

Mercedes-Benz Certified Collision Center Program Application



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Thank you for your interest in becoming a part of the Mercedes-Benz Certified Collision Program. We are thrilled to have the opportunity to collaborate with your team to uphold the highest standards of customer care and vehicle service. Together, we can ensure that Mercedes-Benz customers continue to receive the exceptional, consistent experience they expect and deserve. **Please read the following instructions before filling out the Mercedes-Benz Certified Collision Program Application.**

Dealership

The Certified Collision Program aims to provide every Mercedes-Benz customer with access to a Certified Collision Center, ensuring comprehensive coverage in all Areas of Influence (AOI). Dealerships are encouraged to sponsor as many collision centers as needed to meet their customers' needs. Eligible collision centers should be located within the sponsoring dealership's sales area or a reasonable distance, as determined by MBUSA. MBUSA will analyze the dealership's AOI and Units in Operation (UIO) and, if applicable, the current number of certified centers to determine approval.

Thank you for participating in our Certified Collision Program. Please complete the following sections:

- **Review Submission Guidelines (last page)**
- **Fill out dealership information**
- **Acknowledge the "Certified Collision Repair Program Participation Agreement" in NetStar**

Collision Center

We're excited to guide you through the application process! Please complete the following sections:

- **Review all program materials Including Program Standards, Tools & Equipment requirements, and program fees [MB Collision Program Materials](#)**
- **Review Submission Guidelines (last page)**
- **Set up your facility on our ISP Portal at [MBUSA ISP Portal](#)- Click on "New User" and follow prompts. Note: "Organization type" should be "Independent Workshop".**
- **Fully complete the application- Sponsored facilities should include their Shop ID obtained from the ISP Portal**

Please be aware that a Dealer-Owned facility operates as an extension of the Mercedes-Benz dealership.

Once you've completed these sections, kindly email your application to your sponsoring dealership for their signatures. We're here to support you every step of the way!



Certification Stages and Fees

	Dealer-Owned	Dealer-Sponsored	
BASE	Initial Certification:	No Cost	\$7,000
	Recertification:	No Cost	\$6,000
ELITE	Initial Certification:	\$14,000	\$18,000
	Recertification:	\$12,000	\$15,000
VANS	Initial Certification:	No Cost	Add on \$3,000 Vans Only \$7,000
	Recertification:	No Cost	Add on \$3,000 Vans Only \$6,000
Electric	Initial Certification:	Included in Elite Certification	Included in Elite Certification
	Recertification:	Included in Elite Certification	Included in Elite Certification

BASE

Authorized to perform collision repair to all Mercedes-Benz vehicles except for aluminum structural repairs.

ELITE

Authorized to perform collision repair to all Mercedes-Benz vehicles including aluminum structural repairs. Must have at least one Mercedes-Benz Certified aluminum welding technician on staff.

MB Electric

Authorized to perform collision repair work on all Mercedes-Benz Electric vehicles. Facility must be Elite certified and have minimum of 1 Mercedes-Benz trained Battery Specialist to become an MBE facility.

VANS

Authorized to perform structural and cosmetic repair on the Sprinter and Metris vehicles.



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We are delighted to invite you to join the Mercedes-Benz Certified Collision Program. Your partnership is important to us, and we look forward to working together to deliver the highest standards of quality and service.

Please select one of the following options to get started:

- Mercedes-Benz Dealer-Owned Collision Center (operating as part of the Mercedes-Benz Dealership)
- Mercedes-Benz Dealer-Sponsored Independent Collision Center

Please select one of the following certification levels you would like to apply for:

- Base Certified Collision Program
- Elite Certified Collision Program (Aluminum Structural Certification)
- Vans Only Certified Collision Program

Please select one or more add on certifications:

- Mercedes-Benz Electric Certified Collision Program (please note, only available as an add-on to Elite)
- Vans Certified Collision Program (as add on to a BASE and ELITE certification)
- None at this time- Note: You may add these electives at a later date

Please ensure the application is complete and all parties have acknowledged the application before submitting it to MBUSA.

Once your applications is received, the MBUSA Collision Team will review it to ensure there are no issues or concerns. Once approved, you will receive a "Preliminary Approval" email that will include next steps. For any questions reach out to us at mbcollision@mbusa.com – we're here to help and excited to support you on this journey!



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Collision Center Information

Facility Name: _____

Address: _____

City/State/Zip Code: _____

If Available, ISP Portal ID#: _____

Collision Center Manager (print): _____

E-Mail: _____

Collision Center Phone Number: _____

Date: _____

Collision Center Manager Signature: _____

Dealership Information

Dealer Name: _____

Address: _____

City/State/Zip Code: _____

Dealer Contact Name (print): _____

E-Mail: _____

Phone Number: _____

Date: _____

Dealer Signature: _____

Mercedes-Benz USA Information

Market: _____ Dealer Code: _____

AOM Print Name: _____

AOM Signature: _____

ASPM Print Name: _____

ASPM Signature: _____



Submission Guidelines

Please ensure that all required information is complete and that all necessary signatures are obtained before submitting the application to mbcollision@mbusa.com.

Program Standards and Updates

MBUSA reserves the right to amend or introduce new Standards for the Certified Collision Program at its sole discretion. Any changes will be communicated in advance and incorporated into the next audit as revised Standards, along with a compliance deadline. The Certified Collision Center (MB CCC) is expected to adhere to the updated Standards during the upcoming audit. Failure to meet these Standards may result in deficiencies, which must be addressed in a timely manner in accordance with the established procedures. It is the responsibility of the MB CCC to periodically review the Certified Collision Program (CCP) website for updated documents and materials.

Application Submission Acknowledgment

Submission of this application does not constitute approval. Approval will only be granted in writing by MBUSA after a thorough review of the submitted application materials. By submitting this application, the Dealer acknowledges that participation is entirely voluntary and based on its independent review of the provided materials and business judgment. MBUSA does not guarantee economic outcomes, profitability, or improved customer satisfaction scores as a result of participation in the Certified Collision Program.

Thank you for your diligence and commitment to upholding the high standards of the MB Certified Collision Program.

Program Contacts

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