

## #INCENTIVE@A-CLASS

Dear Sir and Madame, dear Partner & LSP,

we would hereby like to inform you that we are actively supporting the market launch of the new A-Class (BR 177) with logistical and communication measures to ensure a high degree of quality within our "Outbound Supply Chain". Among others, we therefore support your drivers with our loading services in the corresponding production plants and monitor the outbound quality with our claim management system Q.DOME.

In addition, we also like to assist our partners and LSP's - especially during the market launch phase - to establish and maintain a high level of service and quality within the outbound supply chain and have therefore defined the following actions:

### **#1 Incentive@W177**

In order to involve the drivers actively and motivate them throughout the market launch phase, we have decided to reward damage free loadings of the A-Class.

Beginning from a defined starting point until **31/05/2018 (prolongation possible)**, the damage free handling of the vehicles will be rewarded with a separate bonus of 10 EUR per non-damaged vehicle transportation - this regulation shall be valid for all truck transports (W177) within Europe and be applied, if all A-Class vehicles on the truck are being handled (loading/unloading/transport) damage free.

The therefore defined base is the shipment stage the driver/LSP is responsible for.

Furthermore, this regulation shall also be applied for already damaged vehicles in case where a damage free handling within the following transport stages can be verified. In case one of the vehicles is being damaged within the corresponding shipment stage, the bonus is no longer intended to be disbursed.

You will receive further information regarding the framework conditions, premises, as well as start-/end time of the rewarding within the next few days.

## **#2 Waiver of recourse@W177**

Furthermore, we hereby like to inform you, that we temporarily refrain from carrying our recourses in the event of transport damage in the area of the underbody, the bumper and the sill of the A-Class.

### **01/04/2018 - 01/08/2018 (the time of occurrence of the damage is decisive)**

This does not apply to transport damage caused by negligent or intentional conduct on the part of the carrier. The existing transport law/contractual framework conditions remain in full force and effect. All transport damages that occur must be documented in Q.DOME - irrespective of the subsequent execution of the recourse.

We thank you for your active participation.

If you have any further questions or comments, please contact [monica.schmickler@daimler.com](mailto:monica.schmickler@daimler.com).

Best regards

Dr. Monica Schmickler & Stefan Heimes

Transportation Strategy, Innovation & Quality (SC/WTS)

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