



Mercedes-Benz

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after sales

newschannel update

TO: All Mercedes-Benz Service Directors All Mercedes-Benz Service Managers All Mercedes-Benz Shop Foremen All Mercedes-Benz Collision Center Managers	FROM: Lisa Rosenfeld, DM Product Management, Service
RE: New audit process for Certified Collision Program	DATE: April 12, 2013

We are pleased to announce a new enhancement to our Certified Collision Program. MBUSA has partnered with Summit Consulting to assist in the audit process for both dealer owned and independent Body Shops.

The Certified Collision Program requires all participating shops to adhere to a stringent set of rules and standards. This guarantees that when a Mercedes-Benz vehicle is in an accident, it is repaired to pristine standards using only original Mercedes-Benz Genuine parts and repair processes. This provides the safety and protection our customers deserve. The audit process ensures impartial transparency and standardization to the program.

Summit Consulting (SCI) is a management firm which has worked with other OEMs to set up processes that deliver results. They have impressive credentials and we are looking forward to working with them to ensure our Certified Collision Program is the best in its class. SCI will be responsible to ensure that both new and existing shops meet our program requirements and do so in a timely manner.

Starting April 15, 2013, the Audit process will commence with an e-mail from Summit directly to the Body Shops, (mbusacollision@sciusa.com). The e-mail will provide the shop managers with a link to a pre-assessment questionnaire. Once completed, these forms will serve as the basis for scheduling. The audits will be performed in the order in which the pre-assessments are received.

Once the onsite audit is completed, it will itemize any gaps and allow the shops an opportunity to close the gaps. These can range from training certification and equipment possession to facility quality and cleanliness. Once audit standards are fully met, the shop will be certified (or re-certified).

We will be progressing through the network through the remainder of the year. Please ensure all Body Shop personnel are aware of the timeframes.

Should you have any questions, please contact the Certified Collision Team:

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