



Mercedes-Benz

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after sales

newschannel update

TO: General Managers, Service Directors Service Managers, Parts Managers	FROM: Benito Cid, Collision Business Manager, Product Management - Service
RE: Certified Collision Program - 2015 Updates	DATE: January 16, 2015

We would like to announce changes to the Mercedes-Benz Certified Collision Program (CCP), effective immediately.

Training Requirements

All shops participating in the Certified Collision Program are required to take Mercedes-Benz training courses. The previous guide was Star and Master Certification following the SOE process. As most facilities on our Program are independent dealer sponsored shops, the process has been simplified to better address the training requirements. Sponsored shops will need to attend at least 2 "Hands On" training classes in Houston and complete 4 e-learning courses per year. Dealer owned facilities will continue to follow the SOE or current training process.

Beginning in 2017, to pass re-certification your facility will need to show completion of the requirements starting in 2015 and going forward. Failure to meet these requirements will lead to removal of your facility from the CCP.

Program Fee

To continue to provide and expand the training and benefits of our program, the fee structure has changed, as follows:

	Tier 1 D/O	Tier 1 D/S	Tier 2 D/O	Tier 2 D/S
New	Included	\$5,500.	\$12,000	\$15,000
Re-Cert	Included	\$4,500.	\$10,000	\$12,000
Additional Certified Welder			\$10,000	\$10,000

D/O = Dealer Owned; D/S = Dealer Sponsored

If you have any questions or need assistance, please do not hesitate to contact the MBUSA Collision Team.

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If contacting us via email, please be sure to provide your full contact information including dealer code, phone number and tool/equipment numbers if applicable.



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