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## PRODUCT SHEET SERMI

## Security-Related Vehicle Repair and Maintenance Information (SERMI)

**Supporting free competition in the automotive aftermarket with quality services to manufacturer specifications is one aspect of security-related vehicle repair and maintenance information (SERMI) certification. This mandatory certification enables vetted independent operators and remote service suppliers to gain access to sensitive data on factory-installed equipment and diagnostic systems.**

### Gaining Access with SERMI

Recognized by the European Cooperation for Accreditation (EA), the SERMI association is jointly managed by vehicle manufacturers and independent operators involved in granting access to security-related repair and maintenance information (RMI). The standardized scheme was developed to provide independent automotive workshops and suppliers a path to accessing manufacturer data once exclusive to authorized dealers. As an accredited Conformity Assessment Body (CAB) for SERMI certification, DEKRA conducts approval and authorization inspections and acts a liaison between you and the Trust Center

awarding certification and individually assigned password entry to vehicle manufacturers information portals.





## Approved Access to Manufacturer Vehicle Security Information

Leveling the playing field in the automotive aftersales sector is key to ensuring robust competition in a challenging market requiring quality repair and maintenance services for increasingly complex technological systems. Independent operators and remote service suppliers must be able to provide consumers proper repair and maintenance to keep security-related systems in good operating order. DEKRA experts provide auditing services and SERMI certification so you can:

- ▶ Access critical data needed to provide reliable security-related automotive services.
- ▶ Expand services to include automotive security systems repairs and maintenance.
- ▶ Boost customer satisfaction with quality services to strengthen your brand.
- ▶ Increase your competitiveness as a competent automotive repair and maintenance partner.
- ▶ Receive total access to relevant security information of all manufacturers with a single authorization

## DEKRA Conformity Assessment Services for SERMI Certification

Accredited as a Conformity Assessment Body (CAB) according to the ISO 17020 standard and functional requirements for SERMI certification, we conduct the necessary inspections for independent operators (IO) and remote service suppliers (RSS) seeking access to security-related vehicle repair and maintenance information.

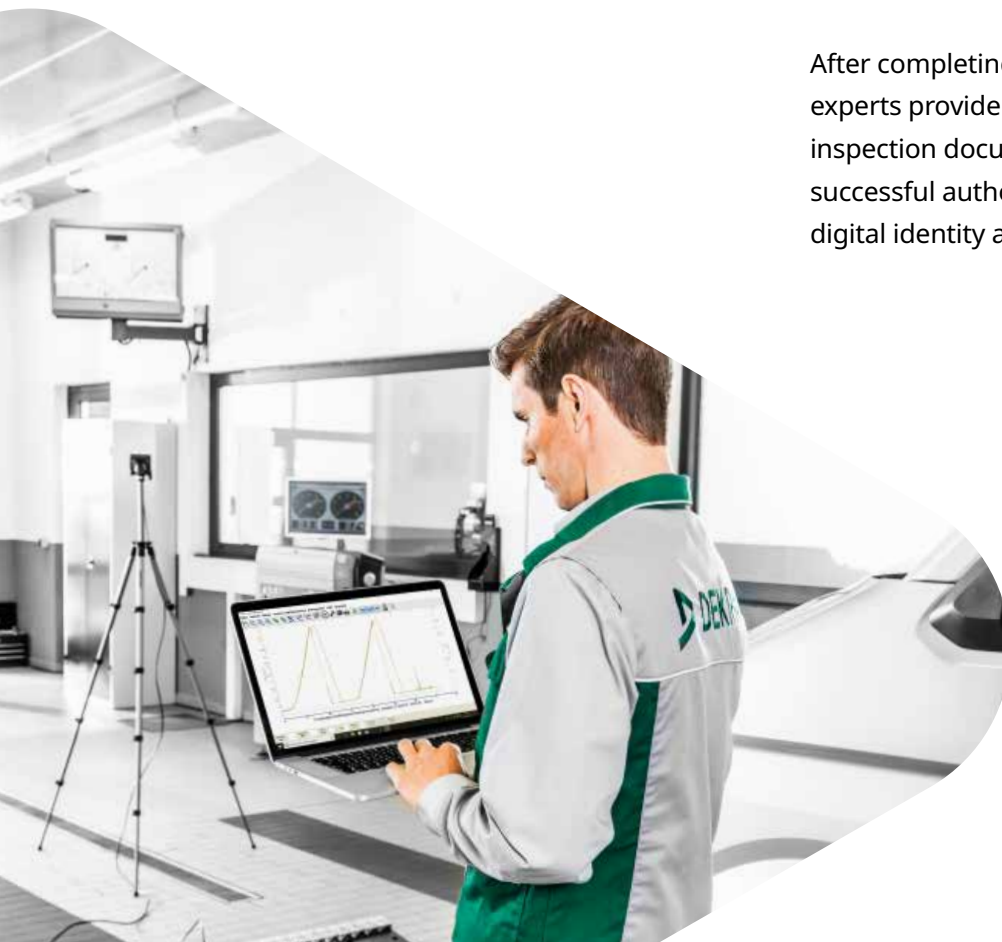
### ▶ Approval inspection

DEKRA assessment of whether an IO or RSS company complies with SERMI approval criteria. Employees of an approved IO/RSS company may request authorization to access security-related RMI.

### ▶ Authorization inspection

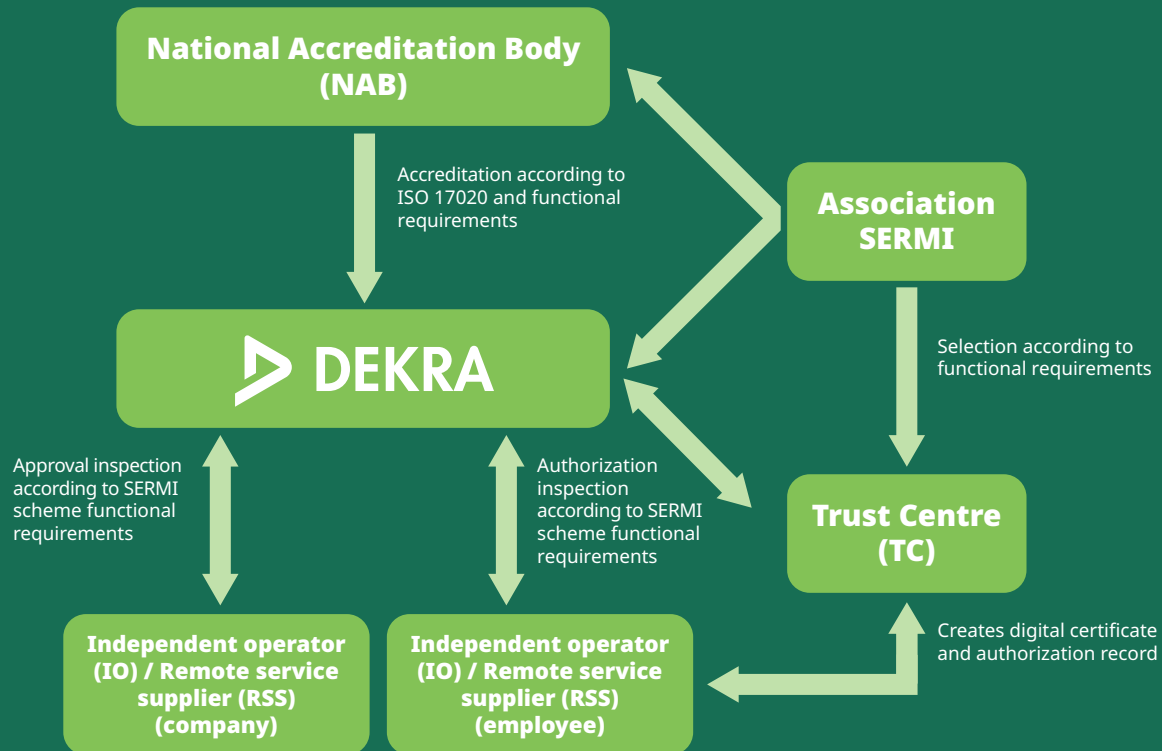
DEKRA assessment of whether an individual employee of an approved IO/RSS company is entitled to be granted access to security-related RMI. Authorized employees are allocated a security token containing a personal digital certificate and a PIN issued by the designated Trust Center.

After completing DEKRA Conformity Assessment, our experts provide the Trust Center with the required inspection documentation for processing. Following successful authorization, the applicant will receive a digital identity and DEKRA SERMI certification.





## The Bodies Involved in the SERMI Scheme and Their Relationships



The Trust Center issues the security tokens needed for access to all vehicle manufacturer information platforms after verifying each request to access an individual vehicle. Recognized staff are granted a single combination of a multi-factor authentication and pin-protected electronic certificate and an authorization, eliminating multiple registrations with each manufacturer. Each employee will get their own individual security token to access a specific vehicle.

### Why DEKRA?

A recognized Conformity Assessment Body (CAB), DEKRA is accredited to represent your interests throughout approval and authorization examinations as well as processing with the Trust Center for

ultimate SERMI certification. Our experts conduct company approval and employee authorization inspections according to SERMI requirements to distinguish reputable partners providing aftersales security-related repair and maintenance services. We put our industry expertise and practical experience to work for you to get you the access you need to offer quality security-related repair and maintenance services as a competent and competitive provider in the automotive aftermarket.

**Do you want to learn more about SERMI? Contact our experts today!**

**CONTACT US!**

**DEKRA Audit**  
audit@dekra.com  
[dekra.com/audit](https://www.dekra.com/audit)