

## 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.



The SIMI Member Sign will be displayed prominently on the premises of all our members. The colour on the year indicator will match that on the SIMI Autosure sticker.

## WHAT TO EXPECT

### 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 you.
- 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.

## IF YOU ARE NOT SATISFIED...

### SIMI's free Customer 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](http://www.simi.ie)

For general enquiries contact:

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

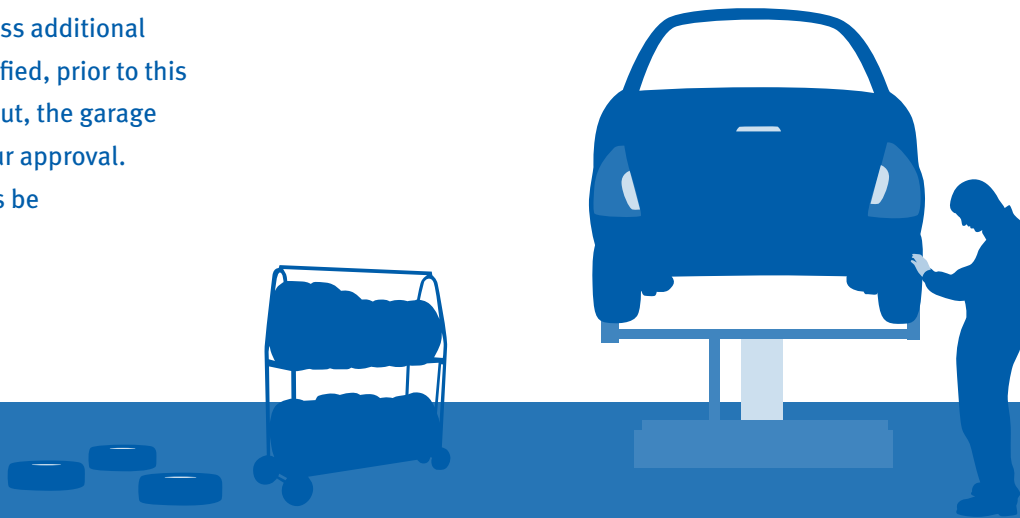
For further information about standards and complaints please email: [standards@simi.ie](mailto:standards@simi.ie)

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](http://www.simi.ie)



# What does this sticker mean?

YOUR INTRODUCTION TO THE  
SIMI AUTOSURE PROFESSIONAL REGISTER



## The SIMI Autosure Professional Register has 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, its 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.

### WORLD-BEATING QUALITY

It takes an apprentice approximately 4 years to become a qualified mechanic. This is subject to the apprentice successfully completing all 7 phases of their apprenticeship. A FETAC Level 6 Advanced Certificate is awarded on successful completion of an apprenticeship.

It is also worth noting that Ireland participates in the World Skills Competition which takes place every 2 years. In recent years, Ireland has won 3 gold medals, 1 bronze medal and 1 medal of excellence in the Automobile Technology Section.

### HOW DO YOU BENEFIT?

*As a customer, the benefits of SIMI Autosure include:*

- Providing reassurance to you that all members of SIMI are required to follow our code of ethics in their business practices and to maintain a high standard of customer service.
- It dispels the element of the unknown.
- It reduces your running costs and protects your investment.
- It will not only save you money by preventing the need for major repairs but it also adds value to the vehicle when you go to sell or trade in your car.
- Another important benefit is that only appropriately qualified people are authorised to carry out the work.

### OUR COMMITMENT

*SIMI Garages participating in the SIMI Autosure Provisional Register will commit to the following:*

- Only allow appropriately qualified staff to work on a vehicle.
- Keep all old parts that are replaced for a period of time and educate the customer as to what work was completed.
- What is quoted is what is charged. There will be no increase from the quote unless additional work identified by the garage is authorised by you.
- Will actively promote the scheme.
- Offer real value when it comes to trading in a vehicle that has a service history.
- Each garage should carry out a service to the standard recommended by the Manufacturer.
- Use only original parts or parts of matching quality.

