



Mercedes-Benz

Mercedes-Benz USA, LLC
A Daimler Company

Dear Amato's Body Shop,

We wanted to take a moment to thank you for attending our Annual Certified Collision Program Meeting during the 2011 SEMA show in Las Vegas.

It was great to have the opportunity to meet with our valued Certified Collision Center partners. We appreciated having the time to review the state of the business, as well as provide you with information updates that support your work.

We said it during the meeting, and would like to reiterate: When you're part of the Mercedes-Benz team as a Certified Collision Repair professional, you're part of a 125-year heritage, dedicated to delivering the best or nothing. By keeping it Genuine, and keeping it a Mercedes-Benz, you assure our customers always receive the highest level of service excellence. That's the way to continually improve customer satisfaction and grow your business.

As a token of our appreciation, please find enclosed your personal copy of our latest Mercedes-Benz Certified Collision Program poster.

Thank you again for your time and commitment, and best wishes for a prosperous and successful year ahead.

Willi Goossen
General Manager
After-Sales Business Development

Turan Coratekin
Department Manager
Parts and Service Sales