

How our bodyshops achieve this standard?

All Technicians Qualifications are verified by SIMI and retained on file for inspection by Independent Auditors. They must keep their training up to date and they have access to manufacturers repair instructions.

All stages of the repair process are documented for your peace of mind:

- ✓ Dismantling the components related to the damage and then carefully storing the components that will be re-installed.
- ✓ Removing all of the damaged parts and retaining them for inspection by the owner/insurer.
- ✓ Measuring and recording the chassis dimensions of the car to ensure that it is returned to its original design.
- ✓ Installing any new body structures and panels that are needed using adhesives, mechanical or welding methods as recommended by the manufacturer.
- ✓ Treating and painting the new panels with top-quality water-based coatings and corrosion prevention cavity sealer.
- ✓ Re-installing panels and trims and checking the fit and finish.
- ✓ Cleaning the car and carrying out a final inspection before returning it to our customer.

Independently-audited processes ensure consistently high repair standards that give customer the peace-of-mind needed to assure that that great care is taken of customer safety.

How do I recognise if someone has the Standard?

Quality Bodyshop = Quality Repairs



Any Bodyshop which displays the CSS logo has achieved the Certified Steel Standard.

For assurance in vehicle body repair in Ireland look for



the new Certified Steel Standard (CSS) mark.

For further information contact:



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CSS - The new Certified Steel Standard for Professional Body Repairers and Customers

CSS (Certified Steel Standard) is the new bodyshop standards programme of SIMI, the Society of the Irish Motor Industry and incorporates the industry agreed technical specification for the process of vehicle body repair. It outlines the processes and procedures directly related to the safe repair of accident damaged vehicles.

While there are many approved and accredited bodyshops operating in Ireland there has never been a national Irish standard that covers all aspects of Bodyshop operations. The introduction of SIMI's CSS offers assurance in vehicle body repair in Ireland and is in line with the UK standard. CSS details minimum requirements for competent personnel, appropriate and well-maintained equipment, suitable repair methods and quality of repair materials. The CSS standard incorporates all levels of bodyshop repair including aluminium and cosmetic repairs. The standard embraces all of the aspects of repair process management with an emphasis on continual improvement. CSS supports repairers with the achievement of a safe and technically sound repair.

CSS is independently audited (by NMU Auditing & Inspection Services) and accredited by TUV SUD Auto Service GmbH, which clearly demonstrate to Customers and to Insurance Companies that member Bodyshops are committed to the highest quality and safety standards.

Customers Concerns

Customers deserve the best service and the best standard of repairs when they experience the trauma of a crash repair. The CSS programme was established to help answer some of the questions that arise for customers when they have an accident and need to have their car repaired.

Questions such as:

- How can I know that I am having my car repaired by somebody who has the expertise with the training and tools needed to do a good job? What is a 'good job' though - I'm not technical enough to know?
- Will my repairer deal with the Insurance Company on my behalf?
- Will the repair mean the car is not as safe afterwards as it was before the repair?
- Can my Bodyshop repair my car to the standard that the manufacturer's technical experts recommend?
- What happens if I am unhappy with the repair?

What you should look for when choosing a Repairer?

Right to repair - you can choose!

As the owner of a damaged car you have the right to choose your own repairer. Choosing a CSS bodyshop guarantees that the repair will be carried out correctly and completely - no short cuts, no compromises on quality. Only the correct parts are fitted by trained technicians and craftsmen, installed according to the specific recommendations of manufacturers and crash repair experts.

Where can I go if I am not satisfied with a repair?

In the unlikely event that our service doesn't meet your expectations you have access to the Independent Complaints Tribunal.

CSS Standard Means Confidence

- ✓ Ensuring the craftsmen carrying out the repairs have the appropriate qualifications.
- ✓ Ensuring that every aspect of the job is recorded and traceable.
- ✓ Ensuring that the bodyshop has all of the tools and equipment to carry out the repair correctly.
- ✓ Ensuring that customers are satisfied with the work done and they have somebody to help if there is a shortcoming with the repair.