



Mercedes-Benz

Mercedes-Benz USA, LLC
A Daimler Company

MBUSA Position Statement re Mercedes-Benz Genuine Replacement Parts

From the invention of the crumple zone to countless innovations in occupant protection and accident avoidance, the safety firsts of Mercedes-Benz often set a standard that all automobiles eventually follow. In maintaining the highest standards, MBUSA provides MBUSA-Certified Collision Repair Facilities with critical information pertaining to collision repair/parts replacement on Mercedes-Benz vehicles.

Mercedes-Benz vehicles and Genuine Parts are designed and manufactured to meet production engineered specifications, while maximizing the safety of all occupants in a collision. If a collision repair is necessary, MBUSA strongly recommends that all repairs are performed by a certified technician using only genuine Mercedes-Benz body parts, mechanical components, electrical components, as well as all safety devices such as airbags and seatbelts. The official replacement and repair procedures are available in WIS (Workshop Information System), and are continually updated and specific to each model and repair.

- 1. Aftermarket parts:** Mercedes-Benz does not approve of the use of aftermarket or third-party replacement parts. Mercedes-Benz vehicles are fully tested and certified as an entire assembly. Each part plays a role in the overall operation of the vehicle and is optimized for fit, function, safety, and structural integrity. Aftermarket parts are not subject to the same requirements of entire vehicle operation or function, and may not be manufactured to the same standards or design. This could compromise the overall safety of the vehicle should a future collision occur. In particular, aftermarket parts such as fenders, hoods, bumpers, and doors may not provide proper operation or function of vehicle crumple zones, supplemental restraint sensors (SRS/airbag sensors), or meet federal motor vehicle safety standards for vehicle collisions. Aftermarket parts are not covered under any warranty by Mercedes-Benz, and their use may cause other related components to not be covered under warranty should a failure occur. Genuine Mercedes-Benz replacement parts and accessories installed by certified technicians help preserve the performance and integrity of your vehicle. As well, keeping it genuine with Mercedes-Benz parts will help maintain your vehicle's residual value.



- 2. Salvaged/Recycled components:** Mercedes-Benz does not approve of the use of components removed from a vehicle that was damaged, burned, flooded, scrapped, or involved in a previous collision. Salvaged or recycled parts may have been subjected to crash impact loads, exposure to outside weather, excessive wear, high temperatures, or extreme forces during removal from the donor vehicle. Mercedes-Benz cannot guarantee the safety, quality, compatibility, or durability of recycled parts as there are no standards in place for testing these components. In addition, salvaged components are not traceable should a recall occur in the future.

- 3. Fasteners:** Mercedes-Benz advises the replacement of all associated fasteners during a collision repair. Fasteners that have been worn, broken, or deformed during a collision must be replaced with Genuine Mercedes-Benz replacement parts. Each structural collision repair is developed and tested using Genuine Mercedes-Benz replacement parts - including rivets, screws, bolts, and other fasteners. The integrity of the complete repair cannot be guaranteed with the use of aftermarket, damaged, or broken fasteners.

- 4. Adhesives:** Mercedes-Benz only allows the use of adhesives that are specified in official published repair documents (WIS). Many technological advances have taken place in the field of structural adhesives for use in Mercedes-Benz vehicles. The use of adhesives in automotive repair is specific to each vehicle and location of repair; these repairs have been fully tested using the components, products, and procedures specified in WIS. The use of other adhesive products not designed for the repair may compromise the safety and durability of the entire vehicle.