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**SUBJECT: All Models up to Model Year 2005  
Approved Paintless Dent Repair (PDR)**

Dent Wizard International, is approved and used by DCAG for their paintless dent repair (PDR) needs. This same company is now recommended by MBUSA for your PDR needs. Dent Wizard offers several dealer programs, one or more should be beneficial for your service customers as well as your pre-owned inventory. The following guidelines need to be considered to determine if PDR is possible.

1. The paint must not be broken
2. The damaged area must not be larger than 12" in length
3. The damaged area should not be closer than 2" from the edge of the panel

Dent Wizard has developed and published vehicle schematics which outline PDR accessibility for all current Mercedes-Benz models and are available to their employee technicians. Additionally, their policy does not allow holes to be drilled for tool access to the damaged area. This ensures corrosion will never be an issue.

** Note: This Dent Repair cannot be claimed under warranty.**

For additional information, please refer to Dent Wizard's brochure below.

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.



Paintless Dent Removal (PDR) is a process that reforms metal back to its original condition without affecting the paint finish. Dent Wizard International Corporation is an approved provider of PDR services to Mercedes-Benz USA, LLC.

Dent Wizard has been an innovative leader in the PDR industry since 1983. Owned by Cox Enterprises, Dent Wizard is the world's largest PDR company with operations throughout the United States, Canada and Europe. All Dent Wizard repairs come with a limited lifetime warranty and a 100% satisfaction guarantee.

Committed to quality and safety, Dent Wizard works directly with MBUSA to refine paintless dent removal guidelines, capabilities and standards. As a result, Dent Wizard technicians are capable of repairing extensive damage such as creases, protrusions and larger dents - even on bodylines and difficult access areas.

The enclosed attachment outlines the recommended guidelines for PDR repairs on Mercedes-Benz vehicles approved by MBUSA and a listing of Dent Wizard Programs available to Mercedes-Benz dealers.

For more information and local service contact Dent Wizard at 1-800-DENT-WIZ (800-336-8949) or visit their website at [www.dentwizard.com](http://www.dentwizard.com). Email inquiries can also be made to [inquiries@dentwizard.com](mailto:inquiries@dentwizard.com).

## DENT WIZARD

### PAINTLESS DENT REMOVAL



## Dent Wizard PDR Process

Dent Wizard's proprietary PDR process uses specially designed tools to massage the metal back to its original shape. No sanding, filler or repainting is necessary; the original factory paint finish remains intact.

Working directly with MBUSA, Dent Wizard has developed and published vehicle schematics which outline PDR accessibility. As a result, Dent Wizard technicians are knowledgeable about the specific features and accessories on every Mercedes-Benz model. This advanced knowledge ensures that no feature is compromised.

The schematic publication also assists Mercedes-Benz dealer staff in determining PDR accessibility and capabilities. Location, depth and size of damage determine whether or not a vehicle is PDR eligible.

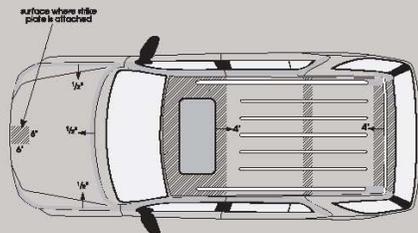
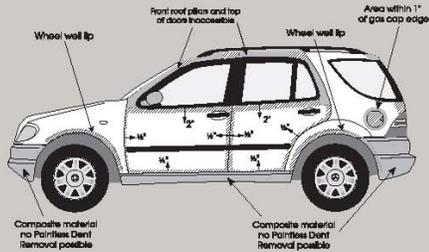
The following guidelines are to be used by inspection personnel for Paintless Dent Removal:

- Only consider damaged areas where the paint is NOT BROKEN.
- No hole drilling will be permitted in the PDR process.
- Damage UP TO 12" may be considered, depending on location and accessibility.
- Damage within 2" from the edge of a panel may be considered, depending on accessibility.
- Dents from the reverse (protrusions) may be considered.

"Damage" refers to imperfections including, but not limited to: dents, dings, creases, protrusions, ovals and hail damage.

## DENT WIZARD

### PAINTLESS DENT REMOVAL



## Dent Wizard Dealer Programs

## DENT WIZARD

Dent Wizard also provides programs designed to help Mercedes-Benz dealers increase profits and

## PAINTLESS DENT REMOVAL

CSI. High quality repairs combined with innovative new products make Dent Wizard a preferred PDR provider to Mercedes-Benz dealerships.

### Reconditioning

Participating Mercedes-Benz dealers receive regular inventory inspections by a Dent Wizard technician. All approved damage is repaired, helping dealers keep their inventory in showroom condition.

### Certified Pre-Owned & Ding-Free

Mercedes-Benz Pre Owned vehicles remain in optimal condition with Dent Wizard's Certified Pre-Owned Program. Once certified, Dent Wizard guarantees the vehicle will remain ding free until sold. In addition, the retail buyer receives their 1st ding removal for free .

### Service Drive Program

Dent Wizard's Service Drive Program enables top performing, high volume dealers the opportunity to generate tens of thousands of dollars in incremental annual service profits. The programs offer a risk-free opportunity for dealers to increase their service revenue and CSI.

### Ding Shield

Ding Shield is a PDR service plan sold through the F & I department. Dealers control the profit level by setting the sale price based upon the term of plan sold (36, 48 or 60 months). Each Ding Shield Service Plan is independently underwritten and insured with a performance-backed guarantee.

### Hail Catastrophe

Dent Wizard International is the only PDR company with the resources and experience needed to meet the demand after a major hail storm. By focusing solely on hail repairs, Dent Wizard's highly skilled hail technicians are top of the line catastrophe specialists. This allows Dent Wizard's local market team to continue supplying regularly scheduled service without interruption.

For more information about these programs, please contact your Dent Wizard sales representative, email [inquiries@dentwizard.com](mailto:inquiries@dentwizard.com) or call 1-800-DENT-WIZ.