



MERCEDES-BENZ USA, LLC  
303 Perimeter Center North, Suite 202  
Atlanta, GA, 30346  
Phone: (770) 705-0600  
Fax: (770) 705-0117  
MBUSA.com

Service

## newschannel update

TO: Mercedes-Benz Service, Parts, and Certified Collision Center Personnel Aftersales Operations Managers, Area Managers, and Regional Aftersales Managers	FROM: MBUSA Engineering Services
RE: Position Statements for Vehicle Repair	DATE: February 7, 2017

Engineering Services is pleased to announce the creation of the attached Position Statements regarding the repair of Mercedes-Benz vehicles.

**For the repair facility and vehicle owner** - Position Statements reinforce our high standards and allow a strong and unifying stance towards all parties involved in a vehicle repair. Position Statements highlight the safety features, engineering design, and residual cost benefits of choosing Genuine Mercedes-Benz Parts. They provide sound reasoning and justification for the necessity of factory specified replacement parts, and enforce standards in the repair process – all of these factors contribute to a greater peace of mind for the customer during a vehicle repair.

**For the insurance carrier**, Position Statements provide reasoning, justification, and benefits to choosing Genuine Mercedes-Benz Parts. The expectations of the repair shop and the insurance carrier can meet on a common ground for each repair of a Mercedes-Benz vehicle, as our high standards are maintained and prescribed from the beginning of the repair process. Many insurance carriers are willing to use Genuine Mercedes-Benz Parts; providing these Position Statements allow the standards of our repair process to be known and shared.

These Position Statements are also posted at these locations:

MBUSA Collision Center Website - <https://www.mbcollisioncenters.com>

Star TekInfo > MB Workshop Resources > Workshop Process Resources

Netstar

For additional information, please contact:

Brandin Benson  
Service Engineer  
Product Technical Support  
[brandin.b.benson@mbusa.com](mailto:brandin.b.benson@mbusa.com)



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# MBUSA Collision Position Statement

## re: Diagnostic Repairs Following a Collision



**Mercedes-Benz vehicles consistently set the standard for safety, occupant protection, and engineering design. Advancements in our technology incorporate many different electronic control units, sensors, and cameras that assist various functions within the vehicle. These components are an integral part of the vehicle's operational, safety, and convenience features. During a collision, some of the vehicle's sensors could sustain damage internally or in a manner in which failure is not evident to the driver of the vehicle. These vehicle sensors and control units must be evaluated after a collision to ensure that a complete repair is performed, regardless of whether the vehicle notifies the driver of damage or failure via the instrument cluster.**

As of model year 1996 (OBDII), vehicles involved in a collision repair should have these systems evaluated using an up-to-date Xentry Kit diagnostics computer:

- Pre-repair scanning and diagnosis of the vehicle is highly recommended. The pre-repair scan will reveal any potential issues early in the estimating and repair process to allow for a more complete estimate of repairs.
- Post-repair scanning and diagnosis of the vehicle is necessary to ensure that the vehicle's safety and driver-assist systems are operable and fully functioning. Many of the safety and driver-assist systems that may have been activated during a collision require vehicle calibration, normalization, or coding.

The post-repair scan will also help to ensure that a comprehensive repair has been performed. Some examples of when a full Xentry diagnostic scan is required include, but are not limited to:

- Vehicle collisions, regardless of the appearance of damage
- Windshield replacement for vehicles with driver-assist sensors (including rain/light sensors) located in the windshield
- Removal and/or replacement of exterior components, bumpers, SRS sensors, parking sensors, driver-assist system sensors and cameras, wiring harnesses, vehicle control units, seats, or interior trim panels

If a collision repair is necessary, MBUSA strongly recommends that all repairs are performed by a certified technician using only Genuine Mercedes-Benz Parts, mechanical components, and electrical components, as well as all safety devices such as airbags and seat belts.

With constant advancements in the technology of Mercedes-Benz vehicles, always consult Workshop Information Systems - (WIS) for up-to-date and approved repair instructions.



# MBUSA Position Statement re: Wheel Repair and Reconditioning



**MBUSA does not endorse the use of reconditioned wheels or any process that claims to restore damaged wheels or rims on any Mercedes-Benz vehicle. Use of any wheel or tire not recommended by MBUSA may compromise safe motor vehicle operation, and may cause loss of control which may result in injury or death.**

Reconditioning of damaged wheels typically involves a process that may include heating, straightening, welding, material removal, reshaping, or replating. This process can cause deficiencies in the strength of the wheel material. A reconditioned wheel and rims do not meet the production specifications for Mercedes-Benz vehicles and are not an acceptable method of repair.

MBUSA approves only wheel repairs that are limited to surface sanding and cosmetic refinishing processes that remove and replace paint coatings only. Any wheel located near any area of collision damage should be thoroughly examined to ensure that the wheel meets the original safety specifications.



# MBUSA Position Statement re: Replacement Glass & Glazing



**To promote and maintain its rigorous standards of quality and safety, if a collision repair is necessary, MBUSA strongly recommends that all repairs be performed by a certified technician using only Genuine Mercedes-Benz Parts.**

Genuine Mercedes-Benz replacement glass is manufactured to tolerances based on the original design. Choosing authentic Mercedes-Benz glass ensures proper fitment, visual clarity, windshield wiper performance, and the overall integrity of your vehicle. Aftermarket variants do not meet the exacting specifications of Genuine Mercedes-Benz Glass.

- Solar glass coatings provide UV protection and heat-load reduction. Aftermarket variants often do not contain this reflective technology. This technology optimizes air-conditioning performance and can improve fuel economy.
- Genuine Mercedes-Benz Glass and its attached moldings have been validated with exposure testing, including UV, chemical, temperature, tear, and abrasion resistance. Aftermarket windshields and moldings are often made with materials that do not meet the standards used in Mercedes-Benz exposure tests.
- Genuine Mercedes-Benz Glass can have special acoustic dampening technologies within the layering of the glass. Aftermarket variants usually do not utilize this technology, which may result in increased wind, road, and engine noise in your vehicle's cabin.
- Genuine Mercedes-Benz Glass often incorporates various electrical components, including driver-assist cameras, rain sensors, antennae, and heating elements. Aftermarket glass often does not account for these complex electrical components and may interfere with your vehicles electronic systems, or cause these electronic systems to not function properly.
- Glass components are also often a part of the vehicle's structural assembly. Using factory-authored removal and replacement procedures, including the use of advanced adhesives specific to each model, helps ensure that the car is operating at its best.

Genuine Mercedes-Benz replacement parts and accessories installed by certified technicians help preserve the performance and integrity of your vehicle. In addition, using Genuine Mercedes-Benz Parts helps maintain your vehicles residual value.



# MBUSA Position Statement

## re: Mercedes-Benz Genuine Replacement Parts



**From the invention of the crumple zone to countless innovations in occupant protection and accident avoidance, the safety firsts of Mercedes-Benz often set a standard that all automobiles eventually follow. In maintaining the highest standards, MBUSA provides MBUSA-Certified Collision Repair Facilities with critical information pertaining to collision repair/parts replacement on Mercedes-Benz vehicles.**

Mercedes-Benz vehicles and Genuine Parts are designed and manufactured to meet production-engineered specifications while maximizing the safety of all occupants in a collision. If a collision repair is necessary, MBUSA strongly recommends that all repairs be performed by a certified technician using only Genuine Mercedes-Benz Parts, mechanical components, and electrical components, as well as safety devices such as airbags and seat belts. The official replacement and repair procedures are available in the Workshop Information System (WIS), and are continually updated and specific to each model and repair.

- 1. Aftermarket Parts:** Mercedes-Benz does not approve of the use of aftermarket or third-party replacement parts. Mercedes-Benz vehicles are fully tested and certified as an entire assembly. Each part plays a role in the overall operation of the vehicle and is optimized for fit, function, safety, and structural integrity. Aftermarket parts are not subject to the same requirements of the entire vehicle operation or function, and may not be manufactured to the same standards or design. This could compromise the overall safety of the vehicle should a future collision occur. In particular, aftermarket parts such as fenders, hoods, bumpers, and doors may not provide proper operation or function of vehicle crumple zones, or supplemental restraint sensors (SRS/airbag sensors), or meet federal motor vehicle safety standards for vehicle collisions. Aftermarket parts are not covered under any Mercedes-Benz warranty, and their use may cause other related components to not be covered under warranty should a failure occur. Genuine Mercedes-Benz replacement parts and accessories installed by certified technicians help preserve the performance and integrity of your vehicle. In addition, keeping it genuine with Genuine Mercedes-Benz Parts will help maintain your vehicles residual value.
- 2. Salvaged/Recycled Components:** Mercedes-Benz does not approve of the use of components removed from a vehicle that was damaged, burned, flooded, scrapped, or involved in a previous collision. Salvaged or recycled parts may have been subjected to crash-impact loads, exposure to outside weather, excessive wear, high temperatures, or extreme forces during removal from the donor vehicle. Mercedes-Benz cannot guarantee the safety, quality, compatibility, or durability of recycled parts, as there are no standards in place for testing these components. In addition, salvaged components are not traceable should a recall occur in the future.



# MBUSA Position Statement

## re: Mercedes-Benz Genuine Replacement Parts



3. **Fasteners:** Mercedes-Benz advises the replacement of all associated fasteners during a collision repair. Fasteners that have been worn, broken, or deformed during a collision must be replaced with Genuine Mercedes-Benz replacement parts. Each structural collision repair is developed and tested using Genuine Mercedes-Benz replacement parts, including rivets, screws, bolts, and other fasteners. The integrity of the complete repair cannot be guaranteed with the use of aftermarket, damaged, or broken fasteners.
4. **Adhesives:** Mercedes-Benz only allows the use of adhesives that have been specified in official published repair documents (the WIS). Many technological advances have taken place in the field of structural adhesives for use in Mercedes-Benz vehicles. The use of adhesives in automotive repair is specific to each vehicle and repair location; these repairs have been fully tested using the components, products, and procedures specified in the WIS. The use of other adhesive products that have not been designed for the repair may compromise the safety and durability of the entire vehicle.



# MBUSA Position Statement re: Steering Components



**To promote and maintain its rigorous standards of quality and safety, if a repair is necessary, MBUSA strongly recommends that all repairs be performed by a certified technician using only Genuine Mercedes-Benz Parts. Steering, suspension, and drive-axle components are important to a vehicle's control and handling; their original design, measurements, and integrity are essential to it's safe operation.**

Mercedes-Benz vehicles and Genuine Parts are designed and manufactured to meet production-engineered specifications while maximizing the safety of all occupants during a collision. If a collision repair is necessary, MBUSA strongly recommends that all repairs be performed by a certified technician using only Genuine Mercedes-Benz Parts, mechanical components, and electrical components, as well as safety devices such as airbags and seat belts. The official replacement and repair procedures are available in the Workshop Information System (WIS), and are continually updated and specific to each model and repair.

- For safety reasons, the steering gear must be replaced if components of the front axle or steering gear, or any part of the steering linkage, are deformed or damaged. A shock transmitted to the steering gear through the front axle or steering linkage may have caused damage that is not externally visible. A pressure test or crack test required for this is not possible in the workshops; therefore, the steering gear is to be replaced in cases of doubt. If it is decided that the original steering gear will remain in the vehicle, contrary to the intent of this document, we recommend having this decision of the appraiser or insurance company officer confirmed in writing with an accompanying signature.
- In the event of damage to the engine compartment paneling or steering plate, the steering gear must be checked for damage. In particular, the steering gear housing must be visually inspected for signs of external damage and cracks. The steering gear must be removed in order to enable the inspection to be performed. This is necessary in order to ensure that the steering components have not also been damaged. In cases of doubt, the steering gear must be replaced.
- In the event of accidents with body damage (e.g., a deformed fender, longitudinal member, side panel, rear end, etc.), the steering gear can be used again on the condition that the components of the front axle, the steering gear, or steering linkage (e.g., tie rods or the drag link) are not damaged.
- In the event of steering-wheel airbag deployment, the steering wheel and steering column tube must always be replaced. Damage can occur to the steering wheel and steering column tube that is not externally visible.

