

CERTIFICATE

Complaints management process as per
ISO 10002:2014

In accordance with the procedures of TÜV Teknik Kontrol ve Belgelendirme A.Ş., it is hereby certified that



Mercedes-Benz

Mercedes Benz Otomotiv Ticaret ve Hizmetler A.Ş.
Mercedes-Benz Otomobil ve Hafif Ticari Araçlar Grubu
Akçaburgaz Mah., Süleyman Şah Cad., No 6/1, Esenyurt,
TR-34522 İstanbul,
Turkey

applies a customer complaints management process in line with the above standard within the quality management system for the following scope

Marketing, sales, and customer services for Mercedes-Benz Passenger Cars and Vans Turkey.

Foreign trade, customs clearance, management and administrative organizational activities of passenger cars and vans and spare parts, productive and non-productive parts of these vehic

Certificate Registration No 8000115
Audit Report No TR 18

Valid from 2018-06-10
Valid until 2021-06-09

Certification Body
at TÜV Teknik Kontrol ve Belgelendirme A.Ş.

Istanbul, 2020-01-02

The certificate remains valid until the above stated date if and only if there is an uninterrupted compliance with the requirements of the standard and certification contract



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