

Mercedes-Benz  
Certified Collision Center

# Program Standards



# Overview of Programs

## Mercedes-Benz Certified Collision Program Tiers

### Mercedes-Benz Certified Collision Center

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#### BASE

These facilities can perform collision repair work on all Mercedes-Benz passenger vehicles except those requiring aluminum welding.

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#### ELITE

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

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#### MERCEDES-EQ

Authorized to perform collision repairs on all Mercedes-Benz Electric Vehicles.

Note: Must be Elite certified

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#### VAN CARE

Authorized to perform structural and cosmetic repairs on **Sprinter** and **Metris** vehicles.

# Program Standards

Each shop will be responsible for creating their own facility profile and assigning C7 IDs to their technicians.

For more information on this process, or how to add a user to an existing organization, please download instructions from the [following link](#).

## Customer Experience

Criteria	Measurement/Notes	Audit Observations
Appropriate dress code is in place for all customer-facing Certified Collision Center (CCC) employees	Business, business casual, or uniforms for technicians (only applicable if customer facing)	Visual inspection by auditor, documentation with photo if standards have not been met
All CCC customer-facing employees are wearing name tags	Spot-check, during shop audit, whether all CCC employees are wearing name tags (only applicable if customer facing)	Visual inspection by auditor, documentation with photo if standards have not been met
On-site Receptionist/Greeter	A Receptionist/Greeter is present to act as the first point of contact for customers at all times (only applicable if customer facing)	Visual inspection by auditor, documentation with photo if standards have not been met
Priority Handling for Mercedes-Benz Customers	Mercedes-Benz customers are given priority in appointment scheduling	Visual inspection of lot and shop area. Are vehicles just sitting around? If they are, why?
Courteous Customer Interactions	All customer contact must always be courteous and respectful, every time without exception	Observed at audit
Hours of Operation	Must be clearly displayed	Visual inspection for display of hours of operation. If absent, photo documentation will be taken of the area where hours of operation should be displayed.
Repair Plan and Invoices	Must be computer generated	Random repair order file pulls
Repair Follow-Ups	Must be done via phone, email, or text message on a consistent and regular basis	Random repair order file pulls
Test Drives	Every vehicle must have a documented test drive performed prior to delivery. Facility representative must be available for an additional test drive if customer requests.	Random repair order file pulls
Vehicle Detailing	Interior and exterior must be cleaned and detailed prior to customer delivery	Observe vehicle detailing at time of audit

## Customer Satisfaction Index (CSI)

Criteria	Measurement/Notes	Audit Observations
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## Liability Insurance

Criteria	Measurement/Notes	Audit Observations
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# Program Standards (Cont'd)

Infrastructure		
Criteria	Measurement/Notes	Audit Observations
All State and Federal Infrastructure Codes and Regulations must be met	Must have at least one person that is responsible for meeting regulations, and a compliance process in place	Confirmed at audit
Customer Lounge	Must be clean, well lit, odor-free, comfortable, and equipped with suitable reading materials, TV, and amenities (only applicable if customer facing)	Visual inspection by auditor, with photo documentation
Secure Parking	Separate, secure parking location exclusively for vehicles awaiting repairs	Visual inspection by auditor, with photo documentation
Customer Parking	Clearly marked, well lit, accessible, and hard surfaced. Handicapped parking as per relevant regulation (only applicable if customer facing).	Visual inspection by auditor, with photo documentation
Customer Restroom	Must be separate from employee restroom(s). Must be clean, well lit, odor-free, well maintained, and appropriate for Mercedes-Benz customers (only applicable if customer facing).	Visual inspection by auditor, with photo documentation
Dedicated Aluminum Repair Area	Must be a dedicated, hardwall room with washable walls or curtain-walled isolation station. Must be a clearly portioned off from other areas. Hardwall room or curtain-walled isolation station must have separate lighting, air filtration, and designated aluminum-only repair tools and equipment.	Visual inspection by auditor, with photo documentation of exterior, interior, and aluminum tools in the work area
Adequate Lighting in Work Areas	Min. 70 foot-candles in metal shop; min. 90 foot-candles in paint shop, and detailing with color-corrected bulbs	Visual inspection by auditor, with photo documentation
Downdraft Spray Booth	UL & CE approved in conjunction with local, state, and EPA regulations	Visual inspection by auditor, with photo documentation

# Program Standards (Cont'd)

## Marketing Standards

For your convenience, please reference the [Certified Collision Marketing Standards Document](#), after logging in to the Collision Center webpage, to better help your shop access and utilize Mercedes-Benz approved marketing materials.

Criteria	Measurement/Notes	Audit Observations
Certified Collision Logo	Collision logos can only be used in current Mercedes-Benz Certified Collision Centers	Visual inspection by auditors
Elite Certified Collision Logo	Elite logo can only be used for current Mercedes-Benz Elite Certified Collision Centers	Visual inspection by auditors
Mercedes-EQ Collision Logo	Mercedes-EQ logo can only be used for Certified Collision Centers that are authorized by Mercedes-Benz to repair Mercedes-EQ vehicles	Visual inspection by auditors
Vans Collision Logo	Vans logo can only be used for Certified Collision Centers that are authorized by Mercedes-Benz to repair our Sprinter/Metris lines	Visual inspection by auditors

All Certified Collision Marketing that references your facility as a Mercedes-Benz authorized repair facility, including but not limited to plaques, brochures, logos, and banners, must be removed, changed, or destroyed if requested by MBUSA. Once you receive your plaque, please display your certification in the customer waiting area. Please note the plaque is owned by MBUSA and should only display the certification level in which your shop has been assigned. Improper or unauthorized use of any Mercedes-Benz Certified Collision Marketing can lead to termination from the program at the discretion of MBUSA.

## Production Flow Management

Criteria	Measurement/Notes	Audit Observations
CCC utilizes a production flow management system	Did the CCC Manager show the utilization of a production flow management system to the auditor?	Visual inspection and documentation by the auditor

## Genuine Mercedes-Benz Parts Usage

Criteria	Measurement/Notes	Audit Observations
Only new, original Genuine Mercedes-Benz Parts are used on the certified repair of a Mercedes-Benz vehicle. Orders must be placed through the sponsoring dealership. Certified repair means the CCC confirms: <ul style="list-style-type: none"> <li>- The repair was done at a CCC</li> <li>- Performed by a trained technician</li> <li>- Utilizing Mercedes-Benz Workshop Information System (WIS) repair procedures</li> <li>- With approved tools and equipment</li> <li>- Using new, original Genuine Mercedes-Benz Parts</li> </ul>	CCCs should submit part orders through their sponsoring dealership. >95% of all Mercedes-Benz repairs must meet the "certified repair" definition.	Random file pulls at time of audit and ongoing repair data review

## WIS Repair Instructions

Criteria	Measurement/Notes	Audit Observations
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# Program Standards (Cont'd)

## Glass Repairs

Criteria	Measurement/Notes	Audit Observations
Genuine Mercedes-Benz Glass and MB Adhesive	If glass work is sublet to a third party, the CCC must ensure Genuine Mercedes-Benz Glass and MB Adhesive are used	Random repair order pulls to verify Genuine Mercedes-Benz Glass and MB Adhesive have been used

## Paint

Criteria	Measurement/Notes	Audit Observations
The use of Mercedes-Benz approved paint systems is required	Mercedes-Benz approved paint: BASF (Glasurit & RM), Axalta (Spies Hecker & Standox), AkzoNobel (Sikkens), and PPG	Photo documentation of paint mix room done at audit. If a Mercedes-Benz approved paint line is not the shop's primary the repair order must show use of approved paint.
The use of a paint thickness gauge is required	A paint thickness gauge capable of measuring paint thickness on bumper covers is required	The CCC must document the paint thickness on the final invoice of every vehicle with a bumper cover repair or replacement. It should also document the original bumper cover paint thickness when possible.

## Repairs Outside of Certification Level

Criteria	Measurement/Notes	Audit Observations
Vehicles requiring aluminum welding must have that work done by an Elite Certified Collision Center	Certified Collision Centers without Elite certification must release the vehicle or sublet the entire repair to completion to a Mercedes-Benz Elite Certified Collision Center. Repairs may not be split between multiple shops	Visual inspection of repairs being performed in the CCC. Confirm a certified welder on staff is the only one performing welding repairs
Electric and Hybrid vehicles requiring collision repairs must have those repairs done by a Mercedes-EQ Certified Collision Center	Certified Collision Centers without Mercedes-EQ certification must release the vehicle to an Mercedes-EQ Certified facility or work with their sponsoring dealership to power down the HV battery before performing repairs beyond bolt on exterior panels. No work requiring cutting, bonding, riveting or welding should be performed by a non-Mercedes-EQ Certified Collision Center	Visual inspection of work in progress and file review- auditor to ask for specific models for review

## Vehicle Protection

Criteria	Measurement/Notes	Audit Observations
Vehicles, both interior and exterior, are to be protected during work in progress	Floor mats, seat covers, steering wheel covers, and fender covers must be used at all times. Spot-check Mercedes-Benz vehicles that are currently under repair in the CCC.	Visual inspection of surrounding Mercedes-Benz vehicles. If protection is lacking, photo document noncompliance.

# Program Standards (Cont'd)

## Vehicle Straightening

Criteria	Measurement/Notes	Audit Observations
CCC utilizes Mercedes-Benz required equipment for straightening	Verification of required equipment on-site. If renting jigs, keep proof of rental in file. If no rentals and no structural repairs noted then keep proof of vehicle chassis measurements in file.	Photo documentation at time of audit showing all required equipment or jig rental invoices. If no structural repairs were done, then photo documentation is required, showing completion of measurements taken to confirm no chassis work was needed.

## Blue Printing

Criteria	Measurement/Notes	Audit Observations
Every vehicle must have a documented repair process (Blue Print), including WIS procedures	WIS procedure access and search history will be reviewed by MBUSA	If missing, shop will have to upload Blue Print for five vehicles to satisfy CAP

## Training Requirements

Criteria	Measurement/Notes	Audit Observations
All issued MBID logins correspond to employed personnel. Each employee working on Mercedes-Benz vehicles, or with Mercedes-Benz customers, must have an MBID login.	A minimum of five employees or 50% of the total staff (whichever is greater) must have an MBID login. Facility must have at least one employee assigned under each of the following Job Codes: Manager and/or Estimator, Body Repair Tech, or Refinish Tech.	Visual inspection by auditor. CCC to provide employee roster repair orders, randomly pulled by auditor, to verify who authored the repair order, and who repaired the vehicle, to ensure standards have been upheld.
Each MBID# issued employee must complete Base training requirements as defined by the MBUSA Collision Team. In addition to Base training, MBUSA will provide minimum yearly training requirements that also need to be met. All training requirements will be visible on the CCC's profile on the audit website and at MBcollisioncenters.com.	MBUSA to provide current list of completed trainings for MBID issued technicians to auditor. Facility can review training records and facility compliance on the audit site.	MB Academy training report reviewed by auditor

# Elite Certified Standards

In addition to the above standards, Elite Certified Collision Centers must meet the Elite standards.

## Aluminum Training Requirements

Criteria	Measurement/Notes	Audit Observations
A minimum of one Technician with valid MBID and valid ISO 9606-2 Welding Certification	MBUSA to provide list of certified welders and their current status	Confirm Elite CCC has a Mercedes-Benz certified welder on staff. If welder is no longer at the facility, or has fallen out of certification, facility will be suspended immediately as an Elite Certified Collision Center.

# Mercedes-EQ Certified Standards

All Certified Mercedes-EQ Centers must already be an Elite Certified Collision Center. Mercedes-EQ Certified Collision Centers must meet the below standards in addition to Elite Certified requirements.

## Customer Experience

Criteria	Measurement/Notes	Audit Observations
Battery must be charged to a minimum of 80% before delivery back to customer	State of charge documentation in file and customer feedback	Auditor to review files and, if available, visually inspect vehicles charging or ready for delivery

## Infrastructure

Criteria	Measurement/Notes	Audit Observations
Mercedes-Benz battery table	Must have approved Mercedes-Benz battery table	Photo documentation at time of audit that CCC has a battery table. If no battery table on site, CCC must provide rental history
Compatible Two Post Lift	Two Post Lift must be rated to hold up to 15,000 lbs. Must be able to accommodate vehicle's weight and weight of any additional items left in the van by the customer.	Auditor to verify lift rating and to document with photo
Xentry unit	Must have a Xentry unit or equivalent MB software package.	Photo documentation at time of audit that collision center has a Xentry unit or equivalent MB software package. If no Xentry on site, CCC must provide rental history
Level 2 charging station on-site	Must have at least one level 2 charger at the collision center	Photo documentation at time of audit that collision center has a charging station. If no charging station on site, CCC must provide rental history
Ability to isolate Mercedes-EQ vehicle	If necessary, adequate space required to isolate vehicle	Photo documentation at time of audit that CCC has space for isolation

## Training Requirements

Criteria	Measurement/Notes	Audit Observations
All staff must have basic high voltage training from MB. Minimum of 1 technician fully EV trained by Mercedes-Benz on staff to be certified initially with a minimum of 3 by their next recertifications	MBUSA to provide current list of completed trainings for MBID issued technicians to auditor. Facility can review training records and facility compliance on the audit site	Confirm with MB Training Department that Technician has attended Mercedes-EQ ILT training and completed eLearnings. Facility can review training records and facility compliance at the audit.

## Vehicle Protection

Criteria	Measurement/Notes	Audit Observations
Battery parameters must be monitored - avoid excessive discharge and/or heat	WIS instructions for battery with vehicle in process of repair. Battery should have a minimum of 20% charge before it is powered down, (excludes emergency power down). If no power down needed battery state of charge should be monitored and kept above 20%	Visual inspection and documentation by the auditor

# Vans Certified Standards

All Certified Vans Centers must already be a Certified or an Elite Certified Collision Center. Vans Certified Collision Centers must meet the below standards in addition to their tier's requirements.

## Training Requirements

Criteria	Measurement/Notes	Audit Observations
Hands-on Sprinter/Metris training	At least one technician must attend a hands-on Sprinter/Metris course within a year of certification to the MBCVCCP	Confirm with MB Training Department that a Technician has attended a Sprinter/Metris hands-on course

## Infrastructure

Criteria	Measurement/Notes	Audit Observations
Spray booth must be a downdraft, or modified downdraft, booth with a minimum of a 12ft. interior height	Must be able to clear the "Super High Roof" on Sprinter Vans	Auditor to verify inside of paint booth is at least 12 feet and to document with photo
Heavy-duty Two Post Lift	Two Post Lift must be rated to hold up to 15,000 lbs. Must be able to accommodate vehicle's weight and weight of any additional items left in the van by the customer.	Auditor to verify lift rating and to document with photo

## Vehicle Straightening

Criteria	Measurement/Notes	Audit Observations
Approved bench of proper size to handle long wheelbase versions of Sprinter Vans	Vans Certified facilities must have the jig sets for Sprinter and Metris for Celette or the additional items needed from Car Bench or Car-O-Liner for proper setup	Auditor to verify equipment at time of audit, and to document the file with photos

Noncompliance with any of these criteria will lead to the immediate termination of MB Certification Status.

# Mercedes-Benz Certified Collision Center

