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BS 10125:2022



BSI Standards Publication

Automotive services — Vehicle damage repair processes — Specification

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This British Standard supersedes BS 10125:2014+A1:2016, which will be withdrawn on 31 March 2023.

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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