

MEKO AB
Box 196 42
SE-111 64 Stockholm
Visiting address:
Klarabergsviadukten 70, C6
Tel: +46 (0)8 464 00 20

MEKO launches new AI solution for faster diagnostics and repairs in workshops

As one of the first aftermarket players, MEKO is launching an AI service that enables faster and more accurate vehicle diagnostics. The service is based on quality-assured repairs handled through MEKO's technical support over the past ten years. The new tool enables more efficient workflows in workshops – and shorter waiting times for vehicle owners.

With thousands of vehicle models and model years on the road, identifying the root cause of a fault can take time. Determining how to resolve the issue can be an additional challenge. As a result, workshops often spend valuable time searching for information instead of carrying out repairs, while vehicle owners wait.

MEKO's new AI service, the first of its kind in the Nordics, has been developed to address these challenges.

“This represents the future of workshop support. With just a few clicks, technicians receive an intelligent and quality-assured response to the problem they are facing, around the clock. The information is based on professionally performed repairs within our workshop chains, and the database will continue to grow every day. This is fundamentally different from a simple internet search and allows workshops to focus on the right tasks and serve more vehicle owners,” says Andreas Forslund, Technical Business Development Manager at MEKO.

The AI service is available in all Nordic languages, as well as English and Polish. If users require additional support, they can chat with one of MEKO's experts. The service will begin a gradual rollout during March, with Sweden and Denmark as the first markets. At the same time, it will become part of the digital platform that includes the booking portal offered to workshops affiliated with the Group's concepts, such as Mekonomen, MECA, Automester and OK Serwis. The booking portal is a fast-growing, market-leading platform where vehicle owners can easily book appointments directly with the workshop, helping workshops minimize administration.

“We are seeing strong momentum in our booking portal, with the number of bookings increasing by 19 percent in 2025. By bringing these two services together on the same platform, we further strengthen our offering, making vast amounts of data available to workshops in a smart and easy-to-use way. As we integrate this with additional technical support functions, we will streamline workflows and create new opportunities for analysis, enabling workshops to make the right decisions at the right time. This provides better conditions for preventive and profitable operations,” says Andreas Forslund.

For further information, please contact:

Anders Oxelström, Director of Communications and HR, MEKO
Phone: + 46 73 522 52 42
Email: anders.oxelstrom@meko.com

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About MEKO

MEKO's vision is to enable mobility – today, tomorrow, and in the future. Our aim is to be the most comprehensive partner for everyone who drives, repairs, and maintains vehicles in Northern Europe. We are the market leader with a presence in eight countries, 670 branches, and 20,000 workshop customers, including 4,500 workshops operating under our own brands. Our wholesale and workshop brands include Mekonomen, MECA, Balti Autosaad, BilXtra, FTZ, Fixus, Inter-Team, and Sørensen og Balchen – among many others.