

DIMO 800 Assures 'Star' Class Expert Care For Mercedes-Benz Patrons



Ashley Giles during an inspection of a Mercedes-Benz car with staff at the service center.

The only Authorized General Distributor for Mercedes-Benz in Sri Lanka, Diesel & Motor Engineering's DIMO 800 is providing state-of-the-art Mercedes-Benz servicing facilities on par with international standards. DIMO also engages in initiating a host of events aimed at enlightening their staff and customers on aspects of mechanical and technical knowledge. The Flying Doctor Technical Inspection Program is one such annual campaign, which was held this year, which saw the participation of Mercedes-Benz owners in the country. Ashley Giles, Mercedes-Benz Flying Doctor for South East Asia and South Pacific Markets, was in the country to offer his support and advice at DIMO 800. Giles stated, "DIMO has put so much effort into looking after their customers not just through sales but also in terms of handling the after sales process, customer services and many other such facets. All these things come together to give customers the best support possible." "DIMO accommodates expertly-trained staff who also regularly receive training from Daimler AG and have the best technicians and technical staff, likely in the world," Giles acknowledged. Mercedes-Benz vehicles involve a range of technical entities in them that require specialized knowledge, expertise and the finest care from Daimler AG. Giles added that cars have become quite complex these days and a lot of the complexity revolves around the software. "Software has become a very important part of how

our vehicles operate now and Daimler AG regularly brings out systematic software updates throughout the vehicle's lifespan. Only Daimler AG authorized service centers such as DIMO can offer these software updates and they are the only people capable of carrying out complex diagnosis on Mercedes-Benz vehicles," he added. Another special factor that comes into place is the 'Star' status maintained by the DIMO workshop, indicating their ability to ensure a vehicle's resale value. Having the car looked after by the authorized service center denotes quality aftercare, where a service record of the vehicle is maintained throughout its life. This is a very important document to ensure that the vehicle's resale value is kept on a higher level.