



Mercedes-Benz Certified Collision Program Standards

Mercedes-Benz
The best or nothing.



Overview of Programs

Mercedes-Benz Certified Collision Program Tiers

Certified Collision



Base

Authorized to perform all collision repairs on all Mercedes-Benz passenger vehicles with the exception of aluminum structural repairs.

Certified Collision

ELITE

Aluminum Welding Certified



Elite

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

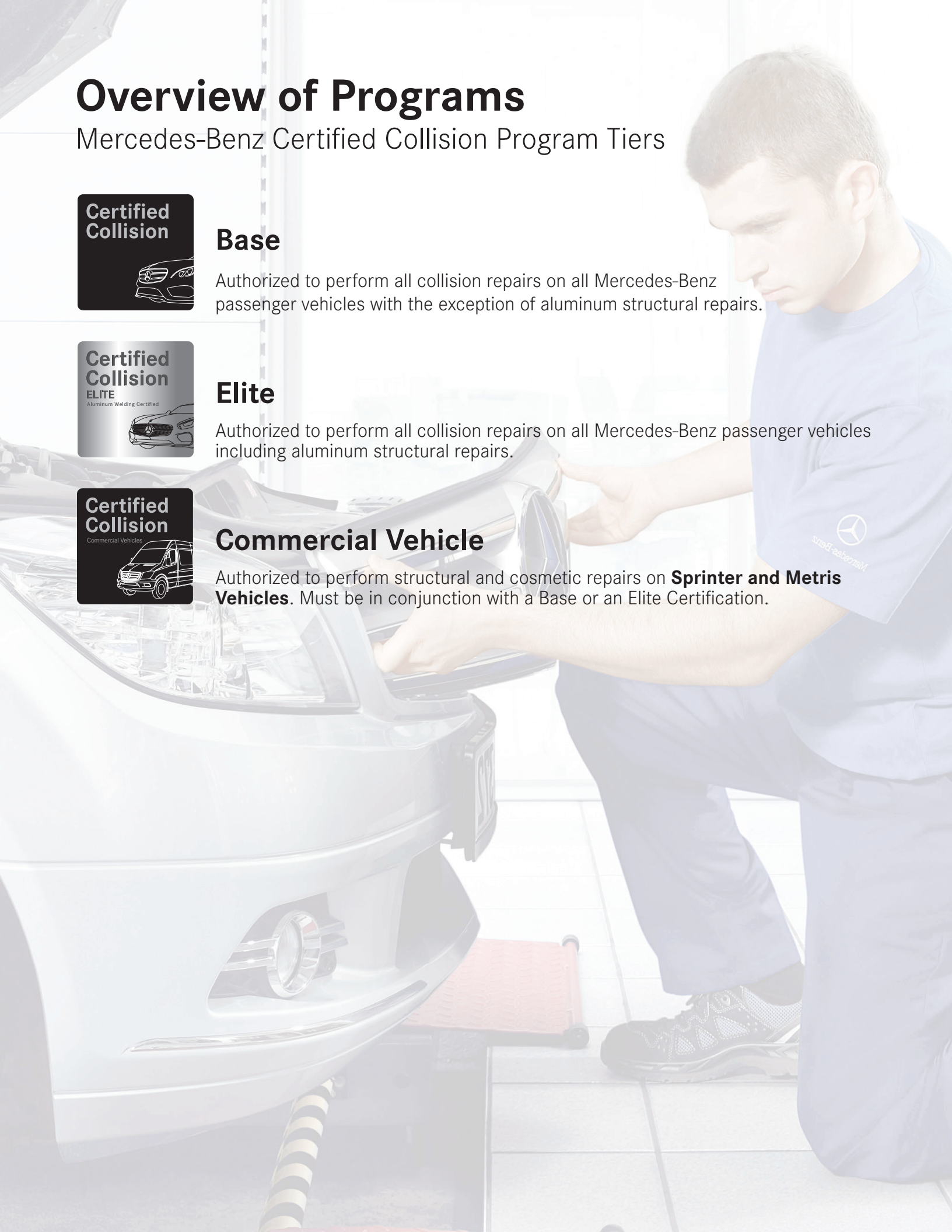
Certified Collision

Commercial Vehicles



Commercial Vehicle

Authorized to perform structural and cosmetic repairs on **Sprinter and Metris Vehicles**. Must be in conjunction with a Base or an Elite Certification.



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 not up to standard
All CCC customer facing employees are wearing name tags	Spot check during shop audit if all CCC employees are wearing name tags Only applicable if customer facing	Visual inspection by auditor, documentation with photo if not up to standard
Onsite Receptionist/Greeter	A Greeter or Receptionist is present to act as first point of contact for customers at all times Only applicable if customer facing	Visual inspection by auditor, documentation with photo if not up to standard
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, no exceptions	
Hours of Operation	Must be clearly displayed	Visual inspection, if not displayed documentation with a photo of area where hours should be displayed
Estimates 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	CCC Manager or Estimator must be available upon delivery to test drive the vehicle at customer's request	
Car Wash	Inside and outside wash must be performed prior to customer delivery	Spot check on trunk cleanliness

Customer Satisfaction Index

Criteria	Measurement/Notes	Audit Observations
The CCC is utilizing a third party company to measure CSI to all Mercedes-Benz Customers and is tracked electronically	CCC are required to have the ability to provide monthly reporting to the MB Collision Team	

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 the 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 regulations and a compliance process in place	
Customer Lounge	Must be clean, well lit, odor-free and comfortable with suitable reading materials, TV, and amenities Only applicable only if customer facing	Visual inspection by auditor, documentation with photo
Secure Parking	Secure Parking available for vehicles awaiting repairs, facing away from customer parking	Visual inspection by auditor, documentation with photo
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, documentation with photo
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, documentation with photo
Dedicated Aluminum Repair Area	Must be a dedicated hard walled room with washable walls or curtain walled isolation station. Must be clearly portioned off from areas. Hard walled room or curtained area option must have separate lighting, air filtration and designated aluminum only repair tools and equipment	Visual inspection by auditor with photos 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, documentation with photo
Downdraft Spray Booth	UL & CE approved in conjunction with local, state and EPA regulations	Visual inspection by auditor, documentation with photo

Program Standards contd

Marketing Standards

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
Commercial Vehicle Collision Logo	CV 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. 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
Electronic monthly reporting to MB Collision Team	CCC are required to have the ability to report repair data on MB vehicles to MBUSA	

Genuine Parts Usage

Criteria	Measurement/Notes	Audit Observations
Only new MB Genuine Parts are used on the repair of MB vehicles Orders must be placed through the sponsoring Dealership	CCC's should submit part orders through their sponsoring dealership	Random repair order pulls and documented by auditor

WIS Repair Instructions

Criteria	Measurement/Notes	Audit Observations
WIS Repair Instructions are used on every repair procedure on a MB vehicle	WIS repair instructions, digital or paper documents attached to the repair	Random repair order pulls at time of audit

Glass Repairs

Criteria	Measurement/Notes	Audit Observations
Genuine glass, adhesive and the use of the authorized glass removal tool must be used	If glass repair is sublet to third party, the collision center should ensure that third party uses genuine glass, genuine adhesive and MB Glass removal tool	Auditor to verify authorized glass removal tool is on site. Photo documentation of tool in use and invoice must be provided. Random repair order pulls to verify genuine glass and adhesive

Program Standards contd

Paint

Criteria	Measurement/Notes	Audit Observations
The use of Mercedes-Benz approved paint systems are required	MB Approved Paint: BASF (Glasurit & RM), Axalta (Spies-Hecker & Standox,) Akzo Nobel (Sikkens), and PPG	Photo Documentation of paint mix room done at audit If MB Approved paint is a secondary supplier, RO must show use of approved paint

Sublet of Aluminum Structural Repairs

Criteria	Measurement/Notes	Audit Observations
Elite Certified Collision Centers are authorized to perform structural aluminum welding	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 Collision Center

Vehicle Protection

Criteria	Measurement/Notes	Audit Observations
Vehicles, both interior and exterior are to be protected from work in progress	Floor mats, seat covers, steering wheel covers and fender covers must be used at all times. Spot check on MB vehicles that are currently under repair in the collision center.	Visual inspection on surrounding MB vehicles. If no protection, then take a photo to document non-compliance

Vehicle Straightening

Criteria	Measurement/Notes	Audit Observations
CCC utilizes Mercedes-Benz required equipment for straightening	Verification of availability of jig kits onsite or collision center must provide proof of jig rental history	Photo documentation at time of audit that Collision Center has a universal jig set (Carbench) or a library of jigs sets readily available. If no jigs on site, CCC must provide rental history.

Blue-Printing

Criteria	Measurement/Notes	Audit Observations
Every vehicle must have a documented repair process, (Blue-Print), including WIS procedures		If missing, shop will have to upload Blue-Print for 5 vehicles to satisfy CAP

Program Standards

Training Requirements

Criteria	Measurement/Notes	Audit Observations
All issued MB IDs correspond to employed personnel Each employee working on MB vehicles or with MB customers must have an MB ID	A minimum of 5 employees or 50% of the total staff, (whichever is greater), must have a MBID# Facility must have at least one employee assigned under each of the following Job Codes: Manager and/or Estimator, Body Repair Tech, Refinish Tech	Visual inspection by auditor. Collision center to provide employee roster RO's, randomly pulled by auditor, to verify who wrote and repaired the vehicle to confirm standard is upheld
Each MBID# issued technician must complete a base trainings, (SPMT734, X0039E-US.SSB,TECH878 and Tech717) In addition to the base courses, the facility must complete 2 Instructor Lead and 4 eLearning courses per year Training records are maintained for each MB ID issued employee by the facility	MBUSA to provide current list of completed trainings for MBID# issued technicians to auditor Facilities must maintain training records	MB Academy training report reviewed by auditor

Elite Certified Standards

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

Aluminum Training Requirements

Criteria	Measurement/Notes	Audit Observations
A minimum of 1 Technician with valid MB ID has valid ISO 9606-2 Welding Certification	MBUSA to provide list of certified welders and their current status	Confirm facility has Mercedes-Benz certified welder on staff Each Elite Certified Collision Center must have a 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 Center

Commercial Vehicle Certified Standards

All Certified Commercial Vehicles Centers must already be a Certified or an Elite Certified Collision Center. Commercial Vehicle 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 in Houston within a year of certification to the MBCVCCP	Confirm with MB Training Department that a technician has attended a Sprinter/Metris hands on course in Houston

Infrastructure

Criteria	Measurement/Notes	Audit Observations
Spray booth must be a downdraft or a low bake cabin with a minimum of 12ft interior clearance	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 document with photo
Heavy Duty Two Post Lift	Two Post lift must be rated to hold up to 15,000lbs. Must be able to accommodate vehicle weight and any additional items left in the van by the customer	Auditor to verify lift rating and document with photo

Vehicle Straightening

Criteria	Measurement/Notes	Audit Observations
Jig Sets and Fixtures	Commercial Vehicle Centers the jig sets and the fixtures for both Sprinter and Metris vehicles	Auditor to verify lift rating and document with photo

Non-Compliance with any of these criteria will lead to the immediate termination of MB Certification Status.

September 2016

