



Mercedes-Benz

Service Information

This initial information document is not subject to an update service and therefore must not be archived. The current version can be seen in WIS online after approx. two days and in WIS offline with the update 02/2015

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Group 98

SI98.00-P-0002A

18.12.2014

Please observe modification note

SI98.00-P-0002A	Service Information: Post-repair refinishing	18.12.14
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Modification notes

15.12.14	Document contents updated.		
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To adapt to changes in the market situation and to maintain service and support services, changes have been made in the area of "Post-repair refinishing".

enable universal supply services and customer care for our global service network.

From 01.01.2015 onwards, you will have access to six product lines provided by the certified paint partners, which

Overview:	
Paint supplier:	Product lines:
Axalta Coating Systems	Standox Spies Hecker
BASF Coatings AG	Glasurit R-M
PPG Industries International	PPG Auto Refinish
Akzo Nobel Car Refinishes	Sikkens

Daimler AG recommends the sole use of refinishing paints and paint systems from the product lines listed above. An overview of the product ranges approved by Daimler AG is available in the After Sales Paint Portal. Only the product lines from the approved paint suppliers may be used for warranty and goodwill operations.

The "MPC" and general distributor sales and marketing companies are advised to use national country agreements based on the basic agreements entered into with approved paint suppliers. Existing national agreements with approved paint suppliers remain unaffected. Assistance with any basic questions on national agreements can be provided by the GSP/BPM department at Daimler AG.

The services in the basic agreements are defined and specified along with the approved paint suppliers.

Daimler AG advises integration of these services into the respective national agreements.

Excerpts from the Basic Agreement on Service and Support Services with the paint suppliers:

The paint supplier shall supply the paintshops with the paint materials and paint systems approved by Daimler AG (frequency, delivery dates and so on shall be defined in the national contract).

The paint supplier shall be responsible for compiling and updating the repair guidelines in coordination with the

relevant departments of Daimler AG, and shall supply the workshops in accordance with the detailed agreements in the national contracts.

The paint supplier or a third party commissioned by the paint supplier shall ensure that the repair guidelines contain the very latest technology and accident prevention information by updating them with regular supplements.

The paint supplier shall continuously inform Daimler AG of possibilities for supplying the workshops with products which take into consideration the qualitative, climatic and organizational requirements of the respective country.

The paint supplier shall offer to supply materials and to provide technical support for paint mixing systems, computer scales, color boxes and the required accessories as well as software for a computer-assisted paint management system (PMS) in the workshops. Details shall be specified in the national contract.

The paint supplier shall provide on-site advice and support by means of specialist advisers and applications engineers. The supplier shall furthermore maintain a telephone hotline for questions relating to technical paint and colors. The hotline shall be operated by the supplier or by a third party.

The paint supplier shall on request advise and support the respective workshop in the case of material-related and operational problems as quickly as possible.

In agreement with the MPCs, the paint supplier will provide paint technology training to employees from the workshops in its own training centers or directly on site. The prerequisite for this is that the workshops order materials from the approved product range.

The paint supplier shall advise the workshops on queries regarding environmental protection and work safety, and on legal regulations, in so far as these regulations are relevant to the processing of products from the paint supplier's product range.

The paint supplier shall on request provide the workshops with advice regarding the setting up, equipping and operation of a paintshop.

On request, the paint supplier or a third party commissioned by the paint supplier shall also advise the respective workshops on the processing of vehicles from other manufacturers. The prerequisite for this is that the workshops use products from the paint supplier's product range.

In addition to the product range defined in the contract, the paint supplier shall also announce any new products which

fall under the category "paintshop accessories" and, on request, shall offer them at a fair market price as part of the national product range and according to country-specific agreements.

Warranty and liability

The paint supplier guarantees that the supplied products comply with the Daimler AG technical specifications, particularly with its delivery regulations.

Furthermore, the paint supplier shall also guarantee that its products comply with the country-specific environmental protection and safety specifications.

Furthermore, the paint supplier is liable in the case of justified complaints and product deficiencies, and shall make good any paint damage caused as a result. The paint supplier is permitted, using its own personnel and services, to rectify the paint damage and to minimize any damage caused as a result of this paint damage.

Important note

The excerpts from the Basic Agreement as listed here shall be explicitly regulated in the respective national

agreements, because the national agreements represent the legal basis for cooperation in each of the countries.

In the event of any queries, partners of the paint suppliers can be contacted at the following phone/fax numbers and email addresses:

- **Axalta Coating Systems Germany GmbH (Standox und Spies Hecker)**
Dr. Michael Prescher
International Key Account Manager
Christbusch 25
42285 Wuppertal
Germany
Tel: +49 (0) 202 529-2375
Fax: +49 (0) 202 529-2942
Email: michael.prescher@axaltacs.com
- **BASF Coatings AG (Glasurit and R-M)**
Arjan Klijn
Key Account Manager OEM
Glasuritstrasse 1
48165 Münster
Germany
Tel: +49 (0) 2501 14-3868
Fax: +49 (0) 2501 14-718491

Cell phone: +49 (0) 152 0937 4026

Email: arjan.a.klijn@basf.com

- **PPG Deutschland Sales & Services GmbH (PPG)**
Carsten Seyer
Business Development Manager
Route de Gilly 32
1180 Rolleye
Switzerland
Cell phone: +49 (0) 171 3116394
Email: cseyer@ppg.com

- **Akzo Nobel Coating GmbH (Sikkens)**
Jörg Anders
Global Key Account Manager
Akzo Nobel Vehicle Refinishes
Kruppstraße 30
70469 Stuttgart, Germany

Germany
Cell phone: +49 (0) 173 8852 309
Tel: +49 (0) 711 8951 240
Fax: +49 (0) 711 8951 671
Email: joerg.anders@akzonobel.com

In the event of any queries pertaining to the repair guidelines and the approved repair materials, assistance is available from the following:

Dr. Andreas Rössler (GSP/TPB)
Email: andreas.roessler@daimler.com

Assistance with any basic questions on national agreements is available from the GSP/BPM department at Daimler AG:

Michael Gimpl (GSP/BPM)
Email: michael.gimpl@daimler.com