



IAF SNR | SERVICE NETWORKS | FIRST EDITION

STATUS & MARK USAGE RULES

Corporate Recognition, underlying service authorisations,
public verification and truthful claims.

PREPARED FOR IAF ADOPTION

Version 1.0 | 16 September 2026

Authorised Service Networks
Corporate Recognition | English master text

International Automotive Federation

iaf.com

Document control

Item	Controlled value
Programme	IAF Service Network Recognition Programme (IAF SNR)
Document	Status & Mark Usage Rules
Edition / version	First Edition Version 1.0
Prepared	16 September 2026
Status	Prepared for IAF adoption. Effective operation requires recorded adoption, validated pilots and an operational verification route.
Owner	International Automotive Federation
Master language	English
Public recognition wording	IAF Corporate Recognition - bounded to the approved legal entity, sites and activities.
Hierarchy	Standard including internal directives and normative annexes; adopted implementation notice within those rules; Status and Mark Rules; Audit and Service Operations Manuals; Applicant Guide; controlled forms.
Authority boundary	Corporate implementation assurance. Manufacturer service appointments, vehicle approvals and other IAF programme decisions remain distinct.
Control	Retain exact scope and criterion versions. Protect completed records, personal information and service evidence.

Purpose and use

Corporate Recognition, underlying service authorisations, public verification and truthful claims.

Shall denotes a requirement; should guidance; may permission. Examples are illustrative unless a normative provision expressly establishes a rule. No checklist score can compensate for failed safety, integrity, competence or an unsupported scope.

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TR01 Meaning and limits of Corporate Recognition

IAF Corporate Recognition under the IAF Service Network Recognition Programme is a conclusion about implemented corporate and service controls for the named entities, locations and services. The exact programme, edition and scope form part of the claim. Other IAF programme decisions remain separate and do not transfer automatically.

The conclusion does not appoint a manufacturer service agent, certify every repair or part, homologate a vehicle, guarantee roadworthiness of unrelated systems, create market permission or guarantee contractual performance. An organisation shall not imply those outcomes through a mark, certificate layout, sales statement or staff explanation.

Only a valid independent decision permits an active claim. Application, membership, training, private readiness review, pilot participation or an unsigned draft statement does not. This prepared suite requires formal adoption and launch validation before it can support live programme operation.

TR02 Public scope and controlled wording

Every public recognition record shall show the IAF SNR programme, unique record ID, legal holder, included entities and sites, service scope, exclusions, effective and expiry dates, current status and verification route. A network-wide headline shall link clearly to the detailed outlet schedule. The exact record must remain distinguishable from other programmes.

Illustrative wording, not an issued statement: “[Legal entity] holds IAF Corporate Recognition under the IAF Service Network Recognition Programme for the sites and services listed in scope version [reference], valid subject to current status verification.” Replace placeholders only after a valid decision. Do not add “all repairs certified” or “manufacturer approved” without a separate truthful basis.

Public pages may summarise scope if the complete controlled schedule is readily accessible and the summary does not obscure restrictions. Protect customer identities, confidential job evidence and personal contact details not necessary for verification. Publish adverse status accurately without disclosing unnecessary investigation material.

TR03 Status vocabulary and effective history

Applicant means a request is recorded; Under Assessment means evaluation is in progress. Neither is active recognition. Corporate Recognition means the valid bounded scope is active. Restricted means only explicitly retained scope remains active. Suspended means the affected recognition claim is temporarily inactive. Expired and Withdrawn are inactive states.

A status event records the authorised decision, effective time, affected scope and publication time. Restoration is a new event returning supported scope to active status; it is not a separate public status and shall not erase the interruption. Do not backdate status to disguise expired or suspended periods.

Where only part of a network is restricted or suspended, display the affected outlets and services prominently and identify the retained scope. If the interface cannot express this clearly, suppress the broad active claim until an accurate representation is available. Customers must not infer coverage from a general green badge.

TR04 Authorised-service claims and brand relationships

Underlying authorisation is evidenced separately by issuer, legal entity, brand, location, activities, territory, validity and conditions. The organisation shall preserve reliable verification and update claims when that permission changes. IAF recognition does not confer rights to another party's name, artwork, repair information or protected systems.

Where independent multi-brand activities are included, describe them as such. A network appointment shall identify the network as issuer; it shall not be presented as a vehicle manufacturer appointment unless that relationship exists. A displayed emblem, parts account or historical appointment is not proof of current permission.

Loss or restriction of an underlying appointment requires prompt removal of the affected authorised-service claim and IAF review of the consequences for recognised scope. Technical access,

customer duties and lawful independent activity must be considered on their facts; neither automatic blanket continuation nor unsupported blanket condemnation is appropriate.

TR05 Mark licence, artwork and permitted context

IAF shall issue a recorded licence only against a valid decision, specifying legal holder, approved artwork, scope, channels and status conditions. Use the artwork supplied through controlled IAF arrangements; do not invent a seal, alter wording, combine it with a misleading rating or sublicense it to an unassessed outlet.

Permitted corporate contexts may include the holder's premises, website and business communication where the scope and verification route are clear. On a quotation, invoice or service report, place explanatory wording close enough to prevent the mark being read as certification of that individual job. A licensing decision may impose narrower placement limits.

Do not affix the corporate mark to a vehicle, replacement part, calibration target or packaging as a conformity seal. Do not state that IAF performed, approved or guaranteed a specific repair. Where separate IAF marks exist under another programme, obtain their distinct permission and preserve each programme's scope and meaning.

TR06 Online verification and manual fallback

The verification system shall resolve an exact programme and record ID to authoritative current status and scope. Show retrieval time and distinguish record-not-found from unavailable service. Use protected administration, versioned changes and an audit trail; public users should not need access to confidential job evidence to verify corporate status.

When the registry is unavailable, a trained authorised responder shall use controlled case records for a manual confirmation, recording inquiry, source decision, scope, status, retrieval time and responder. Until checked, describe the result as unavailable or unresolved. A cached certificate image shall not be silently presented as current proof.

Test valid, restricted, suspended, expired, unknown, altered and delayed-update cases before launch and after material platform change. Publish protective changes normally within two business days of decision and sooner for urgent risk. Preserve both decision-effective and publication timestamps so a delay cannot rewrite history.

TR07 Surveillance, change and claim continuity

Active claims depend on continuing conformity and a valid term of at most three years. Surveillance is due by months 12 and 24, with annual physical coverage of every operational site. A pending visit, renewal application or appeal does not extend expiry. Overdue essential surveillance requires protective status review.

Notify planned material changes before implementation and unplanned material changes within five calendar days; serious incidents require IAF notice within 48 hours of awareness. Keep proposed outlets, technologies and service families outside active claims until the required evidence, review and independent decision are complete.

The organisation shall reconcile central and outlet claims with the current schedule, including booking platforms and third-party advertising it controls. A network rebrand, merger or domain change shall not make old permissions transferable without review. Keep a clear customer route to determine who holds the current recognition.

TR08 Misuse, suspension and removal

Capture suspected misuse with the content, channel, date and misleading implication. Require immediate containment where customers face material deception or safety risk and a documented correction plan for all affected channels. Assess whether the issue is accidental, repeated or deliberate and whether it reveals wider integrity failure.

After restriction, suspension, expiry or withdrawal, remove or revise active claims for the affected scope, including signage, templates, booking pages and local social accounts under the organisation's control. Preserve accurate historical statements only if clearly dated and not presented as current status. Departed outlets shall not retain network recognition assets.

IAF may use the Standard's protective and independent decision routes for serious or repeated misuse. Give reasons and a fair response route while maintaining necessary protection. Restoration of mark use requires a valid independent decision and verified correction; payment, a revised advertisement or an appeal alone is insufficient.

TR09 Confidentiality, complaints and appeal

Public verification discloses the recognition conclusion and boundary, not confidential customer jobs or unrestricted technical material. Protect personal information, commercial evidence and reporter identities under role-based access. Exceptional disclosure must have a lawful purpose and be proportionate; confidentiality does not justify publishing a false active status.

Provide accessible routes for concerns about a recognised claim, service integrity or programme conduct. Investigate through uninvolved competent persons and protect good-faith reporting. The service entity retains its customer remedy obligations; IAF recognition does not make IAF the payer or guarantor of every service dispute.

Provide 15 calendar days for factual response to draft findings and 30 calendar days to appeal a decision. A different three-person panel targets a reasoned appeal outcome within 45 calendar days after complete evidence. Explain delay and preserve necessary protection during review; an appeal is not an automatic stay.

TR10 Adoption, international use and truthful acceptance

This First Edition is prepared for IAF adoption. Before live use, record adoption, competent impartial operation, at least four diverse pilots including a failed or contested case, and a tested registry with manual fallback. A completed template is not proof that these launch gates have been met.

The programme may be offered worldwide where lawful access and competent assessment can be established. Specific customer, manufacturer or public-authority acceptance must be evidenced separately. Do not claim universal governmental recognition, automatic legal equivalence or acceptance in every market solely from the programme's global intent.

Use controlled translations with the English master version and preserve technical meaning. Publish material revisions and effective dates, review operation annually and obtain an independent programme review at least every three years. Changes to guidance cannot silently waive an adopted requirement or invent retrospective conformity.