

What does the **SIMI** logo mean?

The SIMI logo is a stamp of quality and of the highest standards of professionalism and business ethics within the Motor Industry.

SIMI's free Consumer Complaints Service

If you are dissatisfied with the service and repair work carried out by an SIMI member garage, you can contact SIMI who offer a free Consumer Complaints service. All information is available on www.simi.ie

What should you expect when getting your car serviced by an SIMI member garage?

- When an estimate is given, this will be given as a general guide to the cost of the work required.
- When a quotation is given, this will be an agreed price to complete the agreed work.
- A target completion date should be agreed with the customer.
- During a service, if it becomes apparent that any additional time, labour or parts will be necessary to address additional work not previously identified, prior to this extra work being carried out, the garage should contact you for your approval.
- Guarantees should always be provided in writing.

Contact information

For general enquiries contact:
SIMI (Society of the Irish Motor Industry)
5 Upper Pembroke Street, Dublin 2
Telephone: 01 6761690

For further information about standards and complaints please email: standards@simi.ie

Please visit the SIMI website to find out more about topics ranging from the SIMI Code of Ethics, Customer Services and Car History Check – www.simi.ie



SIMI Service & Repair Guidelines

The brief guide



Introduction

The SIMI (The Society of the Irish Motor Industry) Service & Repair Guidelines have been developed to promote driver awareness as to the importance of regular vehicle maintenance and to highlight the benefits and peace of mind that comes from servicing your vehicle with an SIMI member garage.

These guidelines aim to promote awareness of the necessity to service your car. Your car is an asset. Servicing your car on a regular basis, can not only save you money by preventing the need for major repairs but when you do go to sell or trade in your car, it's value will have been maintained. A regular maintenance routine will go a long way towards extending the life of your car and assure your vehicle's roadworthiness for years to come.

In cost-conscious times, there can be a temptation for people to postpone their vehicle's annual service, however, this may cost you significantly in the long run and ultimately be dangerous for you, your passengers and other road users.

Free SIMI Safe Car Check

The SIMI has launched a Safe Car Campaign offering consumers a 10-point visual check, **free of charge**. For the months of August and September, as part of the *Safe Car Campaign 2009*, all motorists can benefit from this **free Safe Car Check** scheme at participating SIMI garages.

The **free** 10-point *Safe Car Check*, identifies any potential problems that may exist. We are encouraging all car owners to avail of this **free** check.

A list of SIMI member garages participating in the **free Safe Car Check** scheme is available from www.simi.ie and look out for the **free Safe Car Check** guides at participating garages. All participating garages have also signed up to the *SIMI Service & Repair Guidelines* which commits them to a fair and transparent process of quoting, pricing and reassurance in relation to service and repair work.

About the free check

- Developed by SIMI to promote safe driving and awareness of the importance of vehicle maintenance.
- The free SIMI *Safe Car Check* is offered at no cost to the customer.
- It is a 10-point visual safety check.
- Participating SIMI member garages will offer this check without any obligation to the customer.
- While you are under no obligation to do so, if any dangerous defects are identified during the check, you will be advised to rectify these defects a matter of urgency.
- This check is **not** a substitute *or* pre-test for the NCT test.
- An appointment for this free check is necessary and participating SIMI member garages will make every effort to accommodate customers. To book this free check please go to www.simi.ie for a list of participating garages.

What is included in the 10-point SIMI *Safe Car Check*:

1. Wheels
2. Tyre Condition & Measurements
3. Brakes
4. Suspension
5. Steering
6. Levels
7. Interior Controls
8. Lights
9. Exhaust System
10. Glass

