



MAHLE Aftermarket and SERMI

The SERMI "Security Related Repair and Maintenance Information" certification is an institution to which European countries are adhering in compliance with the Delegated Regulation (EU) No. 2021/1244.

As its implementation is starting in some European countries, we would like to clarify and reassure you about its implications for professional car repairers who use MAHLE and BRAIN BEE devices during diagnosis management.

1. What is SERMI:

The "Security Related Repair and Maintenance Information" certification (hence the acronym) is an institution to which European countries are adhering in compliance with the Delegated Regulation (EU) No. 2021/1244.

It was established with the aim of meeting European requirements for safe and standardized access to vehicle maintenance and repair information. This tool is part of the initiative of the European Union which is committed to ensuring independent operators have full access to technical information from manufacturers, while paying the utmost attention on controlling their work on systems that involve protected data.

In practice, it reaffirms the freedom to operate with diagnosis and repair on vehicle systems, but in case of access to repair information and/or services related to car anti-theft security systems, it regulates access to web portals and diagnostic software of car manufacturers, in order to preserve data protection and respect security standards, by requiring car repairers to be accredited.

With its implementation, which started in France on Nov. 1st 2024, SERMI accreditation is required for workshops and their technicians who want to access information and/or protected services of car manufacturers, such as key coding or updates involving control units linked to anti-theft systems.

It does not involve routine maintenance and repair of the vehicle.

2. What protected data are involved (SERMI relevants)?

Each manufacturer defines the list of systems that fall under the security (anti-theft) category independently and therefore, at present, there is no homogeneous situation.

In general, the following are involved:

- Information related to anti-theft modules
- Programming of keys and remote controls
- Programming and coding of control units connected to the anti-theft system (e.g. engine control unit, instrument cluster, automatic transmission, etc.)
- Online purchase of spare parts for the anti-theft system via the car manufacturer

the list of operations under SERMI certification is limited to some control units

3. How does SERMI protection work?

When a service or data is identified as "SERMI relevants", it is protected and if you want to access it from one of the acceding states (such as France, in this case), you must prove that you have the business and personal requirements required for security of access to that data. Independent operators can apply for the SERMI certificate at a conformity assessment body (CAB), depending on their country of origin.

Those who access a service protected by SERMI through proprietary diagnosis (OEM) and reside within the states that have joined the SERMI certification, can do so only if they hold a SERMI certification.

4. How does the unlock take place?

If you want to access the protected data, a QR CODE is proposed that can be scanned through a special APP available to accredited operators. Once the operator has been identified and his fitness for the management of protected data has been acknowledged (through the system of prior certification), access to information and/or services is unlocked, and the desired query is processed.

5. What does SERMI certification entail?

The certification - which lasts 5 years - is issued on a documentary basis following a positive evaluation of the applicant company and their employees. The operator is also available for one or more surprise checks.

The certification process is carried out through the advice of selected certification bodies (CAB), which are approved at national level by the NAB (national accreditation body). Its costs depend on the certification body itself.

6. Is access through Remote Diagnosis possible?

Of course! When a diagnostic operation protected by SERMI is requested via a remote control system, access to the car manufacturer's portal takes place through a chain authorization of the diagnostic center technician and local operator.

7. Does SERMI also affect systems under Cybersecurity?

There is a lot of confusion around the two topics: SERMI and CYBER SECURITY are not the same thing!

SERMI data protection covers all systems that have to do with the control units responsible for car anti-theft security. SERMI certification is required to access protected data on the manufacturer's portal and/or functions protected by OE diagnostic devices.

The SGW (or CYBER SECURITY) lock on new generation vehicles, gradually introduced by major car manufacturers, potentially affects all systems of a vehicle, basically requiring authenticated access to the diagnostics of the protected vehicle.

To access vehicles equipped with security gateways using MAHLE and BRAIN BEE diagnostic devices, all you need is an MCS Pass account, combined with a 2-factor authentication system (required by the VAG group).

The MCS Pass system by MAHLE has no implications with the SERMI mechanism – as it continues to operate with the same logic aimed at simplifying work in the workshop.

As a multi-brand diagnostic manufacturer, it is our mission to provide operators with safe access to all data required for the management of routine and extraordinary vehicle maintenance in compliance with car manufacturers' requirements

The SERMI certification is constantly evolving and updating, an increasing number of European countries are joining the scheme.

This situation requires the utmost attention, even though, at present, those using our MAHLE RemotePRO devices are not required to have SERMI certification, the situation may change when other countries join the certification scheme.

MAHLE diagnostic centers are located in countries where SERMI is not yet implemented.