

## **Market rollout A-Class | Quality@Outbound Supply Chain**

Dear Ladies and Gentlemen, dear Partners and Service Providers,

We are pleased to inform you that we have started to deliver the new A-Class (BR177) from plant Rastatt (W054) to our customers in various target markets in cooperation with you since March 7th 2018. Delivery from plant Kecskemet (W371) soon to follow.

In order to ensure consistent quality in the supply chain across all process partners and relations, and at the same time to achieve maximum customer satisfaction, we'd like to inform you with this letter - and the corresponding appendices - about all relevant facts regarding the handling of these vehicles.

### **#Loading**

In particular, we compiled a loading information and a loading video with all relevant details about the loading and unloading process of the vehicles. In this context, we ask you to pass on the information and notes listed here to all employees concerned and to ensure consistent knowledge of the contents conveyed herein. The information can be downloaded on our Central Platform.

### **#Q.DOME**

Quality monitoring with Q.DOME will be a central component of the market launch of the new A-Class (W177). In this context, we expect you to use Q.DOME as a central platform for damage documentation within the outbound supply chain. When taking over new vehicles, the takeover control is an essential process step based on the Operations Manual and international legal standards. In the event of damage the documentation of all relevant details within Q.DOME is mandatory and releases you against any recourse claims that may arise in compliance with the applicable legal restrictions.

Please find the communication paper of Q.DOME on our Central Platform, additionally the user manuals can be downloaded directly within the Q.DOME system

The provided information should allow you and your organization to use Q.DOME immediately. If you have any further questions about Q.DOME, please contact the Q.DOME project team via e-mail (qdome@daimler.info) or the support function within the system.

We would like to thank you in advance for your active cooperation during the market launch of our new member in the "Star Family". Your support is a key success factor for sustainable and high quality standards within the outbound supply chain.

Should you have any questions, please do not hesitate to contact us.

Dr. Monica Schmickler & Christopher David Menk

Transportation Strategy, Innovation & Quality (SC/WTS)

Daimler AG

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Vorsitzender des Aufsichtsrats/Chairman of the Supervisory Board: Manfred Bischoff

Vorstand/Board of Management: Dieter Zetsche, Vorsitzender/Chairman, Martin Daum, Renata Jungo Brüngger, Ola Källenius, Wilfried Porth, Britta Seeger, Hubertus Troska, Bodo Uebber