



FOR IMMEDIATE RELEASE

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NEWS RELEASE

CARSTAR, Berlin Named 2010 AutocheX Premier Achiever for Excellence in Customer Service and Satisfaction

Berlin, Conn. – CARSTAR, Berlin was recognized as a 2010 AutocheX™ Premier Achiever for outstanding customer service and satisfaction at the ninth annual AutocheX Premier Achiever Awards ceremony in Las Vegas.

The Premier Achiever Award honors collision repair facilities that demonstrate their commitment to customer service as reflected by their extremely high customer satisfaction scores. Based on the hundreds of thousands of customer satisfaction surveys AutocheX performed throughout 2010, CARSTAR Berlin has been recognized as one of the top-performing collision repair facilities in North America for customer service and satisfaction.

“We are extremely proud of CARSTAR Berlin, and all the 2010 Premier Achiever Award Winners. They are clearly committed to providing the best possible vehicle repair experience for their customers. Their hard work and dedication have resulted in truly impressive levels of customer satisfaction and loyalty-deserving of special recognition,” said Jason Bertellotti, Vice President of Mitchell Repair Solutions.

The class of 2010 Premier Achievers includes top-performing collision repair facilities of all sizes, from small, family-run business to large consolidators, and represents 37 states across the U.S., as well as British Columbia, Canada. In an industry of nearly 50,000 collision repair shops in North America, CARSTAR Berlin is one of fewer than 500 Premier Achiever winners in 2010 – placing the shop in highly exclusive company.

AutocheX, a division of Mitchell International®, is a leading provider of customer satisfaction measurement and customer experience management solutions to the collision repair industry. AutocheX and the participating insurance companies present the Premier Achiever Awards each year as a way of honoring collision repair facilities that have proven their devotion to quality, service and customer satisfaction.

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*Headquartered in Overland Park, Kansas, **CARSTAR** is the largest group of auto body repair shops in North America. The privately held company currently has approximately 264 locations in the United States. The Kansas City based franchise company is known for its “Relax...We'll Take It From Here” philosophy whereby customers literally don't have to lift a finger after getting in an accident. **CARSTAR** takes care of everything from the tow truck, to the rental car, to the insurance company with one phone call to 1-800-CARSTAR.*

