



RM Carservice is the largest workshop specialized in the adjustments of car damages. It was founded as early as 1867.

Today the company is placed in Danderyd, Stockholm and has got newly designed premises on three floors with 55 employees. The company's commercial concept is to perform complete adjustments of cars, body works, windowpanes, repair of plastic items, wheel balance, car paintings and so on...



We met and got an interview with Urban Magnusson, managing director of RM Carservice. Urban have ran this company for 24 years now. He worked in the workshop until the mid 90's but is now working in the office with ten other co-workers.

The new building is 5000m² and designed and drawn by Magnusson himself. It costed in round numbers, about 100 millions.

The building is constructed to make the adjustment procedure as quick and effective as possible. It's also very enviromentally friendly and everything is built and well-planned to seize the heat and energy that is being generated in the workshop.

RM Carservice in Danderyd is the biggest and most well equipped car body repair shop in Sweden, and lives up to the big demands the advanced cars of today bring. Besides, the company is also the only workshop in Sweden that are allowed to repair Mercedes-Benz aluminium cars.

The procedure starts when a customer brings his/her damaged car and rolls it into one of the two MOT test halls, where the customer and a claims adjuster inspect what shall be done with the car. This makes the customer aware of what the car will go through, how much it will cost and about how long time it will take. It leads to a faster, more effective and more reliable system.

If a delivery of spare parts arrive at night the parts are unloaded in one of the special rooms to which only the truckdriver has the key. In this room there is an elevator which takes the parts to the third floor where the store room for all spare parts and demonted parts are situated. In the store room there are also carts, each car has it's own cart where all parts that have been demonted are kept in waiting for the car to be finished.

The new parts are unpacked and coated with primer on the second floor.

The treatment starts in the cleaning and reconditioning department where the car is washed carefully.



Next to the washing departments there is a car elevator that makes it possible to move the cars between the different floors. To the second floor the more extensive repairs that are expected to take a longer time to fix are sent.

The newly washed car is afterwards driven to the body repair department by electrical trucks. Then you don't have to start the car and release exhaust indoors during transfer. At the body repair department the cars are repaired, straightened, crudely puttied and grinded.



Damaged plastic components are taken to the second floor to the department for repair of plastic items. At the second floor there is also a special spraying booth only for undercoating of plastic items, and primer coating of the new spare parts.

After all the repairing is done, the car is going into the car painting department. When the car is masked, primed, grinded and ready to be painted it's rolled into one of the four spraying booths together with the primed spare parts and plastic details.

The colour we find in the mix rooms between the spraying booths. Each mix room is separated in three different parts; gunwash, colour department and recycling department.

At the colour department the correct colours are mixed. The gun wash is a machine where you put the spraying gun and it's cleaned automatically with thinner. The thinner from the gun wash is pumped to a distiller in the recycling department, where the thinner is distilled and sent back to the gun wash.

After painting and drying the car is rolled out to be inspected very carefully. Then it's masked off and polished. The car is putt together and ready to be delivered to its owner.



Urban Magnusson informs us about the fact that the status of the car painting profession has increased. The working environment at the repair shops have developed enormously during the latest years. When you have your own company, living up to these demands can be very tough. To have a good environment in your work is something that is a priority to the RM. Each working place has its own curtain that stops sound and circulation of dust particles. Each place also has circuits of light, so that it only has to be lit up where people are working at the moment. Every working place is also equipped with a lift, computer and of course, tools.



Magnusson is constantly trying to figure out in advance new laws and demands that will be valid in the future. By being engaged in something called MRF he can do so. MRF = The national association of motorists. Where Magnusson is chairman of the repair department. Urban is often visiting bigger repair shops in other countries in Europe, to get inspiration, new ideas about different techniques and ways of thinking, and to constantly be able to develop his own company.

The atmosphere at the company is very good. It is a great advantage to have both body repairing and car painting in the same company. If you don't, there can easily be conflicts between the companies. They blame each other when the results aren't good enough. In other countries in Europe car painting and body repair are often in the same company. There those conflicts don't exist in the same way as they do in Sweden, where we are unique with having the different procedures at different companies. In that part we should learn more from rest of Europe and put the procedures together.