

Model all (4xWD, CAR, Heavy transporter, Light transporter, smart)

Modification notes

13.07.2022	Email addresses and Internet reference updated.		
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To adapt to changes in the market situation and to maintain servicing and support services, changes have been made in the area of "Refinishing".

Since 01.01.2015 onwards, you have access to six product lines provided by the certified paint partners, which provide universal supply services and customer care for our global service network.

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

Mercedes-Benz AG recommends only using refinishing paints and paint systems from the product lines listed above. An overview of the product ranges approved by Mercedes-Benz 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. The GSP department of Mercedes-Benz AG will support you with any basic questions concerning national agreements. The services in the basic agreements are defined and specified along with the approved paint suppliers. Mercedes-Benz AG recommends also integrating 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 painting materials and paint systems approved by Mercedes-Benz AG (frequency, delivery dates etc. shall be defined in the national agreement).

The paint supplier shall be responsible for creating and updating the repair guidelines in coordination with the relevant Mercedes-Benz AG departments, and shall supply the workshops in accordance with the detailed agreements in the national agreements.

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 continually keep Mercedes-Benz AG updated with regard to possibilities for supplying the workshops with product ranges that 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 precondition for this is that products from the product range are used.

In addition to the product range defined in the contract, the paint supplier shall also announce any new products that 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 shall guarantee that the supplied products comply with the technical specifications of Mercedes-Benz AG, particularly with its delivery instructions.

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 and Spies Hecker)**
Axalta Coating Systems France S.A.S
Jean-Philippe Dufoix
International Key Account Manager
Refinish Systems EMEA
Tel: +33 (0) 130 92 8013
Cell phone: +33 (0) 609 94 3426
Fax: +33 (0) 134 97 8710
Email: jean-philippe.dufoix@axaltacs.com
<https://www.axalta.com>
- **BASF Coatings AG (Glasurit and R-M)**
Mike Hill
Global Key Account Management
BASF Coatings Refinish Europe
Cell phone: +44 (0) 783 66 83 028
Email: mike.hill@basf.com

In the event of any queries pertaining to the repair guidelines and the approved repair materials, assistance is available from the following:
Email: AS-Print-Info@mercedes-benz.com

- **PPG Deutschland Sales & Services GmbH (PPG)**
Carsten Seyer
Business Development Manager
Route de Gilly 32
1180 Rolleye
Switzerland
Cell phone: +49 (0) 171 31 16 394
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

The GSP/BWA department of Mercedes-Benz AG will support you with any basic questions concerning national agreements:
Email: AS-Print-Info@mercedes-benz.com