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Service

newschannel update

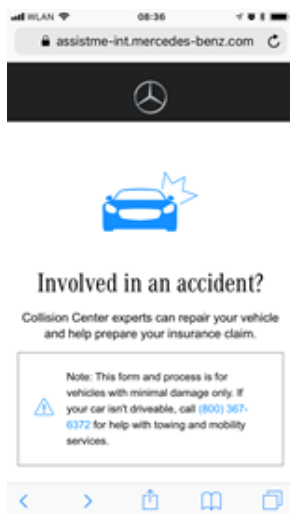
TO: General Managers, Service Directors, Service Managers, Parts Managers, Collision Center Managers	FROM: Benito Cid, Collision Program Manager, Product Management - Service
RE: Collision Program update - Accident Management Collision Assistant	DATE: June 1, 2018

We are pleased to announce the launch of the Accident Management Collision Assistant. As a new feature within the Mercedes me app, Collision Assistant provides customers the ability to report a vehicle damage claim directly to Mercedes-Benz dealers participating in the MBUSA Certified Collision Program (CCP).

As of June 3rd, 2018, this feature will be available to all customers who have a Mercedes me profile and have downloaded the app.

Collision Assistant is designed to work as follows:

1. In the case of a collision, the customer opens the Mercedes me app and accesses the “Assist” tab where they will now see a “Collision Assistant” option.
2. If a customer has selected a “Preferred Dealer” who participates in the CCP Program, the ability to report a claim will be available for the customer.
 - a. **Note:** For customers who have selected a “Preferred Dealer” who does NOT participate in the CCP Program, the customer will be referred to the MBUSA CAC for assistance in locating a participating Certified Collision Center.
3. Customers will be guided through a short process which includes taking pictures of the damaged vehicle.



4. Upon submission, the information will be transmitted to dealers participating in the CCP program.
5. Dealers will receive the customer information via a notification in Netstar as well as via email.
6. The dealership can then make arrangements to get the customer into their Certified Collision Center.



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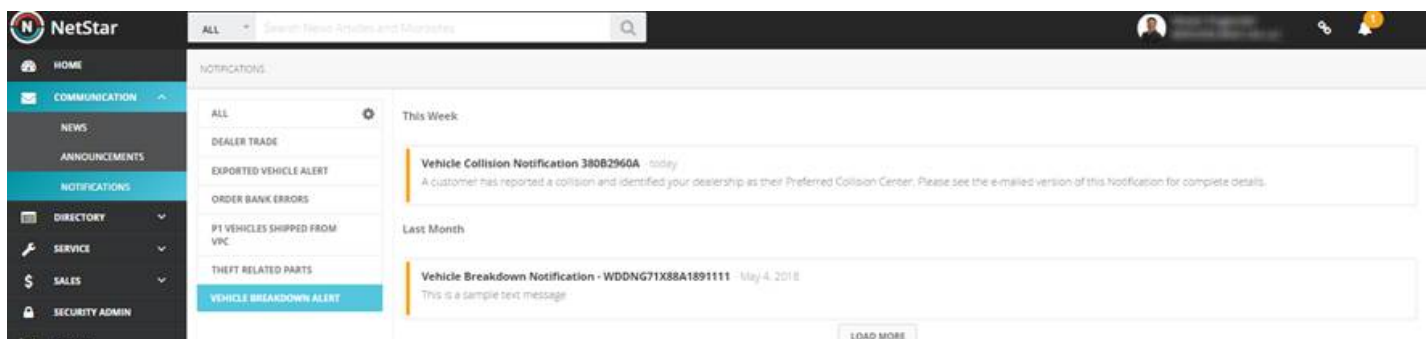
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Dealer Activation Instructions:

- In order to receive Collision Assistant notifications, dealers must be participating in the MBUSA Certified Collision Program.
- For eligible dealers to begin receiving Collision Assistant notifications from Mercedes me, dealer personnel must add the “Vehicle Collision Alert” role to their Netstar security profile.



- Once the role has been added, dealership personnel will be able to subscribe to receive the alerts in the Notifications area of NetStar.
- Notifications will be visible as shown in the screenshot below.



- Email will be sent to the contact at the dealership- As shown in screenshot below






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Fri 6/1/2018 8:19 AM
no-reply-netstar@daimler.com
PROD : Vehicle Collision Notification 8C5B9367

To
You forwarded this message on 6/1/2018 8:44 AM.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Message
corner.png (123 KB) oppositeCorner.png (2 MB) closeUp.png (126 KB) distanceShot.png (140 KB)

Action Items

**NetStar Accident Management Notification**

Participating Dealership,

You are receiving this email because your dealership was identified as the preferred dealership for collision repair by this Mercedes-Benz owner. Review the customer information and contact them to schedule a drop off. Please use the attached photos to prepare for the vehicles arrival and improve cycle times.

Contact Information	Insurance
Full Name:	Company:
Phone #:	Policy #:

Vehicle Information	Callback
VIN:	Time: Morning

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For additional information, please contact Benito Cid by email at benito.cid@mbusa.com or by phone: 770-705-2014.

