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Bosch Car Service Consumer Code of Practice

August 2026

Background information

The Bosch Car Service Code has been in place since about 2003 and was previously approved by the Office of Fair Trading (OFT). It subsequently migrated into the Chartered Trading Standards Institute (CTSI) Approved Code Scheme Board (ACSB). The Code is one of the most long-established Consumer Codes and continues to provide enhanced protection for consumers in the vehicle servicing and repairs market.

As Bosch is not a trade association, breaches of the Code are dealt with through the contractual relationship between the garage and Bosch, enabling Bosch to take action to rectify a Code breach or, where necessary, remove a non-compliant garage from the scheme.

The Code is ADR compliant, with the National Conciliation Service (NCS) providing alternative dispute resolution.

The 2026 audit was carried out as an online/desktop audit.

Audit Process

A qualified Chartered Trading Standards Practitioner from the Chartered Trading Standards Institute (CTSI) completed the audit. The pre-audit questionnaire and supporting documentation supplied by Bosch were reviewed, including sample new-member appointment reports, recent member audit reports and information on member exits.

The audit focused on the following areas:

- The member application and initial audit process
- Existing member inspection and audit arrangements
- Advice, information and training provided to members
- Marketing and advertising controls
- Customer service and complaints, including ADR
- Customer feedback arrangements
- Membership withdrawal, sanctions and disciplinary processes

Audit Summary

The Code remains the responsibility of the Quality and Workshop Channel Marketing Manager, reporting into Sales Workshop Services (SWS) in Germany. Bosch Car Service forms part of the wider Bosch Group.

Bosch's latest Group Annual Report is the 2025 report. It records Group sales revenue of €91.0 billion and approximately 413,000 associates worldwide at 31 December 2025. Bosch Car Service forms part of Bosch's wider Mobility activities.

The pre-audit questionnaire records 464 Bosch Car Service garages across the UK and Ireland, with 49 new Bosch Car Service garages joining between August 2025 and August 2026.

Member Application Process / New Members

The application and appointment process reviewed for this audit is comprehensive. Prospective members are assessed against detailed appointment criteria before being accepted into the Bosch Car Service network. The process provides a structured assessment of the applicant and the standards expected before appointment.

Two completed appointment reports were sampled. The substantive application process was detailed. A small number of fields were not completed on the reports and further clarification was sought from Bosch as part of the audit.

Bosch explained that the appointment report is primarily an internal tool used by Workshop Business Developers (WBDs) to gather information and confirm that prospective garages meet the minimum entry criteria. These include requirements relating to technician numbers and training, Bosch diagnostic equipment and vehicle lifts. The final approval process is completed separately through DocuSign, with the formal agreement signed by the garage owner and the relevant Bosch signatories before the garage is admitted to the network.

Bosch also confirmed that, because the scope of services varies between garages, some fields on the appointment report may not be applicable and are therefore left blank. Whilst this explains the blank fields identified in the sample, it would be good administrative practice to record 'N/A' or an equivalent entry where a criterion is not applicable, so that it is clear that the field has been considered rather than inadvertently omitted.

The point identified is therefore an administrative good-practice observation rather than a concern about the robustness of the underlying application and approval process.

Advice and Training for Members

Workshop Business Developers (WBDs) take members through the Code and the information available on the Bosch Car Service Workshop Portal. The Bosch Service Excellence (BSE) business management training programme has been updated and now comprises seven web-based modules included within Bosch Car Service membership fees. The programme is tailored for senior staff, including garage owners/managers, technicians and front-of-house staff, and covers the Bosch brand, social media, customer management, customer-oriented Code requirements, quality management, operational management and process management. Face-to-face courses are also available to the wider independent aftermarket. Participation and completion are actively monitored and supported through quarterly face-to-face WBD visits and individual development plans, which can include mandatory training where non-compliance is identified.

Existing Member Inspections / Audit

Bosch confirms that 60% of the Bosch Car Service network is audited each year through a combination of Service Quality Assessments (SQA), Service Quality Tests (SQT/mystery shop) and Repair Potential Analysis (RPA).

The five most recent audit sheets were supplied for review. Four of the sample audits were SQTs and one was an SQA.

The SQT samples were particularly positive. Bosch confirmed that the tests are conducted through RMI by submitting vehicles for service against the manufacturer's schedule with known, pre-programmed faults and service-item issues. The faults are deliberately varied to reflect real-world servicing risks and test different areas of the service schedule. This provides a rigorous test of technical competence and helps ensure that different aspects of servicing and fault identification are assessed across the network.

No substantive concerns were identified from the recent audit sample. The only point arising from the desktop review was the minor administrative good-practice observation noted above in relation to identifying non-applicable fields on initial appointment reports.

Membership Withdrawal and Sanctions for Non-Compliant Member Businesses

The pre-audit questionnaire records that 23 Bosch Car Service garages left the network between August 2025 and August 2026. Exit documentation was supplied for 3 garages. Bosch advised that the network has a low, organic termination rate of approximately 4–5% annually, with most departures resulting from structural factors such as owners retiring and selling the business or land being sold for redevelopment. Bosch reports that departures arising from dissatisfaction with the network are extremely rare.

There were no members involved in a disciplinary or sanctions process at the time of the audit. Bosch advised that continued network growth has not affected its ability to maintain Code standards. The Sales Team and WBDs explain the CTSI Code of Practice requirements from the outset, and Bosch reports that members regard the Code and audit process positively as a means of reassuring customers and supporting business standards. The established process for dealing with non-compliance, including development action and ultimately termination where required, continues to provide Bosch with a mechanism to protect the standards of the network and the Bosch brand.

Marketing and Advertising by Member Businesses

Bosch provides members with a welcome pack and point-of-sale material, including posters. Marketing and point-of-sale material are included within the audit arrangements. The established WBD support structure also provides members with access to advice on Bosch requirements and brand presentation.

Terms and Conditions and other Pre-Contractual Information

No specific concerns were identified during this desktop audit. The previous audit found that Bosch provided templates to support legal compliance and consistency with the Bosch brand.

Customer Service Provisions

The Code and supporting Bosch systems continue to provide a structured framework for customer service. The pre-audit questionnaire identified a small number of customers bypassing the normal complaints process and directing complaints straight to Bosch management. Bosch confirmed that these are isolated cases rather than a systemic issue and that, in almost all such cases, the customer had not first attempted to resolve the complaint with the repairing Bosch Car Service garage.

Consumer Complaints Process

The National Conciliation Service (NCS) continues to provide ADR for the Code and Bosch confirms that use of the ADR arrangement is mandatory within the Code framework. The established process requires complaints to be addressed through the garage in the first instance, with escalation to NCS where they are not resolved. Bosch is not considering changes to this process and considers the existing arrangements to remain robust and effective.

Customer Satisfaction and Feedback

Customer feedback is collected through the VICO platform. Individual Bosch Car Service garages also have Google Business Profile pages through which customers can leave feedback.

Recommendations / Observations

- Where a field on an initial appointment report is not applicable, Bosch should consider recording 'N/A' or an equivalent entry to provide a clear audit trail.

Conclusion

The Bosch Car Service Code continues to be a well-controlled and a mature Consumer Code. The documentation reviewed for the 2026 online audit demonstrated a comprehensive application process, a strong approach to member training and a structured programme of ongoing member auditing. It was particularly positive to see that faults within the SQT programme are deliberately varied to reflect real-world servicing risks and test different areas of technical competence.

No substantive compliance issues were identified. The clarification provided by Bosch addressed the questions arising from the desktop review. One minor good-practice observation remains in relation to recording 'N/A', or equivalent, where fields on initial appointment reports are not applicable, to provide a clear audit trail. Subject to this minor administrative observation, the Bosch Car Service Code continues to meet the expectations of the CTSI Approved Code Scheme Board.