

TO: All Service & Parts Directors, Service Managers, Shop Foremen, Warranty Administrators, Warranty Bookers and Technicians	FROM: Joe Haller, Department Manager, Warranty
RE: Paint and Body Work	DATE: August 28 th , 2020

Dear Mercedes-Benz Dealers,

As you are likely aware, MBUSA maintains a relationship with a network of body shops that are MBUSA Certified Collision Centers across the country. These Certified Collision Centers have the tools, training and equipment needed to perform work up to Mercedes-Benz standards. As such, any warranty or goodwill repair work must be performed at a MBUSA Certified Collision Center. Please refer to policy **3.18 Certified Collision Centers** in the Warranty Manual(s) for more information. Any claims submitted for work performed outside of a Certified Collision Center will be subject to debit.

For information on becoming a Mercedes-Benz Certified Collision Center, sponsoring a local collision center or finding your nearest certified facility please go to www.mbcollisioncenters.com.

Should you have any questions, please do not hesitate to open a Warranty Services case online.

Sincerely,

Joe Haller Department Manager, Warranty

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