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The Motor Ombudsman revises its Codes of Practice to take into account the changing motoring world

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The Motor Ombudsman expands its Codes of practice to reflect the changing automotive landscape...

They tell us:

(All words and images from The Motor Ombudsman).

- **The Motor Ombudsman's four established CTSI-approved Motor Industry Codes of Practice**

have been updated to reflect the changing face of the UK's automotive landscape,

technological innovation, and shifts in consumer buying behaviour



• The long-established and comprehensive Codes are central to the self-regulation of the motor

industry, and to driving even higher standards of work throughout the customer vehicle

purchase and ownership experience

• Today, more than 7,500 vehicle retailers and repairers across the UK, in addition to 46 vehicle

manufacturers and 21 extended warranty providers, are committed to abiding by the Codes

• Motor Ombudsman-accredited businesses have been consulted and supported with the roll-

out of the updated Codes of Practice via a series of online training initiatives, and the

introduction of tailored resources explaining the latest changes and their application

London, 02 June 2025 The Motor Ombudsman has unveiled its newly updated Motor Industry Codes of

Practice to broaden their scope in line with the changing face of the UK's automotive sector, which has

seen the evolution of legislation, technological innovation, and shifts in consumer buying behaviour. The



four refreshed Codes of Practice, which cover the entire customer vehicle purchase and ownership

experience, take immediate effect, and write a new chapter in the history of the long-established and

comprehensive best practice guidelines for businesses in the motor industry.

Today, The Motor Ombudsman's comprehensive portfolio of Chartered Trading Standards Institute

(CTSI)-approved Codes of Practice play an integral role in the self-regulation of the automotive sector,

and more than 7,500 independent garages and franchise dealers, as well as 46 vehicle manufacturers

and 21 extended vehicle warranty providers, have voluntarily committed to delivering high standards of

work and service to consumers beyond those required by law. In tandem with UK legislation, the best

practice clauses contained across the four Codes are equally central to the delivery of independent,

impartial and fair decisions based on the evidence submitted to The Motor Ombudsman by consumers

and businesses.

With further changes brought to the Codes over the past decade since The Motor



Ombudsman was

established in 2016, such as the recent extension of the Service and Repair Code to cover consumers

using accredited mobile repairers, the latest amendments, which have been incorporated following a

period consultation with Motor Ombudsman-accredited businesses and the Chartered Trading Standards

Institute (CTSI), have been made to evolve existing guidelines in line with the fast-changing trajectory of

the automotive sector. On this point, the Codes see the addition of a new series of sections and

commitments to reflect the incorporation of new technologies within vehicles, the expansion of

manufacturer retailing channels, the wide range of insured and non-insured products and services now on

offer to customers when purchasing and owning a vehicle, and the growing prominence of alternative

fuelled vehicles (AFVs), such as electric cars (EVs).

The principal changes incorporated within The Motor Ombudsman's evolved Motor Industry Codes of Practice, are namely:



- The addition of specific clauses relating to Advanced Driver Assistance Systems (ADAS) and self-

driving features;

- New guidance for the delivery of roadside assistance and service plans;
- Dedicated sections on paint, perforation and manufacturer base warranties, and in relation to

guidelines on the sale of alloy wheel and Guaranteed Asset Protection (GAP) insurance;

- The introduction of a requirement for staff training in relation to the maintenance of alternatively-

fuelled vehicles (AFVs), such as electric cars and hybrids; and

- Clauses governing the sale of vehicles where an agency model has been adopted by vehicle

manufacturers.

The four Codes of Practice equally feature a refreshed visual identity incorporating the recently updated

Chartered Trading Standards Institute (CTSI) Approved Codes insignia.

Bill Fennell, Chief Ombudsman and Managing Director of The Motor Ombudsman, said: "With our Codes

of Practice established as a key driving force in the self-regulation of the UK's motor industry, it is



important that they remain aligned and keep pace with technological advancements and innovation, as

well as with the latest trends in consumer buying behaviour, so as to provide the best possible level of

coverage and protection. This is especially pertinent as the profile of car ownership changes more

profoundly over the coming years, as a gradual shift is made away from the internal combustion engine on

the road to 2030 and beyond.”

Bill added: “To enable a smooth transition to the refreshed Codes of Practice, we have been consulting

and supporting accredited businesses with a number of training initiatives and additional resources to

ensure that the industry is fully up to speed with the changes, which take immediate effect.”

To view The Motor Ombudsman’s Codes of Practice, please go to:

www.TheMotorOmbudsman.org/consumers/our-codes-of-practice



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The Motor Industry Code of Practice for Vehicle Sales

The Motor Industry Code of Practice for Service and Repair



The Motor Industry Code of Practice for Vehicle Warranties

The Motor Industry Code of Practice for New Cars





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About The Motor Ombudsman

The Motor Ombudsman is the independent and impartial Ombudsman dedicated solely to the

automotive sector, and self-regulates the UK's motor industry through its comprehensive Chartered

Trading Standards Institute (CTSI)-approved Codes of Practice. Thousands of businesses, including

vehicle manufacturers, warranty product providers, franchised dealers and independent garages, are

accredited to one or more of the Codes, which drive even higher standards of work and service, and

give consumers added protection, peace of mind and trust during the vehicle purchase and ownership experience.

For more information on The Motor Ombudsman, visit www.TheMotorOmbudsman.org.