

**FOR IMMEDIATE RELEASE**

## **CYCLE & CARRIAGE BINTANG BECOMES THE LARGEST NETWORK OF DAIMLER AG CERTIFIED ‘CENTRE OF COMPETENCE’**

- *Northern, Southern and Klang Valley Body and Paint Collision Repair Facilities Extensively Upgraded.*
- *Supported by Specialised Technical Training and Service Process Enhancement.*

**Petaling Jaya, 4 January 2018** – Cycle & Carriage Bintang Berhad (Cycle & Carriage Bintang) has the largest network for certified body and paint collision repair facilities in Malaysia following Daimler AG’s certification of the Cycle & Carriage Johor Bahru, Bukit Tengah and Batu Caves facilities as official Mercedes-Benz Body and Paint Centres. Cycle & Carriage Bintang’s customers in the Northern and Southern region as well as the Klang Valley can now enjoy peace of mind and confidence when restoring their Mercedes-Benz vehicles.

“In everything we do, we have our customers in mind at all times. The ‘Centre of Competence’ certification is an assurance that all Cycle & Carriage body and paint repairs are carried out according to the stringent global specifications set by Mercedes-Benz. Having three of our body and paint facilities awarded the certification is an impressive achievement. It reflects the quality of our after-sales teams who deliver our signature first class service to customers every step of the way,” said Cycle & Carriage Bintang CEO, Wilfrid Foo.

In early 2017, Cycle & Carriage’s Johor Bahru and Bukit Tengah service centres underwent an extensive facility and equipment upgrading process. In tandem with this, employees received specialised technical training and service process enhancement. Following which, both outlets were audited in the same year as part of the certification process, and were awarded the ‘Centre of Competence’ certification by Daimler AG. The Johor Bahru service centre spans over 32,000 sq ft and is equipped with 14 body and paint work bays, while Bukit Tengah is over 14,000 sq ft with five body and paint work bays.

Cycle & Carriage Bintang Batu Caves, the centralised body and paint collision repair centre for the Klang Valley, was first awarded the certification by Daimler AG in 2012. As part of the certification process, a re-audit was scheduled in November 2017. The Batu Caves Service Centre achieved the perfect score of 100 percent and is now recognised by Daimler AG as one of the highest-ranking centres for collision repairs in the world. Spanning over 45,000 sq ft with 22 body and paint work bays, the facility has the capacity to service 130 vehicles every month.

“Cycle & Carriage Bintang employees are technical experts trained by Daimler AG to ensure every Mercedes-Benz vehicle we receive is restored to its original specifications. We have invested in our facilities and people to ensure we are well equipped and skilled, according to global standards, to provide our customers peace of mind. We go the extra mile to further enforce this confidence by offering Cycle & Carriage Bintang customers a two-year repair warranty,” explained Foo.

The certification process entails a stringent evaluation on a workshop’s equipment for both body repair and paint areas, auxiliary material, repair process and administration practices. Every



highly skilled employee undergoes rigorous and comprehensive training programmes at the Mercedes-Benz Malaysia Training Academy, a purpose-built training facility that up-skills and keeps Cycle & Carriage employees up-to-date with the latest automotive innovations and technologies.

Cycle & Carriage Bintang is the largest, most experienced and preferred Mercedes-Benz dealership in Malaysia. Its network comprises 12 Autohauses nationwide which includes 10 After-Sales Autohauses across Malaysia. In 2016, Cycle & Carriage Bintang was awarded all top three spots in the Mercedes-Benz Malaysia Service Excellence Award in South East Asia for demonstrating strong aftersales standards. More recently, Cycle & Carriage Bintang received the highest Mercedes-Benz Malaysia Customer Satisfaction Index (CSI) rating for after sales for the second half of 2017 in Malaysia, with Cycle & Carriage Bintang (Northern) Sdn Bhd Bukit Tengah announced as the Champion in the competitor benchmark study.

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#### **About Cycle & Carriage Bintang Berhad**

Listed on Bursa Malaysia, Cycle & Carriage Bintang Berhad is the largest dealer of Mercedes-Benz motor vehicles in Malaysia. Operating 12 outlets across the country, it provides high quality retail and after-sales service. Cycle & Carriage Bintang is a member of the Jardine Cycle & Carriage Group. Cycle & Carriage Bintang has a 49% strategic interest in Mercedes-Benz Malaysia Sdn Bhd.

#### **About Jardine Cycle & Carriage ("JC&C")**

A long-term shareholder of market-leading businesses, Jardine Cycle & Carriage ("JC&C") is a leading Singapore-listed company and a member of the Jardine Matheson Group. JC&C has a strategic interest in Astra International, an Indonesian conglomerate and the largest independent automotive group in Southeast Asia. JC&C also has a strong regional automotive presence through Direct Motor Interests operating in Singapore, Malaysia and Myanmar under the Cycle & Carriage banner, as well as through Tunas Ridean in Indonesia and Truong Hai Auto Corporation in Vietnam. Further diversifying its businesses are Other Strategic Interests in Siam City Cement, Refrigeration Electrical Engineering Corporation and Vinamilk, market leaders in which JC&C gains exposure to key Southeast Asian economies by supporting the long-term growth of these companies. Together with its subsidiaries and associates, JC&C employs over 240,000 people across Indonesia, Singapore, Malaysia, Myanmar, Thailand and Vietnam.