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Service

newschannel update

TO: General Managers, Service Directors, Service Managers, Parts Managers, Collision Center Managers	FROM: Benito Cid, Collision Business Manager, Product Management - Service
RE: Update- Collision Assist Program	DATE: September 4, 2018

Collision Assist has already had over 70 losses reported through the app!

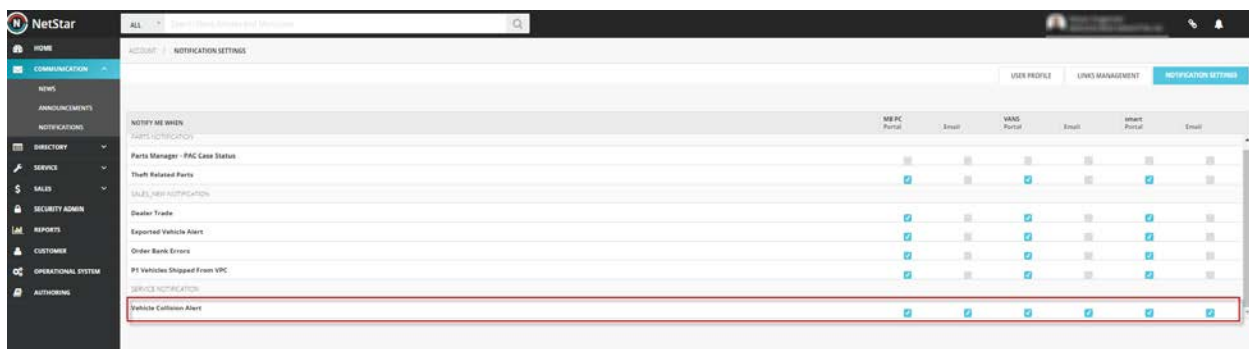
On June 3th we launched Collision Assist on -Mercedes Me, for our customers. This feature allows customers the ability to report a damage claim on their vehicles to Mercedes and be connected to their preferred Certified Collision Program participating Dealership.

The process is simple:

1. Customers set up their Mercedes Me profile and chose a 'Preferred Dealership'.
2. If the preferred dealership participates in the CCP Program, the ability to report a claim will be available for the customer.
3. In Mercedes ME, customers are guided through a short process that includes taking pictures of their damaged vehicle. The information is then submitted to their preferred Mercedes-Benz dealership, through NetStar.
4. The dealership can then make arrangements to get the customer into the Certified Collision Center.

To receive Notifications from Mercedes Me, NetStar users must have the MBUSA VEHICLE COLLISION NOTIFICATIONS role added to their security profile in GEMS. Once the role has been added, users will be able to subscribe to receive the alerts in the Notifications area of NetStar. If you have not already done so, please subscribe now to receive these important notifications. Go to the NetStar Communications Area, select

Notifications and click the Settings Icon  to subscribe.



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