

Mercedes-Benz  
Certified Collision Center

# Program Overview





# Mercedes-Benz USA Certified Collision Program

## Scope and Intent

Welcome, and thank you for your interest in the Mercedes-Benz Certified Collision Program.

In the following pages, you'll find a range of useful information, including program benefits, the initial application process, recertification, standards, requirements, and more. All to give you a better understanding of what it takes to ensure a seamless and satisfying repair experience.

## Overview of Programs

### Mercedes-Benz Certified Collision Center

#### BASE

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

### Mercedes-Benz Certified Collision Center

#### ELITE

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

### Mercedes-Benz Certified Collision Center

#### MERCEDES-EQ

Authorized to perform collision repairs on all Mercedes-Benz Electric Vehicles.  
Note: Must be Elite-certified.

### Mercedes-Benz Certified Collision Center

#### VAN CARE

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

# Contents

- Benefits ..... 6
- Application Process: Passenger Vehicles ..... 8
- Application Process: Mercedes-EQ ..... 10
- Application Process: Vans ..... 12
- Recertification Process ..... 14
- Program Fees ..... 16
- Program Standards ..... 20
- Contacts..... 28



# Benefits of Participating in the Mercedes-Benz Certified Collision Program

## Confidence.

Gives valued customers greater peace of mind knowing repairs are made by expertly trained technicians following current procedures, using the latest tools, equipment, and materials, including Genuine Mercedes-Benz Replacement Parts.

## Assurance.

Mercedes-Benz Roadside Assistance will tow any Mercedes-Benz vehicle to a Certified Collision Center or dealership, free of charge if involved in a loss.

## Convenience.

Customers and insurance companies can easily find the closest Certified Collision Center by using the locator on [www.mbusa.com](http://www.mbusa.com) or [www.mbcollisioncenters.com](http://www.mbcollisioncenters.com).

## Visibility.

Your Certified Collision Center will be added to the locator on [MBCollisionCenters.com](http://MBCollisionCenters.com) and the locator on [mbusa.com](http://mbusa.com). This will allow customers in your local AOI to find you easier. Additionally, throughout the year, Mercedes-Benz markets Certified Collision Centers through various channels – including online video, paid social posts, search support, digital display, and CRM. Mercedes-Benz also creates marketing materials for Certified Collision Centers to utilize for direct marketing.

## Accessibility.

Easy access to training courses and proper repair procedures, including access to Workshop Information Systems (WIS) and Electronic Parts Catalog (EPC).

## Exclusivity.

Mercedes-Benz will drop-ship Restricted Aluminum Structural Parts only to Elite Certified Collision Centers. No other collision center can have access to these parts.

## Profitability.

A potential increase in part sales, since all Certified Collision Centers must use new Genuine Mercedes-Benz Parts purchased from their sponsoring dealer.



# Initial Application Process: Passenger Vehicles

Enrolling in the Mercedes-Benz Certified Collision Program starts with a thorough review of all the program requirements and standards found on [www.mbcollisioncenters.com](http://www.mbcollisioncenters.com). The participating facility should be sure they meet these requirements or are willing to do so before proceeding. Once the dealer and collision center understand the requirements and mutual benefits of the program, the application should be forwarded to the After-Sales Operations Manager and Area Manager for their signatures of approval. Then, it will be forwarded to the Mercedes-Benz Collision Team for final evaluation.

The goal of the Certified Collision Program is to offer a Mercedes-Benz Certified Collision Center to all customers, which means successfully filling all open Areas of Influence (AOI). Dealerships can sponsor as many collision centers as needed to address their customer's needs. Applying/interested Collision Centers should be in their sponsoring dealership's sales area or within a reasonable distance as determined by MBUSA. The dealership's AOI and Units in Operation (UIO) will be analyzed and the approval will be determined by MBUSA. If there is not adequate coverage within a market, the dealership will receive a letter from MBUSA. If the dealer does not take action to sponsor a collision center within 6 months from the notice, MBUSA will extend the opportunity to dealers outside of the AOI. All parties will be notified via email about whether the application has been approved or denied.

Should the application be approved, MBUSA will debit the dealer's parts statement for the full certification fee during the next available billing cycle. In most cases, the sponsoring dealer will pass this fee on to the collision center. At the same time, the collision center will be contacted by MBUSA's audit partner about starting the audit process and scheduling an on-site visit. This visit should be scheduled within 30 days of the application approval notification.

The goal of the certification audit is to ensure that all of the standards and requirements are met by the collision center. The collision center must review the program requirements and complete a self-assessment to measure its readiness to comply.

If the collision center passes the on-site certification audit and meets all program standards, it will be officially certified as a Mercedes-Benz Certified Collision Center. Certification will be granted for two years, contingent on the dealership sponsorship and meeting the continuing training requirements. The Mercedes-Benz Collision Team will send a letter of congratulations to all parties with regard to the new Certified Collision Center. The collision center will also receive a plaque that signifies their tier level and participation in the program.

Conversely, failure to pass any of the requirements and standards of the program will result in outstanding action items that can be tracked online and made visible to the collision center. Once the action items have been successfully fulfilled, the Mercedes-Benz Collision Team will issue certification.

The facility will have 30 days from the initial audit to address open action items. Failure to complete these action items will result in termination of the certification process. The collision center will be able to reapply once it is able to meet the requirements. Due to costs incurred in the audit process, once the on-site audit is completed, there will be no refund of the base certification fees.



# Initial Certification Process: Mercedes-EQ Vehicles

As more Mercedes-EQ vehicles take to the roads, there is a greater need to provide specialized care. That's why the Mercedes-EQ Certified Collision Program (MBEQCCP) has developed another repair tier dedicated to the proper restoration of Mercedes-Benz electric vehicles.

From safety systems and technology, to batteries and parts, Mercedes-EQ vehicles are different than other vehicles in the Mercedes-Benz fleet. So when it comes to repairing a Mercedes-EQ after an accident, the MBEQCCP is the right choice for our customers. MBEQCCP requires a participating repair facility to have the proper tools and equipment in place, as well as at least one dedicated Technician specifically trained in Mercedes-EQ vehicle repair work. To ensure that Technicians have the skills and know-how to restore Mercedes-EQ vehicles – and that a participating repair facility meets the necessary requirements set forth by the MBEQCCP, a number of eLearnings and instructor-led courses are now available. For more information, please go to the “Program Standards” section in this brochure.

To help raise awareness, EV repair-specific marketing materials, and a special Mercedes-EQ Certified Collision Center designation on the locator, will be available to repair facilities that take part in the MBEQCCP. Should Roadside Assistance be contacted after an accident occurs, they will refer Mercedes-EQ owners to the proper repair facility using the most up-to-date list of approved Mercedes-EQ Certified Collision Centers.

Sponsoring dealerships are required to sell and service Mercedes-EQ vehicles and work with their certified collision center partners to address any vehicle or customer needs. To apply for the MBEQCCP, a repair facility must be a Mercedes-Benz Elite Certified Collision Center for passenger vehicles prior to enrollment. Facilities new to the Mercedes-Benz Certified Collision Program can still apply to the MBEQCCP, but it has to be done in conjunction with receiving Elite certification.

To apply to the MBEQCCP, a repair facility must complete this application, then submit it to the MBUSA Collision Team. All signatures and information must be filled out before submitting. Please note: both applications – the initial MBEQCCP and Elite certification – will follow the same audit process. For current MBCCP participants interested in the MBEQCCP, a slightly modified audit process will be used.



# Initial Certification Process: Vans

As an extension of our current program tiers, the Mercedes-Benz Vans Certified Collision Program (MBVCCP) provides Sprinter and Metris customers with a dependable repair facility that meets the needs of their larger vehicles. Since the majority of our Sprinter and Metris customers use their vehicles for business purposes, any downtime could be detrimental to their livelihoods. Facilities that wish to participate must understand that speed and efficiency are critical to servicing our Vans customers.

Sprinter and Metris vehicles come in different lengths and heights. As a result, facilities must be properly equipped with larger work areas to support the sizes of these vehicles. The MBVCCP has additional standards in place to ensure that our Vans customers are able to use any of our Vans Certified Collision Centers. Technicians at these facilities must be knowledgeable in repair techniques and procedures for Sprinter and Metris vehicles. As a result, hands-on training courses are provided and required for these facilities. Details of these requirements are listed under the “Program Standards” in this brochure.

Special marketing for the participants in the MBVCCP will be available, as well as a designation as a Vans Certified Collision Center on the locator. Also, our Roadside Assistance team is updated with a list of the approved Vans Certified Collision Centers to ensure these vehicles go to facilities that are capable of working on them.

For optimal customer service to our Vans customers, we are requiring that all sponsoring dealerships sell and service Sprinter and Metris. Through this sponsorship, the Vans Certified Collision Center will have access to Sprinter technical training courses.

Facilities that are interested in applying for the MBVCCP must already be a Mercedes-Benz Certified Collision Center for passenger vehicles; facilities that are new to the Mercedes-Benz Certified Collision Program may apply for the MBVCCP in conjunction with the passenger certification. Obtaining the Mercedes-Benz Vans Collision Certification alone is not possible at this time. To apply, complete the application and submit it to the MBUSA Collision Team. The application can be found at [www.mbcollisioncenters.com](http://www.mbcollisioncenters.com). Please ensure that all signatures and information have been filled out prior to submitting.

The initial application process for the MBVCCP will follow the same audit process as the passenger vehicles. For current MBCCP participants interested in the MBVCCP, a slightly modified audit process is in place.

# Recertification

Every two years, Certified Collision Centers are evaluated for recertification. At that time, both the dealership and the Certified Collision Center will be notified via email by a Mercedes-Benz audit partner that a review is pending and an on-site visit needs to be scheduled. Should the Certified Collision Center or sponsoring dealership not wish to maintain its certification status, it is imperative that all associated parties be informed in writing of the decision prior to the audit visit.

Once an on-site audit visit has been scheduled, MBUSA will debit the dealer's parts statement for the recertification fee during the next available billing cycle. In most cases, the dealer will pass this fee on to the collision center.

If the collision center meets the requirements for recertification, the Mercedes-Benz Collision Team will extend the collision center's status as a Mercedes-Benz Certified Collision Center for an additional two years. Another letter of congratulations will be sent to all associated parties, including MBUSA Field Staff, dealership, and collision center contacts. The Certified Collision Center will also receive a new medallion for its certification plaque, featuring the year through which the certification is valid.

Conversely, failure to pass any of the requirements and standards of the program will result in outstanding action items. The action items can be tracked online and their status will be made visible to the collision center. Once the action items have been successfully fulfilled, the Mercedes-Benz Collision Team will recertify the collision center.

Failure to complete the action items within the established time frame will result in termination of the certification status. The collision center will then be able to reapply after 12 months from the date of termination. Due to the costs incurred during the recertification process, the recertification fee will not be reimbursed.



# Program Fees

## Dealer-Owned Collision Centers

<b>BASE</b>	<b>Initial Certification</b> Included	<b>Recertification</b> Included
<b>ELITE</b>	<b>Initial Certification</b> \$12,000 <small>Fees cover one Welding Technician; additional Technicians are \$10,000 each</small>	<b>Recertification</b> \$10,000
<b>MERCEDES-EQ</b>	<b>Certification Fee</b> No additional fee as fee is included with Elite Certification	<b>Recertification Fee</b> Certification fee for Mercedes-EQ will be included with the facilities that are Elite-certified. (No additional fee for Mercedes-EQ)
<b>VANS</b>	<b>Certification Fee</b> Included	<b>Recertification Fee</b> Included

Note: Certification fee for Mercedes-EQ will only be included with facilities that are Elite certified. Initially, Base certified facilities will not be allowed to be Mercedes-EQ certified.

## Dealer-Sponsored Collision Centers

<b>BASE</b>	<b>Initial Certification</b> \$5,500	<b>Recertification</b> \$4,500
<b>ELITE</b>	<b>Initial Certification</b> \$15,000 <small>Fees cover one Welding Technician; additional Technicians are \$10,000 each</small>	<b>Recertification</b> \$12,000
<b>MERCEDES-EQ</b>	<b>Certification Fee</b> No additional fee as fee is included with Elite Certification	<b>Recertification Fee</b> Certification fee for Mercedes-EQ will be included with the facilities that are Elite certified. (No additional fee for Mercedes-EQ)
<b>VANS</b>	<b>Certification Fee</b> \$2,500	<b>Recertification Fee</b> \$2,000



# What's Included in the Certification Program?

<p><b>BASE</b></p>	<p><b>Initial Certification</b>            Initial on-site audit visit            Access to Mercedes-Benz Academy for technical training modules            Certification Plaque            Initial Marketing Package            WIS and EPC for repair procedures            Access to <a href="http://www.mbcollisioncenters.com">www.mbcollisioncenters.com</a></p> <p><b>Recertification</b>            On-site recertification audit visit            Medallion            Continuing training modules</p>
<p><b>ELITE</b></p>	<p><b>Initial Certification</b>            In addition to the Base Certification            Training for one Technician to ISO 9606-2 Welding Standard (one-time course plus three 6-month work trials)            Elite Certification Plaque            Access to restricted structural aluminum parts with drop-ship convenience to the collision center            Marketing designation on locator for Elite Centers</p> <p><b>Recertification</b>            In addition to the Base Certification            Recertification course for one Technician to ISO 9606-2 Welding Standard (one refresher course plus three 6-month work trials)</p>
<p><b>MERCEDES-EQ</b></p>	<p><b>Initial Certification and Recertification</b>            In addition to the Elite Certification            Mercedes-EQ Training is available to as many technicians as the facility wants to train, the requirement is a minimum of one            Ability to work on Mercedes-EQ vehicles            Mercedes-EQ Certification Plaque</p>
<p><b>VANS</b></p>	<p><b>Initial Certification and Recertification</b>            In addition to the facility's current program tier            Marketing designation on locator for Vans Program            Specific marketing for Vans and their customers            Access to Sprinter- and Metris-specific training courses            Fleet business connections –additional business opportunities possible.</p>



# Program Standards

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
The CCC utilizes a third-party company to measure, and electronically track, the CSI of all Mercedes-Benz customers	CCCs are required to provide monthly reporting on CSI to the MBUSA Collision Team or an approved audit partner	Auditor to report on CCC CSI

# Program Standards

Liability Insurance		
Criteria	Measurement/Notes	Audit Observations
Minimum of \$3 million in liability insurance	Can CCC produce valid and up-to-date copy of insurance coverage confirming the policy limits? Does the document list the facility as a covered garage?	Photo must be in file, obtain photo if not

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

## 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: - The repair was done at a CCC - Performed by a trained technician - Utilizing Mercedes-Benz Workshop Information System (WIS) repair procedures - With approved tools and equipment - Using new, original Genuine Mercedes-Benz Parts	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
WIS repair instructions are used for every repair procedure on a Mercedes-Benz vehicle	Current WIS repair instructions, digital, or paper documents are attached to the repair	Random repair order pulls at time of audit and/or review of WIS access and repair procedure; search details from database

# Program Standards

## 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

## 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

## Technician and Training Requirements

Criteria	Measurement/Notes	Audit Observations
Each employee working on Mercedes-Benz vehicles, or with Mercedes-Benz customers, must have a C7 or D7 ID. All issued C7 or D7 IDs correspond to employed personnel.	A minimum of five employees or 50% of the total staff (whichever is greater), must have C7 or D7 IDs. 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. Any change in staffing should be updated immediately on the shop roster.	Visual inspection by auditor. CCC to provide employee roster at time of audit to compare with shop roster in audit site profile. Random file pull by auditor to confirm MB trained staff performed repairs. Random staffing checks between audit visits by MBUSA.
Each C7/D7 issued employee must complete Base training requirements as defined by the MBUSA Collision Team. In addition to Base training for all C7/D7 staff, the facility will need to meet minimum additional training requirements as defined by the MBUSA Collision team based on certification/s held. All training requirements will be visible on the CCC's profile within the audit site and at MBcollisioncenters.com.	MBUSA to provide current list of completed trainings for C7 and D7 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 C7/D7 ID 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.
Compatible Two Post Lift	Two Post Lift must be rated to hold up to 15,000 lbs. Two post lift with minimum 10,000 lbs capacity.	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 proof of dealer performing work requiring Xentry use.
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.
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 2 by their next recertifications	MBUSA to provide current list of completed trainings for C7/D7 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 have a minimum rating of 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.



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

## Useful Documents and Links

(Located in NetStar)

- > Dealer Agreement template
- > Dealer Indemnification/Hold Harmless template
- > Application for Mercedes-Benz Certified Collision Program [www.mbcollisioncenters.com](http://www.mbcollisioncenters.com)
- > MBUSA Certified Collision Program Standards
- > MBUSA Certified Collision Program Tool and Equipment Standards

## Contacts

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# Mercedes-Benz Certified Collision Center

