

Mercedes-Benz Certified Collision Program Application

Thank you for your interest in becoming a part of the Mercedes-Benz Certified Collision Program (CCP). 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 (CCC), ensuring comprehensive coverage in all Primary Market Areas (PMAs). 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 Primary Market Area (PMA) or a Neighboring PMA, as determined by MBUSA. MBUSA will analyze the sponsoring dealership's PMA, business needs that may exist across all PMAs, and the sponsoring dealership's Units in Operation (UIO) and, if applicable, the current number of Certified Collision Centers to determine approval.

Thank you for your interest in participating in our Certified Collision Program. Please complete the following sections of the Mercedes-Benz Certified Collision Program Application (Application):

- **Review Submission Guidelines (attached hereto)**
- **Fill out the Dealership Information page**
- **Circulate and return the Existing Sponsor/Co-Sponsor Dealership Information page (if applicable)**
- **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 the Guidelines (as defined in the Certified Collision Repair Program Participation Agreement), Program Overview, Program Standards, Tools & Equipment List requirements, and program fees [MB Collision Program Materials](#)**
- **Review Submission Guidelines (attached hereto)**
- **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 Mercedes-Benz Certified Collision Program Application – Dealer-Sponsored collision centers must include their Shop ID which can be obtained from the ISP Portal**

Please be aware that a Dealer-Owned Facility operates as an extension of a Mercedes-Benz dealership. Independent Collision Centers where Dealership has an interest in, or shares common ownership or control with the Independent Collision Center seeking qualification as a Certified Collision Center under the Mercedes-Benz Certified Collision Program shall be considered Dealer-Sponsored Independent Collision Centers.

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:	Available as a no-cost optional add-on to ELITE Certification only		Available as a no-cost optional add-on to ELITE Certification only
	Recertification:			

BASE

Facility authorized to perform collision repair work to all Mercedes-Benz passenger car and light truck vehicles except for aluminum structural repairs.

ELITE

Facility authorized to perform collision repair work to all Mercedes-Benz passenger car and light truck vehicles including aluminum structural repairs. Must have at least one (1) Mercedes-Benz Certified aluminum welding technician on staff.

MB Electric

Facility authorized to perform collision repair work on all Mercedes-Benz Electric passenger car and light truck vehicles (as an MBE Facility). Facility must be Elite certified and have minimum of one (1) Mercedes-Benz trained Battery Specialist to become an MBE Facility.

VANS

Facility authorized to perform structural and cosmetic repair on Mercedes-Benz commercial vehicles.



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We are delighted to invite you to join the Mercedes-Benz Certified Collision Program. Your participation 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 a Mercedes-Benz Dealership)
- ☐ Mercedes-Benz Dealer-Sponsored Independent Collision Center (where Sponsoring Dealership has an interest in, or shares common ownership or control with Independent Collision Center)
- ☐ 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 add-on certification choice:

- ☐ Mercedes-Benz Electric Certified Collision Program (only available as a no-cost optional add-on to ELITE certification)
- ☐ Vans Certified Collision Program (available as optional add-on to either BASE or ELITE certification)
- ☐ None*

***Note:** You may choose to add elective add-on certifications at a later date.

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

Once your application 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: _____

Street Address: _____

City/State/Zip Code: _____

ISP Portal ID#, (If available): _____

Collision Center Manager (print): _____

E-Mail: _____

Collision Center Phone Number: _____

Description of Ownership Interests in Collision Center: _____

Collision Center Manager Signature: _____

Date: _____



Mercedes-Benz Certified Collision Program Application

Dealership Information

Dealership Name: _____

Street Address: _____

City/State/Zip Code: _____

Dealership Contact Name (print): _____

E-Mail: _____

Phone Number: _____

Dealership Signature: _____

Date: _____

Dealership Interest Disclosure

Does Dealership own, whether directly or indirectly, any equity, membership, partnership, or other ownership interest in the Collision Center above, or is your Dealership under common ownership or common control with the Collision Center above, including through any parent, holding company, affiliate, or other controlling or interested entity? **[YES/NO]**

If yes, please describe the nature and extent of such ownership or control below:



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Existing Sponsor/Co-Sponsor Dealership Information

Dealership Name: _____

Street Address: _____

City/State/Zip Code: _____

Dealership Contact Name (print): _____

E-Mail: _____

Phone Number: _____

If an Existing Sponsor to this Certified Collision Center, will you, as Existing Sponsor remain as the primary Sponsor of record for this Certified Collision Center?

[YES/NO/NA]

If a Co-Sponsor to this Certified Collision Center, will you, as Co-Sponsor be the primary Sponsor of record for this Certified Collision Center?

[YES/NO/NA]

MBUSA will bill the primary Sponsor for a Facility's Participation Fees in a Parts Statement following MBUSA's determination that a Facility, subject to the Guidelines, the Certified Collision Repair Program Participation Agreement and the terms and conditions of this Application, qualifies for Certified Collision Program.

By its signature below, the undersigned Dealership hereby provides its consent as an Existing Sponsor or Co-Sponsor to this Application and proposed co-sponsorship of the Collision Center.

Existing Sponsor/ Dealership Signature: _____
Co-Sponsor

Date: _____



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FOR INTERNAL MERCEDES-BENZ USA, LLC USE ONLY

Mercedes-Benz USA, LLC Information

Market: _____ Dealer Code: _____

AOM Print Name: _____

AOM Signature: _____

Area Manager (AM) Print Name: _____

Area Manager (AM) Signature: _____



Submission Guidelines

Please ensure that all required information is complete and that all necessary signatures are obtained before submitting the Mercedes-Benz Certified Collision Program Application to mbcollision@mbusa.com.

Program Guidelines and Updates

MBUSA reserves the right to amend or introduce new Guidelines (as defined in the Certified Collision Repair Program Participation Agreement) for the Certified Collision Program at its sole discretion. Any changes will be communicated in advance alongside compliance deadlines. Revised Guidelines, subject to their respective compliance deadlines, will be incorporated into MBUSA's audits of Certified Collision Centers (CCC) under the Certified Collision Program (CCP). The Certified Collision Center (CCC) is expected to adhere to the updated Guidelines during the upcoming audit. Failure to meet these Guidelines may result in deficiencies, which must be addressed in a timely manner in accordance with the established procedures. It is the responsibility of the Certified Collision Center (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, Dealer acknowledges that its participation in the Certified Collision Program (CCP) and the sponsorship of any Facility thereunder is entirely voluntary and based on its independent review of the provided materials, including but not limited to the Guidelines, as may be amended, restated, amended and restated, supplemented or otherwise modified from time to time, and its own business judgment. MBUSA does not guarantee economic outcomes, profitability, or improved customer satisfaction scores as a result of any Dealer or Facility's participation in the Certified Collision Program (CCP) or the sponsorship of any Facility thereunder.

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

Program Contacts

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