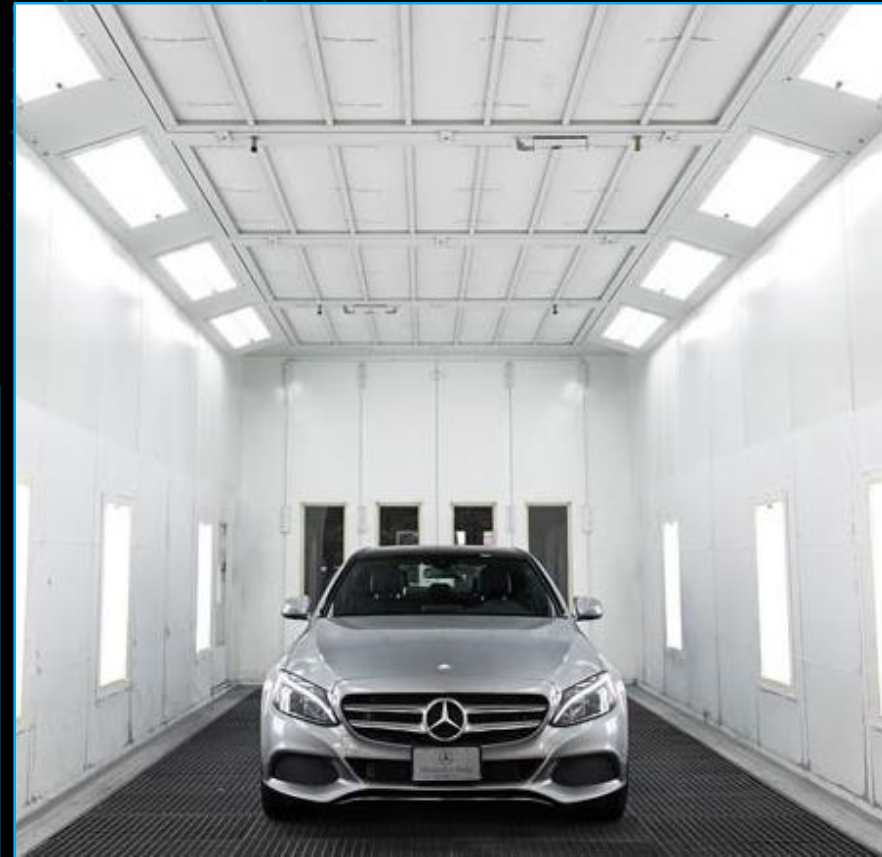


Certified Collision Program Meeting 2018

Mercedes-Benz
The best or nothing.



Welcome





Meeting Code of Conduct

Participants must conform to rules of order and follow **Anti-Trust Guidelines**. This includes zero tolerance for verbal abuse or harassment in any form.

Participants are not allowed to discuss any subject relating to prices charged, discounts offered of any nature, hourly rate, employee benefits, or agreements made with third party entities. Participants found to be in violation of the foregoing will be asked to leave.

All participants are herewith notified that the materials presented herein are not to be construed as information or direction to take concerted actions. Information can be utilized by individuals acting within their own judgment, making sound business decisions, without agreements with other participants of this meeting.

Agenda

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____
- 6 _____

1. Collision Repair Education Foundation
2. Certified Collision Program
3. Launch Readiness & Product Technical Support
4. Connected Autonomous Shared/Services Electrification
5. Collision Training
6. Q & A Session

Solving the Aging Technician Workforce Issue

A National Problem, w/ a Local Solution

Christen Battaglia, Director of Strategic Partnerships

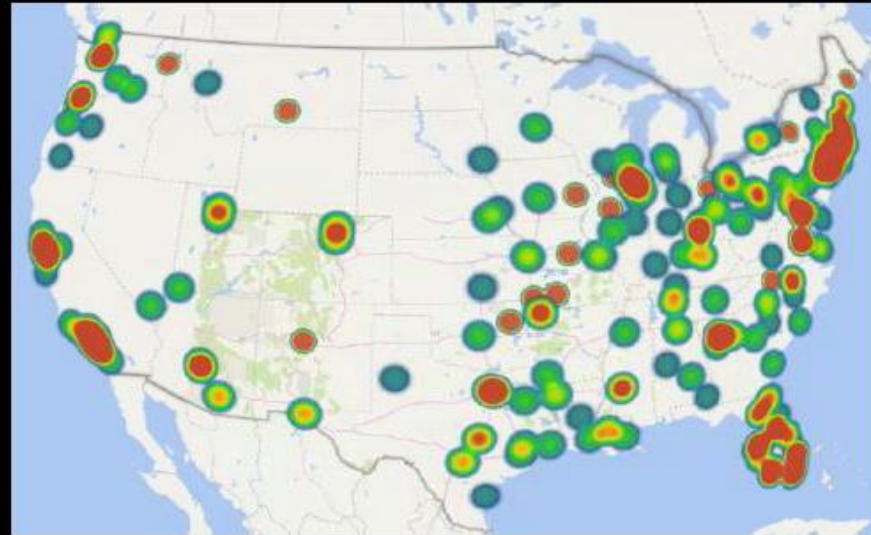
Current / Future Technician Needs

Technician needs

~1,000 technicians nationwide immediately
(422 inexperienced + 576 experienced)



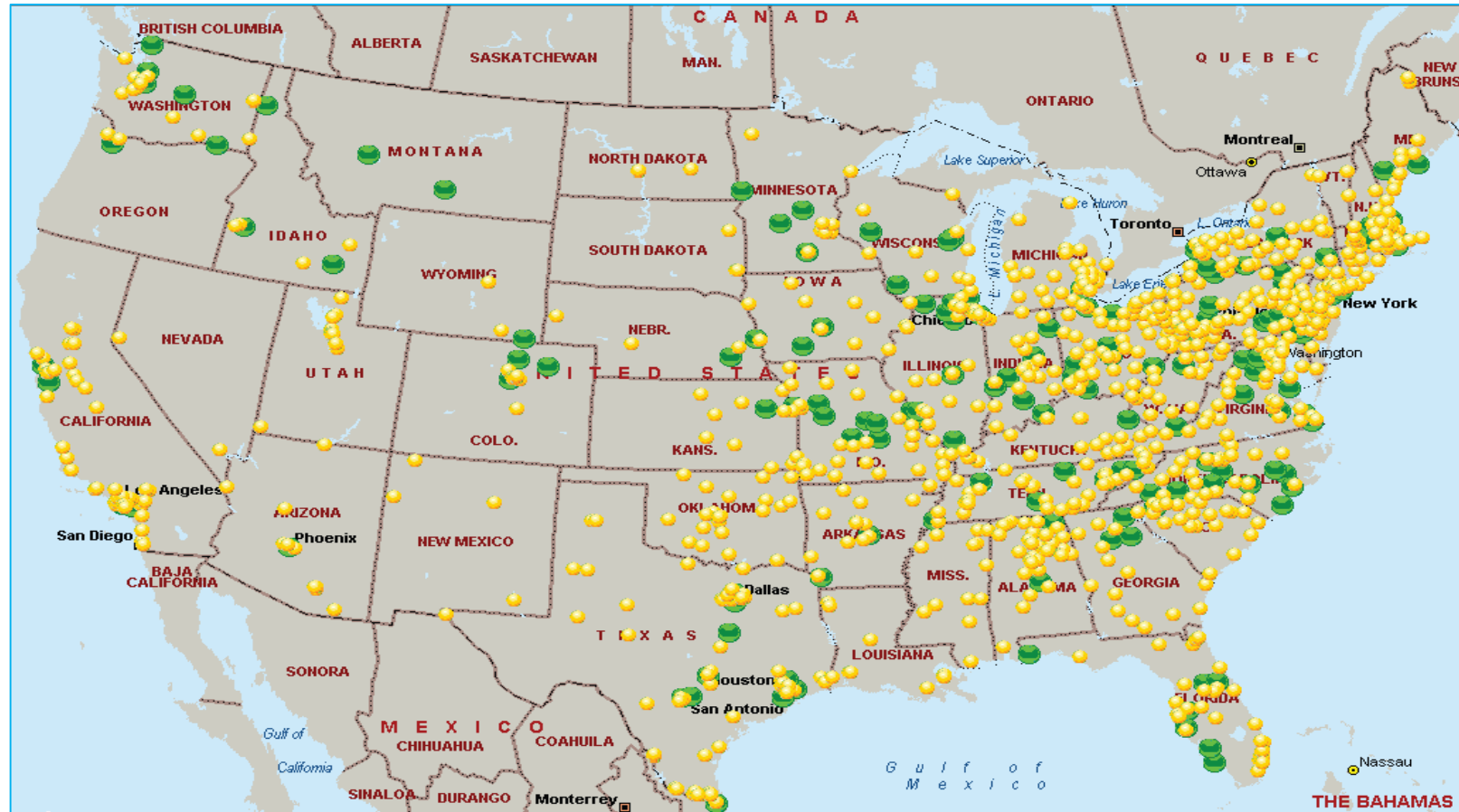
~2,000 technicians nationwide in 2 years
(998 inexperienced + 1,114 experienced)



Mercedes-Benz

3

High School/College Collision Programs



Transportation Student Career Fair Events



Transportation Student Career Fairs

Remaining 2018 Events

- 11/27 - Jamaica, NY
- 12/6 - Columbus, OH

Spring 2019 Events

- 2/27 – Miami, FL
- 2/28 – Orlando/Tampa, FL
- 3/6 – San Antonio, TX
- 4/6 – Phoenix, AZ
- 4/9-4/10 - Greensboro, NC
- 4/17 - Nashville, TN
- 5/8 – Philadelphia, PA
- Dallas, TX (TBD)
- Houston, TX (TBD)
- Chicago, IL (TBD)
- Northern Virginia (TBD)
- Detroit, MI (TBD)
- Atlanta, GA (TBD)
- Northern/Southern CA (TBD)

Thank You!

Christen Battaglia, Director of Strategic Partnerships

Christen.Battaglia@ed-foundation.org

C: 302-377-5202

Brandon Eckenrode, Director of Development

Brandon.Eckenrode@ed-foundation.org

C: 312-231-0258



Certified Collision Program

Benito Cid

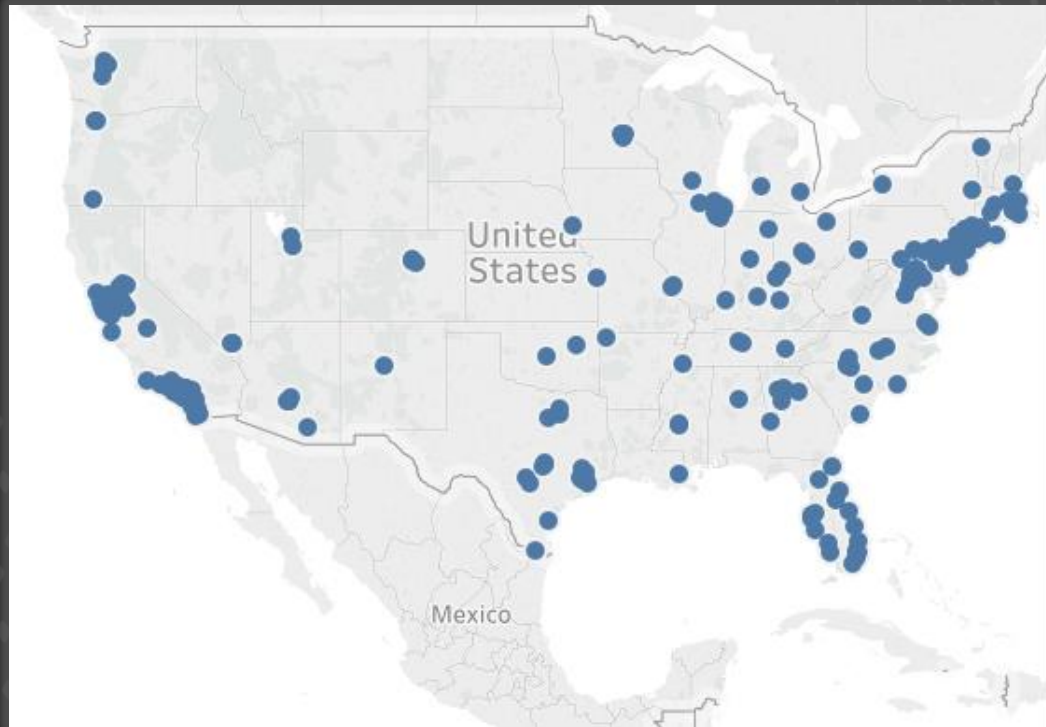
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Various departments at Mercedes-Benz provide support for the Certified Collision Program.



In order to support our growing vehicle population, we need to expand our network of Certified Collision Centers.



281 Certified Collision Centers

- 105 Elite
- 174 Base
- 14 Commercial Vehicles
- 213 Participating Dealerships
- 47 Large MSO
- 52 Dealer-Owned

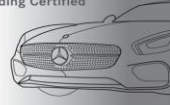
Certified Collision



Authorized to perform all collision repair to all Mercedes-Benz vehicles with the exception of aluminum structural repairs.

Certified Collision

ELITE
Aluminum Welding Certified



Authorized to perform all collision repair to all Mercedes-Benz vehicles including aluminum structural repairs.

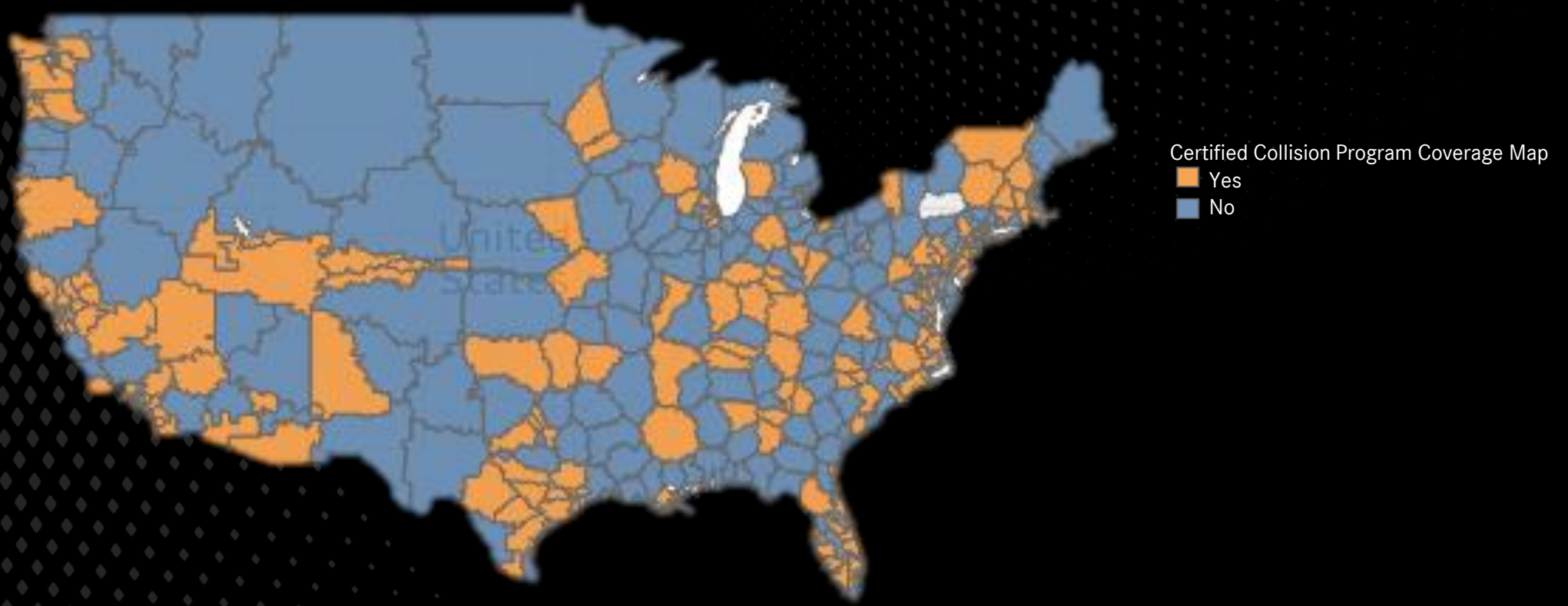
Certified Collision

Commercial Vehicles




Authorized to perform structural and cosmetic repair on the Sprinter and Metris vehicles. Must be in conjunction with a base or elite program.

The Certified Collision Program provides coverage to 75% of the UIO with over 210 participating dealers.




Collision Assist – Taking customer service to the next level



Confidence restored – in the tap of an app.
For minor vehicle repairs, make *Mercedes me* the first place to turn.

Mercedes *me*





This feature benefits our customers, our dealers and MBUSA

- Customers choose their preferred Dealership
- Provides ability to report a claim through Mercedes Me
- Connects the customer to their preferred Dealership/Certified Collision Center
- Initial step in First Notice of Loss, (FNOL)
- Provides collision centers pictures of vehicles prior to drop off.
- Potential for improved cycle times

**Stay in touch with
*Mercedes me.***

The *Mercedes me* app lets you submit a collision report, contact a dealer, schedule service, and receive technical assistance at a moment's notice.


**Download today, or visit
mbusa.com/mercedesme.**




Ding. Tap. Done.

When it comes to minor accidents, the *Mercedes me* app has you covered.

Download



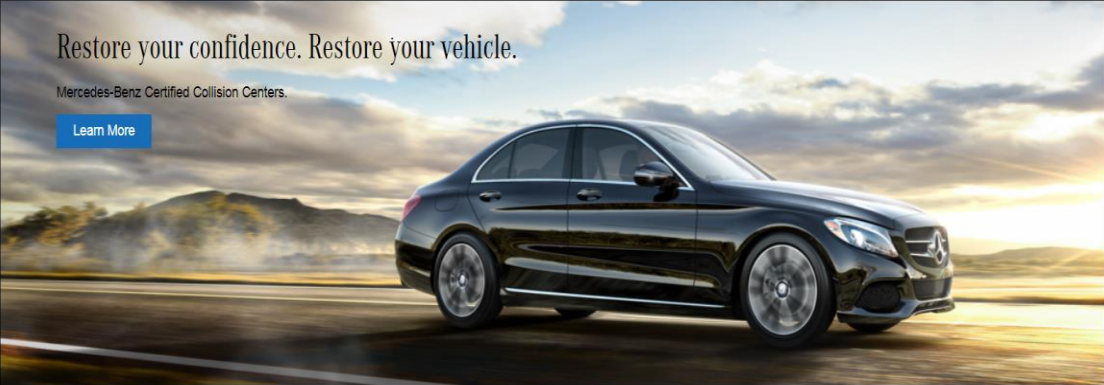
Mercedes-Benz is pushing all channels to create awareness and market the Certified Collision Program.


Mercedes-Benz | [Home](#) [Collision](#) [Genuine Mercedes-Benz Parts](#) [Safety](#) [Resources](#) [Go!](#)

Restore your confidence. Restore your vehicle.

Mercedes-Benz Certified Collision Centers.


[Learn More](#)






Certified Collision Centers

When it comes to vehicle restoration, see what makes Mercedes-Benz Certified Collision Centers a cut above.




Genuine Mercedes-Benz Parts

Discover all the reasons why turning to Genuine Mercedes-Benz Parts is the right move to make.



Safety

From occupant protection to accident avoidance, learn how Mercedes-Benz provides advanced vehicle protection.




Find a Mercedes-Benz Certified Collision Center near you: www.mbcollisioncenter.com

Mercedes-Benz Roadside Assistance: 1-800-367-6372


Police/GAS/Ambulance: 911

Important Numbers:



When accidents happen, we're here to help.

Mercedes-Benz
The best or nothing.



Staying safe is what matters most.


Unfortunately, auto accidents occur. So if you're involved in one, here are some things you should do right away:

- Move away from traffic.
- Call the police and, if needed, request an ambulance.
- Contact Mercedes-Benz Roadside Assistance at 1-800-367-6372. If you're an mbrace® subscriber, press the SOS button for immediate assistance.
- Complete a collision report using the Mercedes me app, available on Android and iPhone.
- Take pictures of the damage with your phone or camera.
- Collect your driver's license, registration, and insurance information to present to the police.

Stay in touch with Mercedes me.

The Mercedes me app lets you submit a collision report, contact a dealer, schedule service, and receive technical assistance at a moment's notice.

Download today, or visit mbusa.com/mercedeseam.



For repairs done right, turn to our people and parts.


Once the accident has been reported and documented, it's important to have your vehicle serviced at a Mercedes-Benz Certified Collision Center. Here's why:

- With advanced skills and training, our technicians can help ensure that repairs are performed with the utmost precision, commitment, and care.
- All of our Certified Collision Centers follow rigorous restoration procedures and are committed to providing first-class service.
- Mercedes-Benz Certified Collision Centers have access to exclusive technical tools and services.
- All Genuine Mercedes-Benz Parts are backed by the Mercedes-Benz Replacement Parts Limited Warranty. See your Mercedes-Benz retailer for details.

You're in control.


Oftentimes, your insurance company will recommend a repair facility that carries generic replacement parts. These parts cost less and could compromise the performance and value of your Mercedes-Benz.

In order to ensure that you are receiving the utmost care, you can demand that your vehicle be serviced only at a Mercedes-Benz Certified Collision Center.



To locate the nearest Mercedes-Benz Certified Collision Center, visit www.mbcollisioncenters.com and click on Owners.

Mercedes-Benz
The best or nothing.



Collision Marketing Kit

(1/2)



Restore your vehicle. Restore your confidence.

Trust the experience, skill, and dedication you'll find
in a Mercedes-Benz Certified Collision Center.

Mercedes-Benz
The best or nothing.



Restore your vehicle. Restore your confidence.

Trust the experience, skill, and dedication you'll find at
a Mercedes-Benz Certified Collision Center.

Mercedes-Benz
The best or nothing.



Brochures

When it comes to repairing your vehicle, nothing but the best will do.

While no one can predict if or when an accident might occur, you can be assured that Mercedes-Benz Certified Collision Centers have what it takes to restore your vehicle the right way.

Turn to our people and parts.

What sets Mercedes-Benz Certified Collision Centers apart from other repair facilities includes:

- Proprietary repair procedures
- Highly skilled, expertly trained technicians committed to craftsmanship, precision, and quality
- Specialized tools and equipment to make repairs to factory standards
- The use of Genuine Mercedes-Benz Parts, backed by the Mercedes-Benz Replacement Parts Limited Warranty*

Different vehicles demand different care.

To better meet your needs, our Collision Centers are categorized by the following capabilities:

- **Certified Collision Centers** – perform collision repair work on all Mercedes-Benz passenger cars, except those requiring aluminum structural welding
- **Elite Certified Collision Centers** – have attained the top level of certification and can take on high-end vehicles requiring aluminum structural welding
- **Commercial Vehicle Centers** – Created for commercial customers, these facilities have the infrastructure in place to handle repairs on Sprinter and Metris vehicles

Proper restoration starts with recertification.

In order to provide the utmost level of service and care, all Certified Collision Centers are recertified every two years.

A genuine difference.

Specifically engineered to work seamlessly with all the safety and convenience systems in your vehicle, Genuine Mercedes-Benz Parts are rigorously tested for safety, quality, consistency, and reliability. Since they are classified as Original Equipment Manufacturer (OEM) collision parts, they meet strict requirements for everything from fit to dent resistance. Plus, they're proven to deliver the intended level of protection as a whole system.

What to watch out for:

Sometimes, in order to save money, insurance companies will suggest using non-OEM parts for a repair. Many non-OEM parts are not made to the exact specifications of a Mercedes-Benz, and as a result may cause damage to various systems in your vehicle. Plus, they are not covered under your vehicle's warranty.



CCP | Certified Collision Program




CCP | Certified Collision Program



CCP | Certified Collision Program


Collision Marketing Kit (2/2)



**Restore your vehicle.
Restore your confidence.**

Trust the experience, skill, and dedication you'll find at a Mercedes-Benz Certified Collision Center.

Mercedes-Benz
The best or nothing.



Mercedes-Benz USA, LLC
One Mercedes-Benz Drive
Mercedes-Benz, NJ 07066

Dear ##Collision_Center_Name##,

We'd like to share some exciting news with you. As we head into spring, we're set to launch a new marketing campaign highlighting both the tangible and intangible benefits a Mercedes-Benz Certified Collision Center like yours can provide.

It's about vehicle repair – and greater peace of mind.

Restore Confidence is a marketing campaign that does more than showcase the precision, commitment, and care needed to bring a Mercedes-Benz back to its pre-loss condition. It speaks to the peace of mind and comfort an owner feels knowing the repair has been done right, which further separates Mercedes-Benz Certified Collision Centers from other repair facilities.

Different ways to get the word out.

To properly showcase this new campaign, a number of marketing materials will be available, including:

- Restore Confidence brochure detailing what sets a Mercedes-Benz Certified Collision Center apart
- Restore Confidence folders that can house customers' invoices and estimates
- Restore Confidence in-store banners
- Window Clings featuring the Certified Collision Program logo as well as your shop's specific location (Elite Certified, and Commercial Vehicle)

These materials, along with digital content, video content you can use – both in dealership and online – promoting your Mercedes-Benz Certified Collision Centers will be made available at mbccollisioncenters.com.



Let us help build your success.

We are confident this new campaign will raise awareness about the Certified Collision brand and attract an even larger customer base to your facility. We hope you take full advantage of all the materials available, and wish you nothing but the best moving forward.

Sincerely,

Mercedes-Benz USA

Mercedes-Benz
The best or nothing.



Folders

Certified Collision



Certified Collision
Commercial Vehicles



Certified Collision
ELITE
Aluminum Welding Certified



Mercedes-Benz
Certified Collision Center

Window Decals

Mercedes-Benz
Certified Collision Center



Education and participation in the industry creates awareness and promotes proper and safe repair.



**COLLISION INDUSTRY
CONFERENCE**

NORTHEAST

**OEM COLLISION
REPAIR ROUNDTABLE**



Industry Participation



PROGRESSIVE



Insurance Workshops

What is a Certified Repair?










Checklist to Issue a Certified Repair Certificate

- Completed at a Certified Collision Center
- Performed by a Mercedes-Benz Trained Tech
- Following current Mercedes-Benz Repair Procedures
- Using approved tools, equipment and materials
- With Genuine Mercedes-Benz Replacement Parts

Creating Opportunities for YOU...



Interested? Contact me @ Benito.Cid@mbusa.com

FMC	CAR	TRUCK/VAN	TOTAL UNITS
	270,029	1,083,828	1,353,857
	116,225	850,765	966,990
	163,600	257,400	421,000
	120,000	225,000	345,000
	158,649	156,500	303,900
	89,700	110,300	200,000
	54,000	38,000	92,000

*Information provided from Automotive Fleet - 2017



Thank you!

Benito Cid
Collision Program Manager
benito.cid@mbusa.com
mbcollisioncenters.com
[\(201\) 749-6888](tel:(201)749-6888)



Launch Readiness - Engineering Services

Ryan O'Toole

Mercedes-Benz
The best or nothing.



Engineering Services is involved in multiple processes to ensure Vehicle Readiness.



There are 6 goals to a successful launch that we as Mercedes-Benz accomplish.

The user help desk within Engineering Services is the first to support with any technical system issues.



Introduction information is distributed to the dealerships and notified of release.

Whenever there is an issue with WIS, ASRA, or XENTRY an XSF ticket is filed and followed up by our team.

Before the vehicle launches, the team has responsibility to identify that each part is linked to the correct part number.



The Goods Basket is a list of parts that Daimler AG suggests for the US market to build-up inventory in preparation for the new launch. While the Parts Logistics department provides the main drive for this, PTS provides additional support as well.

To help ensure readiness for the workshops for vehicle repairs and diagnostics, multiple quality checks are performed.



Engineering Services is directly responsible for ensuring that workshops have access to the new Special Tools required for the newly launched vehicle.

Engineering Services assists in implementation and release of various programs and marketing assets.

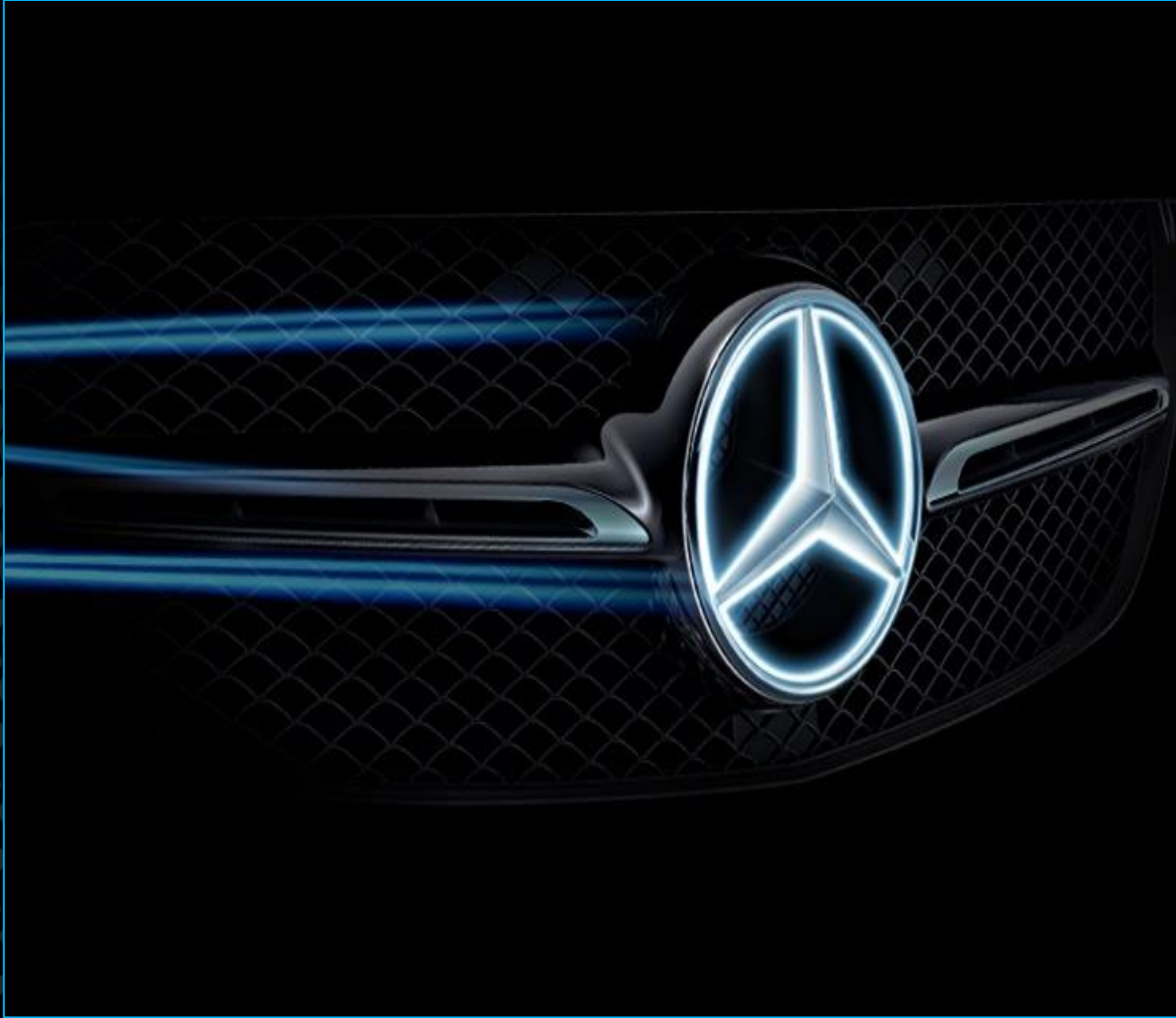


Service contracts are created by Aftersales Business Development before the launch of the vehicle. Engineering Services' Warranty department then takes the service contract and implements it into the WIS, ASRA, and RAPS.

Marketing also reaches out to ES to verify technical information before use in publication

Also, the Digital Platforms department ensures that the Mercedes me program is marketed and manages the support of the app. The Telematics team within Engineering Services works directly with the vendors (such as call centers, Daimler, and service provider) to ensure the continued functionality and quality of the services.

Monitoring of accessories is ongoing to ensure no technical issues occur.



The accessories department is responsible for ensuring that ODUS is prepared for the new vehicle. In PTS, we monitor these new accessories ensuring that no technical issues exist.

Spoilers, illuminated star, trailer hitches, etc.

All training materials and guides for the new vehicle will be reviewed by multiple departments.



Before launching the vehicle, the MB Academy prepares training material for technicians to enroll in. When developing new training, PTS will assist in providing technical feedback during the planning phase of course development.

All aspects of the launch requires a significant amount of resources
- an additional of 20 weeks of priority service is provided.

Launch Element	Deliverable	Availability
Marketing	Service Info (Price, labor time, calculation table)	6 Months before launch
Qualification	TTT-Workshops, Training materials and Intro to service	2 Months before launch
Documentation	Customer and repair documentation can be supplied	2 Months before launch
Parts	Content of goods basked can be supplied	1 Month before launch
Diagnosis	XENTRY Release	1 Month before launch
Special Tools	Special Tools are supplied to wholesale or retail	1 Month before launch
Workshop Equipment	Scope and supply information and suppliers	1 Month before launch
Retrofitted assemblies	Parts and instructions for assembly can be supplied	1 Month before launch
Accessories	ODUS, Primos, I-News	1 Month before launch



Product Technical Support – Engineering Services

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The best or nothing.



Assistance by Product Technical Support is ongoing – even after the launch.

The screenshot displays the Mercedes-Benz On Line Queue interface. At the top, it shows the Mercedes-Benz logo, a search bar, and navigation tabs like 'My Cases', 'Locate Case Results', 'My Metrics', 'On-line Queue', 'Supervisor View', 'Admin Functions', 'My Dealers', 'Auth Users', 'Info Cases', 'SDS', and 'Investigation'. The main section is divided into 'Inbox 1' and 'Outbox To Dealer'. The 'Inbox 1' table lists cases with columns for PTSS#, Open Date, Status Date, Status, Agent, Dealer, and Last Comment. A case with PTSS# 000118829 is highlighted. The 'Outbox To Dealer' table shows cases assigned to the dealer. Below these, there are sections for 'Researching' and 'Outbox - SDS/UHD Assigned'. The bottom part of the screenshot shows a detailed view of a case with a table of case history, including columns for F1, F2, F3, Title, Case number, PIN, In date, reply date, Contact person, and Dealer. The table lists various issues and their resolutions, such as 'Customer states there is a really bad odor coming out of A/C vents' and 'Power Window / Window Regulator / Front power windows lose normalization'.

Manage the tracking, escalation, and resolution of technical issues:

- Determine issues, manage resolutions

Provide technical support for escalated cases

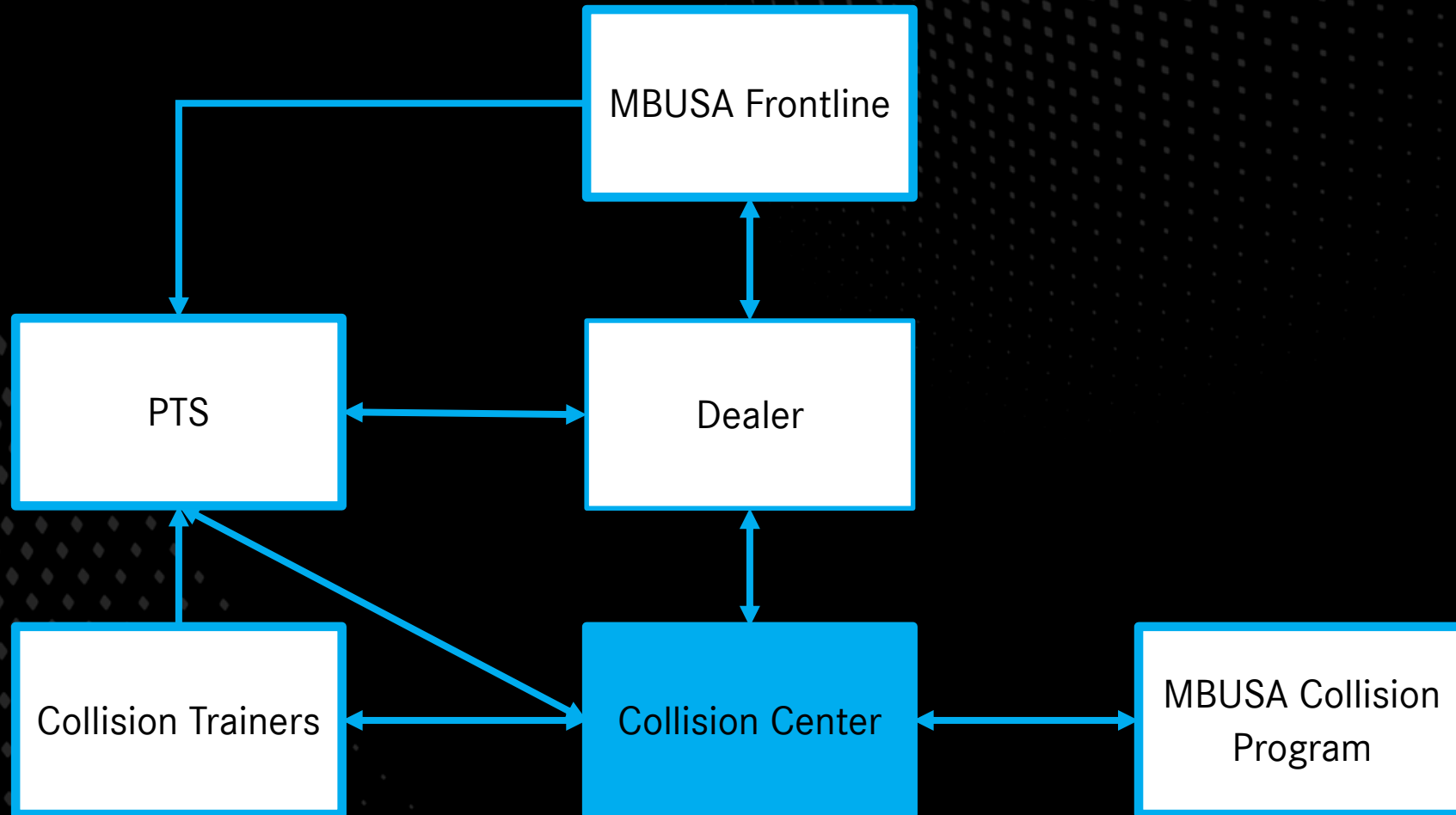
Information sharing

- LIs
- Technical publications
- Shop foreman webinars

Teach & Learn

- Create SME level technical training material as SME
- Deliver information throughout MBUSA and Dealerships

Many resources are dedicated to help the collision center case support process.



To provide better assistance to our collision centers, we are evolving our internal processes.



Current

- Only available to our Certified Collision Centers
- Monitored daily by qualified Mercedes-Benz collision specialists
- WIS support, further steps, alternative instructions

Future

- Access to Product Technical Support System
- HTML based, attachable documents, notification of response
- Direct line to MBUSA Service Engineer



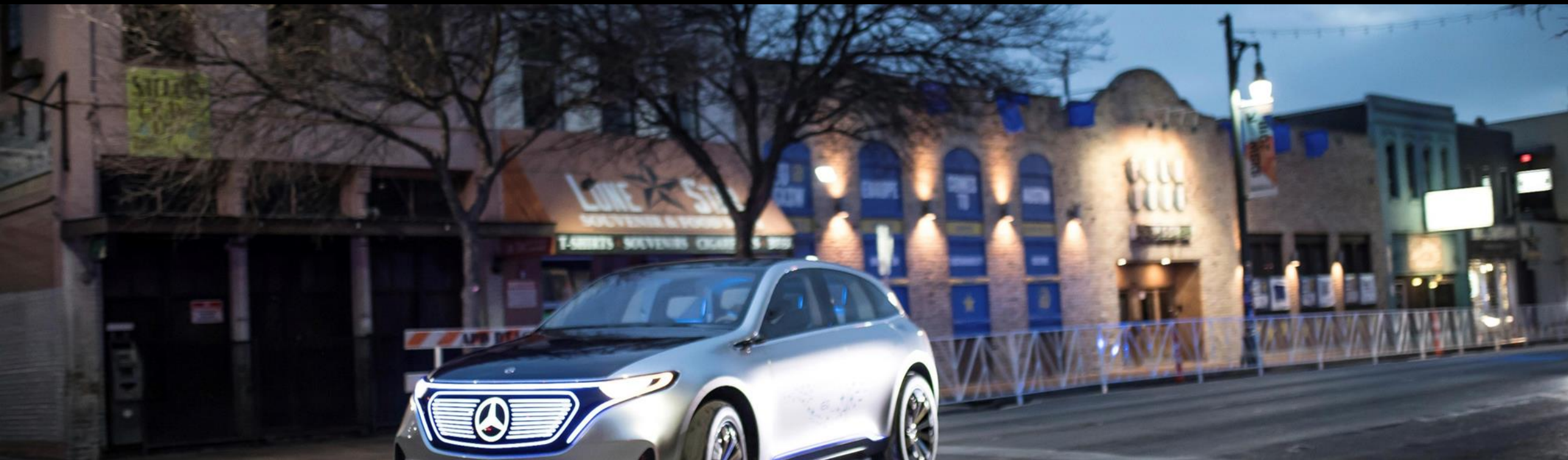
Ryan O'Toole, Assc. Service Engineer
Body, Exterior, A/C

Ryan.Otoole@mbusa.com

CollisionTechSupport@mbusa.com

(904) 828 – 2740

Thank you for your attention!



EQC – C.A.S.E

Carol J Tobias

Mercedes-Benz
The best or nothing.







The EQC provides V6 driving fun with massive torque as expected from an electric car.



EQC 400 4MATIC



Power & Performance

Horsepower: **402**
Torque: **564 lb-ft**
0-60mph: **4.9s**

GLC 300 4M



6.4s

AMG GLC 43 4M



4.8s

EQC 400 4M



4.9s



Drivetrain

Dual-Motor All-Wheel Drive, with one motor on each axle



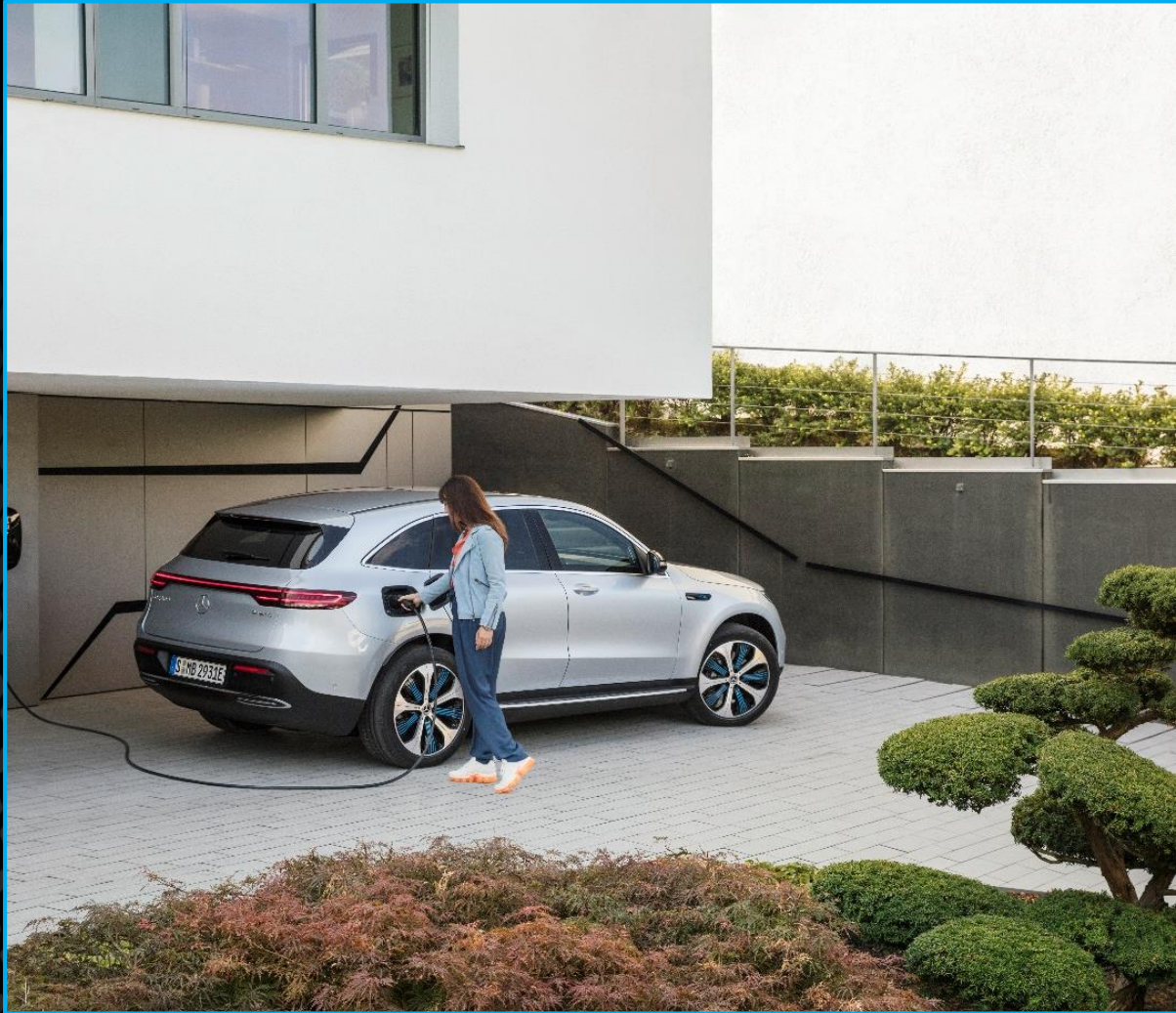
Battery and Range:

450 km according to NEDC; EPA tbd
80kWh Battery
45 minute DC Fast Charging





Every segment will include at least one electrified vehicle variant, from smart to large SUVs.



Mercedes-Benz is embarking on a major electric product offensive

- Fully electric EQC set for US launch during first half of 2020
- By 2022, Mercedes-Benz will electrify the entire product portfolio

Tuscaloosa plant to receive \$1 billion investment

- Mercedes-Benz is adding a new battery plant in Tuscaloosa, the investment is expected to create over 600 additional jobs

Mercedes-Benz E-Mobility Timeline



EQ Electric Intelligence
by Mercedes-Benz


Infrastructure will be required for long term battery storage

MBUSA is developing a “Charging Solution Program” that encompasses Dealerships, Customers and Daimler locations.



MaxGen Energy Services Corporation will provide EQ Readiness Assessments.

- Our participants train in modern facilities, using the latest tooling, equipment, and vehicles
- All Dealerships will be required to complete EQ Readiness Assessments
- Assessments will explain short, mid and long-term infrastructure needs
- Assessments will include a quote of all necessary upgrades for short-term infrastructure needs
- Assessments will include detailed information on installation methodology
- Dealership site visits began July 2018
- All site visits will be conducted by 11/16/2018
- Reporting will be delivered starting November 2018



“EQ Readiness”
Assessments
@Retail



MaxGen Energy Services Corporation will be the MBUSA preferred installation vendor.

- Dealerships can use MaxGen as their installation partner or use an existing partner
- All installations must follow EQ Readiness Assessment guidelines
- All US Daimler entities will receive preferred pricing on installation services and program hardware
- All dealership installations must be completed to receive EQC Vehicles
- Dealership installations will begin Q1 2019

In-Dealership
Charging Installation
@Retail



We have an opportunity to develop a new program for Collision Centers. Interested? Email us at case-pmo@mbusa.com

Recommended Collision Centers Approach

Step 1.

Use MaxGen Energy Services to conduct an assessment of select Collision Centers

Step 2.

Create recommendations for infrastructure at Collision Centers

Step 3.

Provide preferred installation and hardware pricing

Step 4.

Begin installations in 2019





Thank You!



Carol J. Tobias
CASE Customer Services Specialist

Mercedes-Benz User eXperience



New on-board power system

12
VOLTS

Standard vehicle
electrical system

48
VOLTS

4x the electrical
power and increases
fuel savings

>60
VOLTS

High-voltage system which
powers PHEV and BEV
vehicles



Collision Training – Mercedes-Benz Academy

William Chester

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MB Academy has a fully dedicated team to assist from concept to launch and provide training for collision centers.



William Chester
Technical Training
Manager
Grapevine, TX LPC



Kevin King
Collision Technical
Trainer
Grapevine, TX LPC



Clint Allen
Collision Technical
Trainer
Grapevine, TX LPC



Robert Weingart
Technical Training
Manager
Robbinsville, NJ LPC



Open TEMP
Collision Technical
Trainer
Robbinsville, NJ LPC



Taylor Jozwiak
Instructional
Designer
Atlanta, GA HO

Mercedes-Benz has two collision training locations. Both facilities use the latest and modern tools and equipment.



Additional E-Learnings are being developed and will be launched in 2019.



Structural Damage
X0017F-US.TT3
LAUNCHED



MRA Platform
X0027F-US.TT2
LAUNCHED



Joining Techniques
X0028F-US.TT2
LAUNCHED



Mercedes-AMG
X0029F-US.TT2
COMING SOON



MHA Platform
X0030F-US.TT2
IN DEVELOPMENT



MFA Platform
X0031F-US.TT2
IN DEVELOPMENT



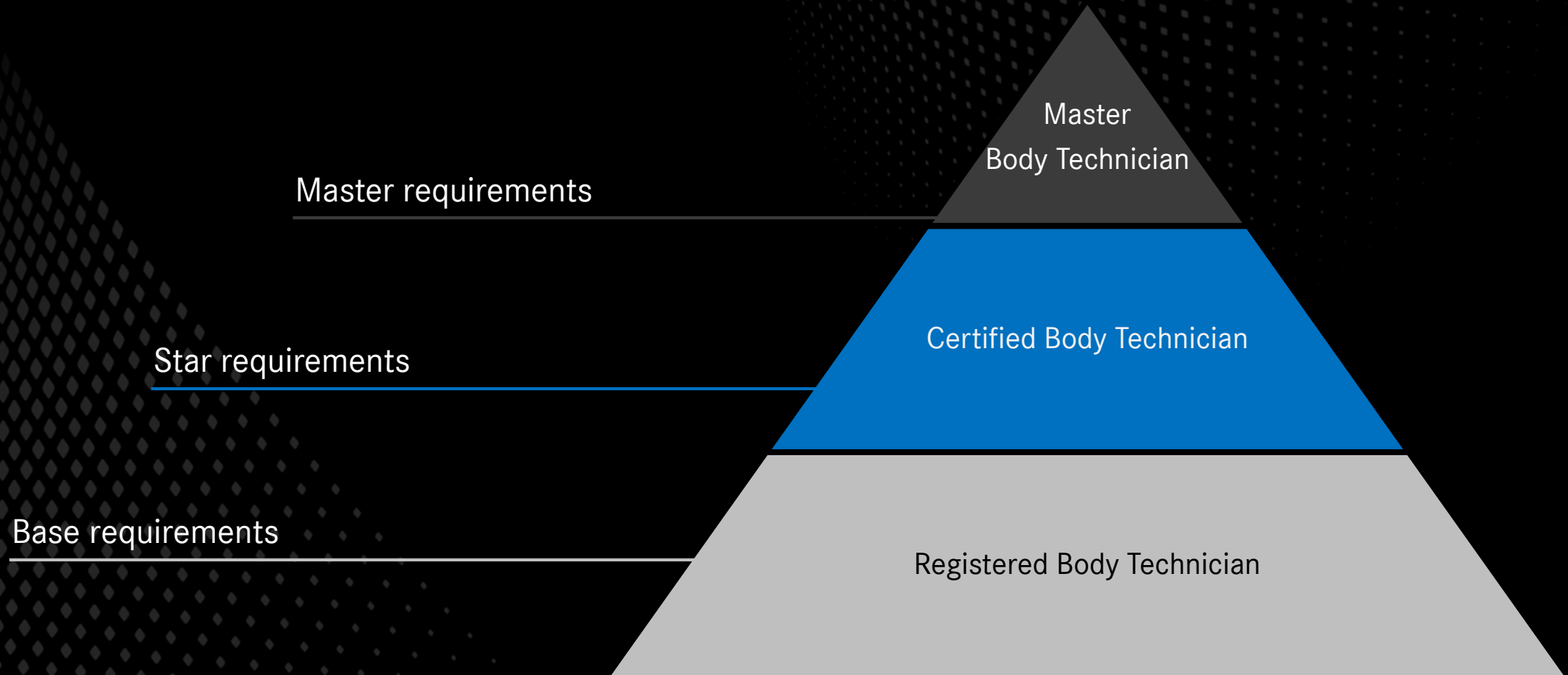
MB Vans
TBD
COMING SOON



EVA Platform
TBD
COMING SOON



Creating development paths for all Mercedes-Benz job profiles:

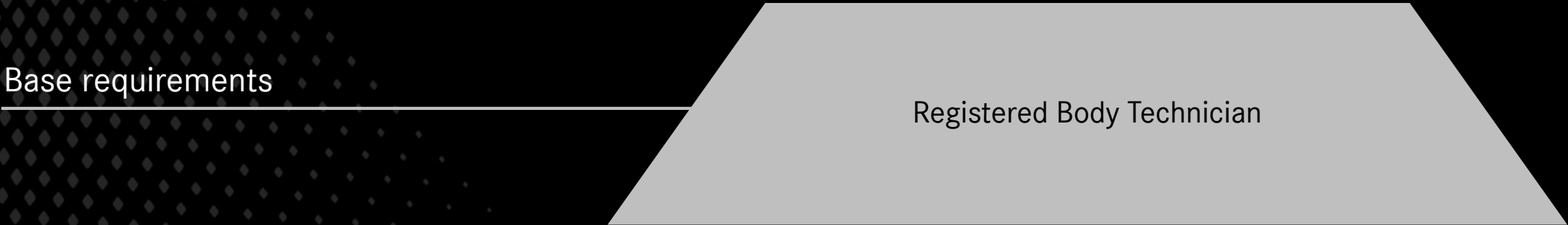


Creating development paths for all Mercedes-Benz job profiles:

Registered Body Technician

- ☐ Mandatory eLearnings
- ☐ Apprenticeship plan
- ☐ Must be completed within 90 days

Base requirements



Registered Body Technician

Job profile: Registered Body Technician



Registered body technicians are knowledgeable in the theories of welding, metal finishing, and plastic repair processes. They will eventually grow and gain experience in panel replacement, structural damage repair, and metal finishing techniques. This will prepare them for further job profiles such as Certified Body Technician, Master Body Technician, or Paint Specialist.

Qualifications

Training

Apprenticeship

Vocational training preferred

Experience /further training

- A series of eLearning courses to become a Registered Technician through base and continued qualification.

Creating development paths for all Mercedes-Benz job profiles:

Certified Body Technician

- ☐ Achieve Registered Body Technician status
- ☐ Mandatory instructor-led trainings

Star requirements



Certified Body Technician

Job profile: Certified Body Technician



Certified body technician is responsible for work on vehicle bodies and interiors. With a focus on the accident repair of Mercedes-Benz high-volume vehicles. To do this, they are familiar with all of the materials used in these vehicles' bodyshells as well as with all disassembly, assembly, adjustment, and repair work related directly to body repair. They can perform the required metal straightening work on damaged vehicles and deal with bodyshell complaints (e.g. body noises and body leaks). They can also prepare surfaces for painting in coordination with the Paint Specialist and undertake extensive corrosion protection and preservation measures after painting.

Qualification

Training

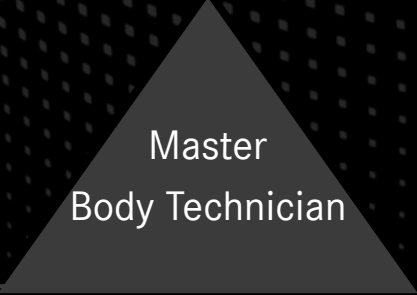
- Completed vocational training or at least two years' professional experience in this field.
- Registered Body Technician

Experience/further training

- A series of training courses to become a Certified Technician through Star and continued qualification.

Creating development paths for all Mercedes-Benz job profiles:

Master requirements



Master
Body Technician

Master Body Technician

- ☐ Achieve Certified Body Technician status
- ☐ Mandatory instructor-led trainings
- ☐ 5 year tenure requirement

Job profile: Master Body Technician



Master body technician Is the accident repair and damage diagnosis specialist for all Mercedes-Benz vehicles assemblies and add-on parts. Skills include installing, setting up, and converting bodies and body components as well as repairing, caring for and protecting them. The specialist regularly attends training courses on current topics to precisely coordinate and structure workflows with an eye on quality. The Master Technician is often the point of contact for all vehicle model series and must have a strong sense of responsibility.

Qualification

Training

- Completed vocational training or at least five years of professional experience in this field.
- Certified Body Technician

Experience/further training

- A series of advanced training measures leading to qualification as a Master Technician through continuation and specialist qualifications.

Job profile: Elite Aluminum Welder



Elite aluminum welder specializes in MIG welding of aluminum components with a focus placed on welding structural components for accident repair. Participants demonstrate MIG aluminum welding skills in various tests meeting ISO 9606-2 standards in addition to participating in Mercedes-Benz-specific practical exercises at regular intervals. An extensive qualification and certification program is required as this demands a high level of craftsmanship and skill.

Qualification

Training

- Completed bodywork vocational training or alternatively at least 5 years' work experience in Mercedes-Benz accident repair.

Experience/further training

- Certified Body Technician or Master Body Technician
- 10-day basic training with subsequent test according to ISO 9606-2 plus Mercedes-Benz-specific practical exercises. 2-day work trials at 6-month intervals.

Job profile: Paint Specialist



Paint specialist is the expert in the field of paintwork on bodies and add-on parts in vehicles of all classes. The work focuses on the elimination of paint damage and the renewal of the paintwork following accident repair. This includes both the assessment and preparation of the surfaces to be painted and observation of all relevant health, environmental and safety regulations. Thanks to their special knowledge and affinity with the brand and product, they promote the image of the product and the repair organization.

Qualification

Training

- Completed vocational training or at least five years of professional experience as a vehicle painter.

Experience/further training

- Paint Specialist advanced training series through fundamental and continuation qualifications. Training courses on paint products and painting techniques given by recognized paint manufacturers.

Job profile: Bodyshop Advisor



Bodyshop advisor assists in the planning, efficiency of service, and logistic operations. They are in direct contact with customers and insurance professionals to ensure expectations are met. In addition, they support all processes within the bodyshop, including OEM repair procedures, ensuring these are followed in order to maintain a high customer satisfaction level as well as a positive image. In this function, they are part of the workshop management team.

Qualification

Training

- Completed training in a commercial/technical profession, ideally in the automotive industry (or comparable training).
- Additional body repair training preferred

Experience/further training

- Several years of professional experience in automotive industry
- Solid professional experience in personnel management and leading teams
- Solid professional experience in dealing with customers and vendors

Job profile: Bodyshop Manager



Bodyshop manager is fully responsible for planning, controlling and increasing efficiency of repairs and logistics operations. In this function, they ensure that strategic and operational goals are met and that the derived measures are implemented. In addition, they are responsible for designing all processes within the bodyshop and ensuring that these are followed in order to maintain a high team morale, customer satisfaction level, and long-term business success

Qualification

Training

- Completed training in a commercial/technical profession, ideally in the automotive industry (or comparable training).
- Additional training in business management preferred

Experience/further training

- Several years of professional experience in automotive industry
- Solid professional experience in personnel management and leading teams
- Solid professional experience in dealing with customers and vendors

Where we were. Where we are. What's ahead of us.



- Enacted training requirements to enhance perceived value, meet certification standards and ensure customer satisfaction.
- Modern training facilities with dedicated collision repair classrooms, workshops and equipment.
- Aluminum welding test lab, AWS certified instructor and virtual simulators.

	<u>Challenges</u>	<u>In-Network Shops</u>
<u>2013</u>	<ul style="list-style-type: none">- No training requirements- Outdated curriculum & facilities- Aluminum welding constraints- No development paths	247
<u>2018</u>		281
<u>2020</u>	<ul style="list-style-type: none">- Additional training requirements- Additional in-network shops- Out-of-Network training	400+

Together, we deliver The Best or Nothing...





Thank you!

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