

Navigation: Save, Save & Close, Refresh, New, Assign, Delete, Word Templates, Check Access, Share

Left Sidebar: Home, Recent, Pinned, Dashboard, Dashboards, Alerts Information, Alerts, Vehicle Details, Case Investigation, Cases, Investigation tasks, Reviews, Votings, Recalls & Reporting, Recalls, Regulatory Report..., Knowledge Management, Knowledge Articles, Safety & Recall So...

# Case Record - Tasks & Reviews

**Dynamics 365** | Safety and Recall | **SANDBOX**

← Save Save & Close Refresh + New Assign Delete Word Templates Check Access Share

**Air Leak | system performance not as expected | fluid leaks - Saved** Case ID: 0150 Status: Recall Initiated Owner: NK

Case to Investigation Pr... Active for 55 days

Investigation Review Recall (55 D) Recall Launched

Summary Other Details **Tasks and Reviews** Investigation Details Investigation Summary Recall Case Relationships Document Repository Timeline SLA Related

+ New Investigation task Refresh Flow

<input type="checkbox"/> Task ID	Task Summary	Status Reason	Task Category	Task Sub Category	Owner	Created On
<input type="checkbox"/> 0030	Aftermarket - Gather Similar Tech Support Case/Field Repo...	Draft	Aftermarket	Gather Similar Tech Suppor...	NK	9/9/2025 1:17 PM
<input type="checkbox"/> 0027	Aftermarket - Aftermarket Part Usage	Completed	Aftermarket	Aftermarket Part Usage	NK	8/7/2025 11:58 AM
<input type="checkbox"/> 0021	Repair history Summary	Completed	Engineering	Repair history	NK	8/1/2025 4:08 PM

Rows: 3

**Reviews**

+ New Review Add Existing Review Refresh

<input type="checkbox"/> Review Summary	Status Reason	Review Outcome	Case Owner Rationale	Date Reviewed	Owner	Created On
<input type="checkbox"/> Review 1	Review Complet...	Safety Defect	Air compressor issue, Sympt...	9/9/2025	NK	9/9/2025 6:54 PM

# Case Record - Investigation Details

**Dynamics 365** | Safety and Recall | **SANDBOX**

0150 Case ID | Recall Initiated Status | NK Owner

Case: **Air Leak | system performance not as expected | fluid leaks** - Saved

Case to Investigation Pr... Active for 55 days

Investigation | Review | Recall (55 D) | Recall Launched

Summary | Other Details | Tasks and Reviews | **Investigation Details** | Investigation Summary | Recall | Case Relationships | Document Repository | Timeline | SLA | Related

### Analysis

Maintenance records Summary	Task 1133: Reviewed 20 of 121 VINs and found all had undergone standard maintenance. Task 1134: XYZ	Repair history Summary	Reviewed all FTT repair records and found no air leaks annotated during assembly. No field repairs annotated (reviewed 25 of 120 VINs - 20%) ***Is this supposed to be Repair in the Factory & the Field, or just the Field?
Parts Requested Back for Review, Incident Vehicle	Task 1135: There are 121 VINs listed how am I supposed to determine which one is the INCIDENT Vehicle?	Aftermarket Part Usage Summary	AM Part Usage - this part is a typical production & AM spare part (?)
Similar Tech Support/Field Reports Summary	Task 1136: No additional Tech Support requested	Parts on Mandatory Return Summary	Requested parts back from several vehicles - no issues found with fittings
Review of Failed Parts Summary	---	Testing Request Summary	Bench tested 10 fittings in-house and found no performance issues. Am I also supposed to repeat the information from the "Parts Requested Back for Review, Incident Vehicle" and "Parts on Mandatory Return" fields?
Expert Report Summary	Task 1137: I'm assuming this is not me and would not be a repeat of the "Review of Findings Summary" Does this only need to be filled out if I have to have specialized testing	Review of Findings Summary	Leaks primarily connected to PN 21897409 & PN21897410. Reviewed full records on 20/121 VINs and found no related issues during Assembly, PDI, standard maintenance or in warranty.

# Case Record - Investigation Summary

Dynamics 365 | Safety and Recall

SANDBOX

0150 Case ID | Recall Initiated Status | NK Owner

Air Leak | system performance not as expected | fluid leaks - Saved

Case to Investigation Pr... Active for 55 days

Investigation Review Recall (55 D) Recall Launched

Summary Other Details Tasks and Reviews Investigation Details Investigation Summary Recall Case Relationships Document Repository Timeline SLA Related

### Summary

TYPE OF INCIDENT	Anomaly-Detection (is this what we're looking for?)
APPLICABLE REGULATION	FMVSS or CSE?
ISSUE RESPONSIBLE FUNCTION	Engineering
ROOT CAUSE	Synflex lines improperly seated in fittings during standard vehicle maintenance cycles
CUSTOMER SAFETY EFFECT (L1)	Braking of Vehicle
CUSTOMER SAFETY EFFECT LEVEL	Medium

### First Occurrence Details

# Case Record - Recall

Dynamics 365 | Safety and Recall

SANDBOX

0150 Case ID | Recall Initiated Status | NK Owner

Air Leak | system performance not as expected | fluid leaks - Saved

Case

Case to Investigation Pr... Active for 55 days

Investigation Review Recall (55 D) Recall Launched

Summary Other Details Tasks and Reviews Investigation Details Investigation Summary Recall Case Relationships Document Repository Timeline SLA Related

Recall

+ New Recall Add Existing Recall Refresh

<input type="checkbox"/>	Recall Summary ↑	Model ↓	Vehicle Population ↓	Status Reason ↓	Recall Date ↓	Effective Date ↓
<input type="checkbox"/>	BE 6	BE 6		Preparation		10/5/2025
<input type="checkbox"/>	Scorpio N	Scorpio N		Preparation		
<input type="checkbox"/>	Thar Roxx	Thar Roxx		Preparation		

Rows: 3

S& Safety & Recall So...

# Investigation Record

**Dynamics 365** | Safety and Recall | **SANDBOX**

← | 📄 | 🔄 | 💾 Save | 🗑️ Save & Close | + New | 🔄 Re-Open | 🗑️ Deactivate | 🗑️ Delete | 🔄 Refresh | 🔍 Check Access | 👤 Assign | 📄 Share

### Repair history Summary - Saved

Investigation task

0021 Task ID | Completed Status Reason | NK Owner

**General** | Related

#### General Details

Task ID	0021	Case	Air Leak   system performance not as expected   fluid leaks
Task Details	---		
Functional Team Member	NK	Due Date	9/9/2025
Task Category	Engineering	Task Sub Category	Repair history

#### Response/Output

Response/Output

Reviewed all FTT repair records and found no air leaks annotated during assembly.  
No field repairs annotated (reviewed 25 of 120 VINs - 20%)

#### Closure Details

Closure comments

Reviewed all FTT repair records and found no air leaks annotated during assembly.  
No field repairs annotated (reviewed 25 of 120 VINs - 20%)

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# Review Record - Summary

**Dynamics 365** | Safety and Recall SANDBOX

Read-only This record's status: Inactive

← + New Activate Delete Refresh Check Access Assign Share

### Review 1 - Saved

Review NK Owner Review Completed  
Status Reason

Review Summary Voting Details Document Repository Related

**Review Summary** \* Review 1

**Review Outcome** Safety Defect Case [Air Leak | system performance not as expected | fluid l...](#)

**Case Owner Rationale** Air compressor issue. Symptom of Air Leak , Function Group of 0101, with Part PRESSURE REGULATOR, AHI 30 PSI AIR PURGE

**Case ID** 0150

**ISSUE RESPONSIBLE FUNCTION** Engineering

**ROOT CAUSE** Synflex lines improperly seated in fittings during standard vehicle maintenance cycles

**Impacted Model(s)** Refresh

<input type="checkbox"/> Name	Created On
<input type="checkbox"/> BE 6	7/28/2025 9:2...
<input type="checkbox"/> Scorpio N	7/28/2025 9:2...
<input type="checkbox"/> Thar Roxx	7/6/2025 4:30 ...

Rows: 3

**Review Outcome**

**Date Reviewed** 9/9/2025

**Follow-up Review Date**

**Group Rational** Safety Issue

**Additional Information or**

**Recall Advisory**

Is a Delivery Stop needed at all concerned Product? YES

Is an Advance Owner's Notification Needed? NO

Is a Do Not Drive Notification needed? YES

Is a Park Outside Advisory needed? YES

Is a Foreign Recall Report Needed? YES

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# Review Record - Voting

**Dynamics 365** | Safety and Recall | **SANDBOX**

Read-only This record's status: Inactive

← | ↻ | + New | 🗑️ Delete | 🔄 Refresh | 🔍 Check Access | 👤 Assign | 📄 Share

### Review 1 - Saved

Review

Owner | Review Completed Status Reason

Review Summary | Voting Details | Document Repository | Related

#### Voting Summary

Voting Count

Recommendation	Count
(blank)	4
Safety Defect	1

#### Voting Details

<input type="checkbox"/> Voting Member ↑	Recommendati...	Recommendation D...	Approver Comments
<input type="checkbox"/> CRM Developer 1			
<input type="checkbox"/> N Ka	Safety Defect	9/9/2025	safety defect
<input type="checkbox"/> R Sha			
<input type="checkbox"/> R Te			

Rows: 5



03

# Solution Screenshots – Recall Launch & Execution

# Recall Record

Dynamics 365 | Safety and Recall | SANDBOX

Recall: BE 6 - Saved

Preparation Status Reason: CRM Developer 1 Owner

Recall Summary | Recall Tasks | Q&A Details | Dealer Alert Details | Related

**Recall Summary** \* BE 6

Recall Description: ---

Model: BE 6

Recall No.:

Internal Recall No.:

Effective Date: 10/5/2025

Vehicle Population: ---

**Case Details**

Case Title: \* Air Leak | system performance not as expected | fluid leaks

Case ID: 0150

Date Reviewed: 9/9/2025

Is a Delivery Stop needed at all concerned Product: YES

Is a Do Not Drive Notification needed?: YES

Is a Foreign Recall Report Needed?: YES

Is a Park Outside Advisory needed?: YES

Is an Advance Owner's Notification Needed before M: NO

**Equipment Information**

See associated records

<input type="checkbox"/>	Model Name ↑	Model Year	Production Start Date	Production End Date	No. Of Vehicles impact...	Vehicle Type	Transmission Type
<input type="checkbox"/>	BE 6 - 1.2	2001	2/1/2024	2/6/2025	120	Petrol	Manual

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04

# Solution Screenshots – Regulatory Reporting

# Recall Record - Recall Task & Regulatory reporting

**Dynamics 365** | Safety and Recall | **SANDBOX**

Navigation: Save, Save & Close, New, Deactivate, Delete, Refresh, Check Access, Assign, Flow, Word Templates, Run Report, Share

**BE 6 - Saved** | Recall | Preparation Status Reason | CRM Developer 1 Owner

Recall Summary | **Recall Tasks** | Q&A Details | Dealer Alert Details | Related

ID	Task Details	Completion Date	Task Status
1	Notify Delivery Stops	---	Not Started
2	Notify Quarantine of Suspected Parts	---	Not Started
3	Prepare Preliminary VIN List	---	Not Started
4	Inform Suppliers of Recall	---	Not Started
5	Dealer Alert Creation	---	Not Started
6	Prepare Q and A	---	Not Started
7	Load Recall Authorization	---	Not Started
8	Upload VIN List	---	Not Started
9	Submit Remedy Development Request	---	Not Started
10	Submit Repair Instruction Request	---	Not Started

Page 1

**Regulatory Reporting** | + New Regulatory Repor... | Add Existing Regulado... | Refresh

Report Details	Status Reason	Submission Date	Due Date	Owner
<input type="checkbox"/> 573.6 Safety Defect Reports	Draft			NK
<input type="checkbox"/> 573.7 Recall Completion Report	Draft			NK
<input type="checkbox"/> 577 Owner Notification Letters	Draft			NK



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