DIMO Launches Â€ŒMy Mercedes-Benz. My Service.Â€Â

As part of its continued commitment to customer satisfaction, the Authorised Distributor for Mercedes-Benz in Sri Lanka – DIMO launched “My Service”, the latest after-sales brand appearance from Daimler AG under “My Mercedes-Benz. My Service” theme further strengthening their core competence – After Sales in Sri Lanka.

“As the Mercedes-Benz representative in Sri Lanka for the last seven decades, we work continually to improve our service levels, and want to offer our customers the kind of service that more often surpasses their individual needs,” says Ranjith Pandithage, Chairman of DIMO.

The new programme’s name itself highlights the connection between individual

requirements and the appropriate Mercedes-Benz-service offering. “When it comes to Mercedes-Benz, service quality and customer satisfaction are a top priority, and everything else comes second,” says Tharanga Gunawardena, General Manager Mercedes-Benz Passenger Vehicles Service. “That’s why we want to raise the bar in service performance. We have been and strive to be the trailblazer, providing unmatched after sales services in the country.” According to Tharanga Gunawardena, under “My Service” after sales theme, their dedicated service team will make further efforts to advise personally and offer individualised solutions to customers even long after the vehicles are purchased, and treat in a manner that always fits customer needs. He further stated that “No one else knows about Mercedes-Benz than DIMO. No matter the case, we will give the right service for each car supporting longstanding owners driving Mercedes-Benz for many generations.”