



Mercedes-Benz

Macarthur Automotive

Authorised Mercedes-Benz  
Sales, Service & Parts

A division of  
Peter Warren Automotive Pty Ltd  
ABN 67 000 293 621

To whom it may concern

I have been a business partner of City Motor Transport (CMT) for 15 years and has been an extremely successful partnership throughout this time.

As CMT have grown to a national company, their fleet has expanded to include Audi, Mini and BMW as well. To date they have bought in excess of 300 Mercedes-Benz and countless BMW, Audi and Mini's.

Whilst CMT has a close working relationship with many panel shops around Australia, their key partners on this side of the business, are the factory authorised panel shops. By referring my customers back to factory panel shops, CMT and myself can ensure the work will be carried out to factory specifications, treated professionally and importantly, genuine parts will be fitted to the vehicles.

I have received nothing but positive feedback from my customers who have had to use the services of CMT and in some circumstances have even led to customers upgrading to the vehicle they were lent. However the process has always relied on customers being referred to CMT when contacting the selling dealer or panel shop after an accident. The customer first has to go through the trauma of dealing with all the mess that goes with being involved in an accident by themselves. This is why CMT have introduced the accident App, where they simply ring CMT and they walk them through everything:

- Contacting relatives to advise them of the incident, especially beneficial for young drivers who panic and can have their parents notified.
- Organising tow truck to tow it to a factory panel shop.
- Notifying factory panel shops.
- Contacting police if required.
- Advising of what information to give other party.
- Advising what information to collect from other party.

This App has literally taken away the most stressful part of being in an accident and holds the customer's hand through the whole process. We are in the process of getting our entire customer base to download the App as it is a fantastic "value add" service we can offer all our customers. I would highly recommend this to anyone with a smart phone.

I wish Angela and CMT every success with this revolutionary idea.

Kindest Regards

Daniel Waterfield  
Dealer Principal  
Macarthur Mercedes-Benz



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