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Automotive services — Vehicle damage repair processes — Specification

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Summary of pages

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Foreword

Publishing information

This British Standard is published by BSI Standards Limited, under licence from The British Standards Institution, and came into effect on 30 November 2022. It was prepared by Technical Committee SVS/20, *Automotive services*. A list of organizations represented on this committee can be obtained on request to the committee manager.

Supersession

This British Standard supersedes BS 10125:2014+A1:2016, which will be withdrawn on 31 March 2023.

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Presentational conventions

The provisions of this standard are presented in roman (i.e. upright) type. Its requirements are expressed in sentences in which the principal auxiliary verb is “shall”.

Commentary, explanation and general informative material is presented in smaller italic type, and does not constitute a normative element.

Where words have alternative spellings, the preferred spelling of the Shorter Oxford English Dictionary is used (e.g. “organization” rather than “organisation”).

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1 Scope

This British Standard specifies requirements for automotive vehicle (vehicle, see [3.20](#)) damage repair processes undertaken at fixed facilities or through provision of a mobile service and includes requirements for:

- a) preparation, including making the vehicle safe for repair processes to commence;
- b) repair processes;
- c) reinstatement of all vehicle systems where function has been disturbed by the damage or repair process (see [4.3](#));
- d) competence of personnel;
- e) tools and equipment;
- f) parts and controlled consumables;
- g) repair process management;
- h) process control; and
- i) complaints procedure.

This British Standard also specifies the information to be included in any claim of conformity.

It covers the repair or removal and refitting or replacement of windscreens, other vehicle glazing, body panels and mechanical parts undertaken as part of the vehicle damage repair process. However, it excludes windscreen repair undertaken as a separate activity, which is covered by BS AU 242.

This British Standard is not applicable to motorcycles (with or without sidecars), three-wheeled vehicles or vehicles over 5 tonnes gross vehicle weight (GVW).

This British Standard does not cover customer service, which is covered by [BS 8477](#).

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this British Standard, the following terms and definitions apply.

3.1 advanced driver-assistance system (ADAS)

entity consisting of interdependent components that supports human drivers by performing a part of the dynamic driving task or providing safety relevant information

NOTE Examples include adaptive cruise control and advanced emergency braking systems.

[SOURCE: BSI Flex 1890 v4.0:2022-03, **2.1.4**]

3.2 apprenticeship certificate

apprenticeship standard or apprenticeship framework certificate awarded and approved by a government recognized issuing authority

3.3 certifier of competence

entity that is recognized by relevant regulatory authorities in the UK as an awarding organization or a vehicle manufacturer only for the repair of vehicles within their brand range

3.4 competent person

auditable and verifiable achievement of proven competency through apprenticeship certificate (see 3.2) or meeting the required standard with assessed outcomes as set and certificated by a certifier of competence (see 3.3)

3.5 controlled consumables

products used in vehicle damage repair processes that are intended to be stocked, used up and replaced as required but which require particular care in storing, handling or application

3.6 currently competent person

competent person (see 3.4) with at least one of the following obtained within the last three years:

- a) apprenticeship certificate (see 3.2);
- b) certificated qualification, issued by a certifier of competence (see 3.3);
- c) certificated accreditation, founded on or equivalent to relevant National Occupational Standards (NOS)¹⁾, issued by a certifier of competence (see 3.3);
- d) evidence of recognized CPD (see 3.10)

NOTE Where assessment has been prevented by a national incident, such as a pandemic, extensions authorized by the certifiers of competence may be accepted.

3.7 customer

owner of a vehicle or owner's agent authorized to instruct repairs

3.8 procedure

set of instructions for achieving a particular goal or objective

3.9 reclaimed part

vehicle part that has been removed from an end-of-life vehicle, is condition graded and sold for reuse

3.10 recognized CPD (continual professional development)

criteria set by the accident repair and glazing Sector Advisory Group for agreed duration, knowledge content and assessment requirements, to ensure continuous competence is verified and certificated by a certifier of competence that is independent of the training provider used

3.11 relevant repair method

information for vehicle damage repair, developed and made available for others to use by the vehicle manufacturer or a recognized research facility in accordance with the vehicle manufacturer's design and performance intent or, in the absence of such a method, developed by a currently competent person

3.12 repair

reinstatement of specified areas of damage on a vehicle in accordance with a relevant repair method, including any directly or indirectly affected systems

3.13 repairer

individual or organization responsible for undertaking vehicle damage repair

¹⁾ The NOS related to body repair are set out in <https://www.ukstandards.org.uk/>.

3.14 repair process

entirety of relevant repair methods and constituent repair tasks necessary for undertaking a repair

3.15 repair task

individual activity undertaken as part of repair

3.16 Sector Advisory Group (SAG)

accident repair and glazing group, facilitated by the UK Automotive Sector Skills Council, who agree and publish the CPD Subject Framework [1] requirements to retain current competence

3.17 supplementary restraint system (SRS)

passive inflatable motor vehicle crash protection system designed for use in conjunction with active restraint systems (seatbelts) which includes one or more airbags and all components required to ensure an airbag works as designed by the motor vehicle manufacturer and pyrotechnic seat belt pre-tensioner devices

3.18 supervision

activity undertaken by a currently competent person to verify that persons within their responsibilities are competent to undertake the repair tasks assigned and have access to and are applying relevant repair methods

3.19 trainee/apprentice

person, having not yet proven competence, undertaking an industry recognized programme of learning with the aim of becoming a competent or currently competent person within a specified time frame

3.20 vehicle

automotive type-approved vehicle that is:

- a) built or first registered less than 40 years before the time of the repair; and
- b) designed and constructed for the carriage of passengers and comprises not more than eight seats in addition to the driver's seat (Category M1); or
- c) designed and constructed for the carriage of passengers and comprises more than eight seats in addition to the driver's seat and has a maximum mass not exceeding 5 tonnes (Category M2); or
- d) designed and constructed for the carriage of goods and has a maximum mass not exceeding 5 tonnes (Category N1 and part N2)

NOTE Categories as given in European Directive 2007/46/EC [2].

3.21 vehicle systems

groups of parts and components that integrate and work together to perform specific tasks and deliver performance of a defined vehicle's features

NOTE Examples include the fuel system, suspension and steering system, and advance driver assistance system (ADAS).

4 Repair process

4.1 Repair preparation

Prior to commencing the repair process of any vehicle received by a repairer, preparation shall be conducted by currently competent persons (see [4.4.3](#)) to verify that the vehicle is made safe for ongoing repair and that the repairer has the necessary competence to manage the repair. Preparation shall, where the vehicle's condition allows, include:

- a) risk assessment of the vehicle's mechanical and electrical systems;
- b) isolation, discharge and/or quarantine of high-voltage, gas, fuel or A/C systems where required by the risk assessment or defined by the relevant repair method (see [3.11](#));
- c) determination of whether or not ADAS is fitted to the vehicle;
- d) identification of fault codes present on vehicle;
- e) a full vehicle damage assessment;
- f) identification of materials requiring repair, replacement or joining;
- g) identification of reinstatement requirements for vehicle systems;
- h) confirming the repairer has the necessary capability to manage the full repair;
- i) defining and documenting the repair process (see [4.2](#)); and
- j) defining and documenting any pre-accident conditions that could affect the repair process.

4.2 Repair process description

For any vehicle to undergo repair, the repair process, relevant repair methods and constituent repair tasks to be undertaken, including authorities and responsibilities, shall be specified and documented by the repairer, and shall include the following:

- a) task capabilities specified in [Annex A](#);
- b) people authorized to participate in the process (see [4.4](#));
- c) relevant repair method(s) to be applied (see [4.5](#));
- d) equipment and tools to be used, including personal and vehicle protective equipment (see [4.6](#));
- e) replacement parts and controlled consumables required (see [4.7](#));
- f) reinstatement requirements (see [4.3](#));
- g) repair task control (see [4.8](#)); and
- h) repair process management (see [Clause 5](#)).

4.3 Reinstatement

After repair, the repairer shall restore all functionality to each vehicle system that is either:

- a) disturbed by the accident; or
- b) disturbed as part of the repair process (see [4.2](#))

to vehicle manufacturer's technical specification.

Where this is not possible due to pre-accident condition, e.g. a system was not functioning prior to the accident or software has not been updated as part of the vehicle maintenance, a decision shall be taken as to whether to complete the repair process. If a decision is taken not to complete the repair, notification of this shall be provided to the driver/owner and repair bill payer if different.

NOTE Where research for repair guidance has been exhausted, and functionality cannot be proven through systemized calibration confirming performance to vehicle manufacturer's technical specification, advice should be obtained from the responsible vehicle manufacturer or a recognized research facility acting in accordance with the vehicle manufacturer's design and performance intent.

4.4 People: Recruitment, competence and responsibilities

4.4.1 Job description and recruitment

The repairer shall establish, implement and document:

- a) job descriptions, including reporting lines; and
- b) recruitment procedures, including verification of qualifications or competence, and recognized CPD activity to retain industry competence for each repair role required to complete the repair process within the task capabilities specified in [Annex A](#).

4.4.2 Induction and training

For each individual filling a role undertaking repair tasks listed in [Annex A](#), the repairer shall establish, implement and document procedures for:

- a) induction specific to the intended role of the individual;
- b) the identification and delivery of current and ongoing training needs;
- c) assessing current competence in the repair tasks undertaken including any evidence required; and
- d) maintaining a documented and authenticated record of the training and development undergone by each employee to gain or retain competence, which is reviewed at least annually.

4.4.3 Currently competent person

The repairer shall verify that an individual identified as a “currently competent person” is able to demonstrate that they are:

- a) able to undertake their allocated duties at the level of responsibility assigned to them;
- b) aware of the significance of the repair tasks to the safe operation of the vehicle concerned;
- c) capable of:
 - 1) providing evidence via certification of current competence (see [3.6](#)) through an assessed outcome, accessed within the last three years, which includes:
 - i) name of individual;
 - ii) issue date and/or expiry date;
 - iii) certification provider;
 - iv) type of achievement, i.e. knowledge, competency or knowledge and competency;
 - v) description of content;
 - vi) evidence of recognized CPD; and
 - vii) a unique identifier traceable back to the required standard;
 - 2) detecting technical defects in the work undertaken (or in the equipment used in its undertaking) or omissions in its completion;
 - 3) assessing the implications for health and safety, including the correct use of personal and vehicle protective equipment; and
 - 4) taking remedial action to mitigate those implications; and