

**MBUSA
DVUSA
Theft-
Relevant
Parts Policy**

April 15

2020

Issued by the Dealer Assistance Center

MBUSA Theft-Relevant Parts Policy

Issued Date: January 30, 2015

Policy Profile	
Short Title	Theft-Relevant Parts (TRP) Policy
Policy Number	TRP Policy dated April 15, 2020
Purpose of Policy/Summary	This policy defines the process required for acquiring parts identified as parts that may be required to steal a vehicle and/or to give a vehicle a new identity.
Scope of Application	This policy applies to all MBUSA and DVUSA Authorized Dealers.
Explanation on Scope of Application	Dealers are required to provide verified documentation before fulfillment of an order identified as TRP.
Period of Validity of this Version	January 30, 2015 – December 31, 2024
Last Revision of this Version	March 2, 2020
Approval	Turan Coratekin
Topic	Compliance
Policy Owner	Kevin Harty, DM – Dealer Assistance Center
Contact Person	Michael Spadaccini, Supervisor – Parts Technical
Documentation	Published on NetStar and PAC websites
Documents	TRP Order Form (MBUSA-137754962792) VSP TRP Certification Form Star Bulletin S-B-80.57/62H, (April 9, 2019): <i>Ordering a Programmed DAS4 Key when no Keys are present</i>
Further Applicable Regulations	
Changes to Previous Version	Minor typographical errors corrected. Repair Order requirement removed from section 3A

MBUSA Theft-Relevant Parts Policy

Issued Date: January 30, 2015

Applies to: MBUSA Dealers	Issued by: Dealer Assistance Center
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1. Definitions

A. Theft-Relevant Parts (TRP)

TRPs are parts that may be required to steal a vehicle and/or to give a vehicle a new identity (see list of TRPs below for definition). The components listed below (series production parts and spare parts) retain their TRP status permanently. Only the current DAS designations are listed in the following listing. Regardless of what the list contains, all parts marked with the TRP and Theft-Relevant Information (TRI) identifiers in the documentation systems and Paragon, in compliance with the procedural instructions shall be considered theft-relevant.

- Electronic vehicle key
- Electronic steering lock (ELV, ESL, ESCL)
- Electronic ignition switch (EVS/EIS) and workshop key for personalization
- Electronic ignition switch with integrated central gateway (EVS/ZGW, EIS/CGW)
- Electronic selector lever module (EWM/ESM)
- Vehicle-related plates, identification plate, production plate, visible VIN plate, including base material
- Transmission control unit (VGS, TCM)
- Direct shift module (DSM, ISM)
- Bodies and body sections/parts for placement of the vehicle identification number
- Engine control unit (MSG, MCM)
- Power electronics for electric drive with DAS (TUBE)
- Hybrid and e-drive control unit (EMx, ME2)
- Belt-driven or integrated starter-alternator (RSG, ISG) for DAS4
- Locking sets and mechanical keys

B. Theft-Relevant Information (TRI)

TRI is information that may be required to steal a vehicle and/or to give a vehicle a new identity (see list of TRI below for definition). It includes the following:

- Locking data record
- Initialization data
- Personalization data
- Disable/enable information

2. Theft-Relevant Parts Documentation and Record Keeping

It is the dealer's responsibility to verify the required documentation before accepting any order for, or delivering, a TRP. This precaution is necessary to safeguard our customers' valuable properties and minimize your liability exposure. Failure to adhere to these requirements can expose you, your employees and your dealership to criminal or civil liability in cases of theft or fraud. For these reasons, it is absolutely essential that all personnel adhere to the following documentation process.

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2. Theft-Relevant Parts Documentation and Record Keeping (continued)

Theft-Relevant Parts may only be ordered by the vehicle owner, or his/her authorized representative, or authorized Mercedes-Benz or Freightliner dealerships completing a vehicle repair.

TRP orders for any vehicle not physically located within the USA cannot be accepted. Instead, customers must be referred to the Mercedes-Benz or other Daimler-related service organization in the country where the vehicle is located.

For vehicles which were not originally distributed or sold by Mercedes-Benz USA, LLC ("MBUSA") or Daimler Vans USA, LLC ("DVUSA"), but reside in the USA, additional documentation requirements may apply when placing orders for TRPs (and any other spare parts) for these non-USA vehicles. All TRP transactions must be documented on the TRP form along with the necessary supporting documentation.

A. TRP Documentation for the Vehicle Owner

When an order for a TRP is placed by the vehicle owner, the following documents must be presented:

- Proof of ownership: The original of the vehicle registration, title, or any ownership document which would be accepted by a Dept. of Motor Vehicles to issue a title. (Copy and retain on file).
- Proof of Identity: The original of the vehicle owner's government issued driver/operator license or passport. (Write details on TRP form. Do not copy or retain document).

B. TRP documentation for the Authorized Representative of the Vehicle Owner

When an order for a TRP is placed by an authorized representative of the vehicle owner, the following documents must be presented:

- Proof of ownership: The original of the vehicle registration, title or any ownership document, which would be accepted by a state motor vehicle agency to issue a title. (Copy and retain on file).
- Proof of Representative's identity: The original of the authorized representative's government issued driver/operator license with photo or passport. (Write details on TRP form. Do not copy or retain document).
- Authorization: An original document authorizing the representative to act on behalf of the vehicle owner. (Retain original in vehicle file).
- Proof of Owner's identity: Original or photocopy of the vehicle owner's government issued driver/operator license with photo or passport. (Write details on TRP form. Do not copy or retain document).

An authorized representative may be:

1. A private citizen or family member acting on behalf of the owner
2. Independent workshop acting on behalf of their customer
3. An employee acting on behalf of their employer
4. A government official acting on behalf of their agency or department
5. An association member acting on behalf of their association

An authorization letter must come from someone authorized by the company, agency or association to act on its behalf, and include a copy of the authorizer's personal identification.

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2. Theft-Relevant Parts Documentation and Record Keeping (continued)

C. TRP Documentation for Dealership Employees

When an order for a TRP is placed by a dealership employee for the purpose of repairing a dealer owned vehicle presented for service, or completing the key set for unsold vehicles (new or used), the following documentation must be presented:

- A valid Repair Order authorized by the dealer General Manager or Sales Manager, with the TRP clearly noted.
- A legibly completed TRP form signed by the requesting employee and delivering employee.
- Personal identification of dealer employees does not need to be presented.

D. TRP Documentation for Vehicle Security Professionals (VSPs) participating in the NASTF Secure Data Release Model (SDRM) Registry

When an order for a TRP is placed by a VSP, the following documentation must be presented:

- TRP Authorization: Email authorization document that is received by the Dealer after the request is submitted through the MBUSA TRP Ordering web page (at www.startekinfo.com). (Retain printout in vehicle file)
- VSP Authorization: VSP Registry Positive ID Authorization Form D-1. (Transfer owner details from D-1 onto TRP form, retain D-1 printout in vehicle file). Acts as an Authorization letter and Owner identification. A completed sample form is shown in Annex 4.
- Proof of ownership: Copy of the vehicle registration, title, or any ownership document which would be accepted by a Dept. of Motor Vehicles to issue a title. (Copy and retain copy on file).
- VSP Proof of identity: Original or photocopy of the VSP's government-issued driver/operator license with photo or passport. (Write details on TRP form. Do not copy or retain document).
- VSP TRP Certification Form: This 2-page form (Annex 2) must be fully completed and signed before the TRP can be handed to the VSP. (Retain original in vehicle file)
- Repair Order: A valid repair order from the VSP's business, with the customer name & address, VIN and TRP part number(s) clearly noted. (Retain copy in vehicle file)

For more information on the SDRM registry and how to become a Vehicle Security Professional (VSP), please visit www.nastf.org → Vehicle Security Professional.

E. TRP Documentation for Independent Service Providers (ISPs) who are not Vehicle Security Professionals (VSPs)

ISPs who are not Vehicle Security professionals are considered Authorized Representatives as stated in Section 2.B.

F. TRP Documentation Verification Process

The dealership employee(s) both accepting and/or delivering TRP must verify that the person presenting the documents is in fact the person identified by the documents. There must be a clear match between the identification documents and ownership documentation and the person ordering/receiving the TRP. Discrepancies must be resolved or the TRP sale refused.

G. TRP Form and Archiving

The TRP form is an essential part of the TRP Process, providing a procedural guideline for TRP transactions and must be fully completed as instructed.

The fully completed and signed TRP form together with all required documents (2A, 2B, 2C, 2D plus Repair Order) shall be archived and kept in a secure location for a period of **6 years**. Legible archiving by means of electronic scanning is also possible. All files are subject to audit at any time, and must be available for presentation to representatives of MBUSA or other Daimler related entities or law enforcement authorities at any time for the entire retention period.

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3. Mercedes-Benz/Freightliner Dealer Workshop and Independent Service Provider (ISP) Ordering Processes

Irrespective of which TRP order process is used, vehicle referencing is mandatory for processing TRP and TRI within the workshop and customer process. This ensures a direct match between the vehicle owner/representative and his/her vehicle and between the TRP and TRI requirements and the vehicle identification number (FIN/VIN).

A. Mercedes-Benz or Freightliner Workshop Process for Keys

Particular emphasis shall be placed on ensuring the reliability of TRP handling procedures, with special focus given to the electronic vehicle key and the mechanical vehicle key.

- Vehicle keys may not be handed over the counter (including mailing), except to VSPs in strict accordance with Section 3.C. below.
- Vehicle keys shall in all cases be taken into operation on the vehicle and tested for proper functioning. Testing shall comprise both the mechanical and electronic (as applicable) functions: Opening and locking, release of the immobilizer when the engine is started.
- The customer shall deliver the vehicle to the dealership for key testing. At the dealer's option, a dealership employee may be dispatched to the vehicle to perform the testing.
- All documentation requirements remain in effect regardless of where the testing is performed.
- A Vehicle Security Professional (VSP) may purchase keys as outlined in Section 3.C.i. without the vehicle being presented to the dealer for testing. Testing (verification of key function) must still be performed.

i) Process for Ordering Keys when No Keys are Available (DAS4 only)

Dealer must follow the instructions given in Star Bulletin S-B-80.57/62H (or later). This involves completing a form from the Workshop Information System (WIS), creating a XENTRY Diagnosis XSF case, and awaiting the response that Daimler has registered the vehicle. The programmed key must be ordered immediately. Abuse of this process – registering a vehicle via XSF when in fact functioning vehicle keys do exist – may result in penalties for the technician or dealer.

Note that for lost keys, the tracks for the lost keys must be blocked in order to comply with the TRP policy. A corresponding note must be made on the Repair Order if the customer declines the recommended repair procedure for keys.

Important Note: It is prohibited for to sell un-programmed vehicle keys or mechanical key blanks. These parts are solely for use in the Mercedes-Benz / Freightliner Dealer workshop and cannot be sold over the counter.

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3. Mercedes-Benz/Freightliner Dealer Workshop and Independent Service Provider (ISP) Ordering Processes (continued)

B. Mercedes-Benz or Freightliner Workshop Process for TRP other than Keys

Theft-relevant parts as a matter of policy should only be installed at authorized Mercedes-Benz or Freightliner workshops, certain exceptions apply. The replacement of TRP components shall be recorded on a repair order as documented proof that the parts were turned over to the customer (entitled customer or authorized representative) at an authorized Mercedes-Benz or Freightliner workshop and that they were installed in the vehicle. Taking components into service that were purchased elsewhere and brought in by the customer to complete the repair is prohibited. The separate legitimization can be omitted if there is an existing workshop order for these components.

The components that apply to the requirements in this section are:

- Electronic steering lock (ELV, ESL, ESCL)
- Electronic ignition switch (EZS/EIS) and workshop key for personalization
- Electronic ignition switch with integrated central gateway (EZS/ZGW, EIS/CGW)
- Electronic selector lever module (EWM/ESM)
- Vehicle-related plates, identification plate, production plate, visible VIN plate, including base material
- Transmission control unit (VGS, TCM)
- Direct shift module (DSM, ISM)
- Engine control unit (MSG, MCM)
- Power electronics for electric drive with DAS (TUBE)
- Hybrid and e-drive control unit (EMx, ME2)
- Belt-driven or integrated starter-alternator (RSG, ISG) for DAS4
- Locking sets and mechanical keys
- If an updated threat analysis warrants the addition of further TRP, these shall be protected as well

Completion and archiving of the TRP form for repair types listed above can be **fully waived** under the following five conditions (does not apply to keys, locking sets, key track disabling/enabling):

1. A valid repair order (noting VIN and customer name and address) is completed and the repair will be carried out in the authorized workshop.
2. The DAS components are properly listed and identified by part number on the customer/repair order.
3. The customer/repair order shall be archived for at least 6 years in line with the TRP form retention requirement.
4. The traceability to the chassis number is ensured.
Example: For a TRP audit pertaining to a certain chassis number, please provide the repair order on which the installation of a DAS component was traceably documented.
5. The traceability to the part number is ensured.
Example: For a TRP audit pertaining to a certain DAS component with a particular part number, please provide all the repair orders/chassis numbers on which the component was installed within a particular time period.

If compliance with ANY of the items 1 to 5 above cannot be ensured, the TRP form shall be completed and archived in accordance with applicable instructions.

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3. Mercedes-Benz/Freightliner Dealer Workshop and Independent Service Provider (ISP) Ordering Processes (continued)

C. Independent Service Provider (ISP) Process for all TRP

Only registered VSPs may purchase the parts listed in this section. ISPs and other authorized representatives who are not VSPs may not purchase parts that are listed in this section.

This ordering process provides a secure ordering channel for those ISPs that are enrolled in the NASTF Vehicle Security Professional (VSP) Registry. Authorized Mercedes-Benz and Freightliner dealers are able to sell the below-listed TRPs to ISPs under the following conditions:

- ISP must be a member in good standing of the NASTF VSP registry
- Validated order request is transmitted to the Parts Manager's inbox which is located on the home page of NetStar
- The dealer and the ISP should work out the terms and conditions prior to the dealer placing the order in the parts ordering system (Paragon)
- The ISP must provide the dealer with all necessary documentation (see Section 2D and below) before taking possession of the TRP part
- Dealer personnel must make sure that there is a clear match with the VSP that ordered the part and the person that is signing for it at the dealer

Following are the part descriptions for parts that can be sold only to VSPs, and not to non-VSP ISPs. Actual part numbers will vary based on the vehicle's application. An example of each part is provided for identification purposes only.

- Electronic steering lock (ELV, ESL, ESCL) e.g., A208 462 04 30 / A 037 545 16 32
- Electronic ignition switch (EVS/EIS) and workshop key for personalization e.g., A 211 545 31 08, including EIS with integrated central gateway (EVS/ZGW, EIS/CGW) e.g., A 164 545 16 00
- Electronic selector lever module (EWM/ESM) e.g., A 220 267 33 24
- Transmission control unit (VGS, TCM) e.g., A 000 270 17 00 & A 220 270 31 06
- Direct shift module (DSM, ISM) e.g., A 000 270 33 52
- Engine control unit (MSG, MCM) e.g., A 278 900 13 00
- Keys (see Section 3.C.i below)

Other TRPs not listed in this section may be sold over the counter to non-VSPs. The documentation process in Section 2B of this policy must be followed.

i) VSP Process for Keys

To make the TRP process easier and more convenient for our customers, MBUSA has decided that Vehicle Security Professionals (VSPs) participating in the NASTF Secure Data Release Model (SDRM) Registry may purchase pre-programmed and/or pre-cut Keys, subject to additional documentation requirements:

- All documentation outlined in Section 2D must be presented
- Keys may be shipped securely to a VSP.
- Blank or unprogrammed keys may not be sold under any circumstances.

All TRP (including keys) are to be ordered by the VSP through the online process.

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4. Handling Vehicle Keys

A fundamental rule is that when any vehicle is received, the keys that are handed in for customer vehicles, new vehicles, demonstration vehicles, used vehicles, hired vehicles and the company's own vehicles must be tested to ensure that they function in the respective vehicle. Non-functioning keys must be determined in the presence of the person handing them in and recorded in writing, with the signature of both the person handing in the key and the person accepting the key.

If a key is lost by the customer, or while the vehicle is in the care of an authorized dealership, the key track(s) in question must be disabled immediately and rendered inoperative by procuring and programming a replacement for the missing key. The complete mechanical lock set must be replaced to ensure vehicle security. The customer must be informed of the repair. A corresponding note must be made on the repair order if the customer declines the recommended repair procedure for keys.

5. Storage of Undelivered TRPs, Handling of Faulty or Unneeded TRPs

Keys and other TRPs received by the dealer and awaiting installation or delivery must be stored in a secure location with limited and controlled access. Dealers must maintain control of the on-hand inventory of all uninstalled TRP at all times.

When a TRP is to be replaced, the old parts which have been removed are not to be handed over to the customer or the customer's representative. The customer is to be informed of this prior to acceptance of the order. If the customer insists on being given the old part (customer-pay only), receipt of the part must be acknowledged by the customer in writing on the repair order or VSP TRP Certification form as appropriate.

For quality analysis, the Quality Evaluation Center (QEC) can request TRPs replaced under warranty for evaluation. TRPs requested to be returned to MBUSA or DVUSA must be sent using a traceable method.

All special order TRPs that are not collected by the Customer and all old TRP parts removed for repair purposes, for which return is not planned, must be destroyed and rendered completely inoperable and/or unusable by the dealer, this destruction must be recorded on the TRP form.

6. Important Notes

Keys ordered by a dealer cannot be drop-shipped to a third party location (except as outlined in 3.C.i.). Shipments between Authorized Mercedes-Benz / Freightliner Dealers are permitted but discouraged.

Any part that is uniquely coded to the vehicle is not returnable for credit; therefore, the dealer should make every effort to deliver the ordered part to the customer.

If you encounter operational problems with a key or lock from the Fort Worth Key & Lock Site, please complete a Quality Control Sheet and return it with the respective key or lock. The Key & Lock Site will acknowledge the report and advise the corrective action to be taken.

It is prohibited for to resell un-programmed vehicle keys or mechanical key blanks. These parts are solely for use in the Mercedes-Benz / Freightliner Dealer workshop and cannot be sold over the counter.

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7. Policy Audits

MBUSA or DVUSA will randomly select dealers and TRP orders for TRP process review. Selected dealers will receive a written listing of TRP purchases transacted by the dealer and will have a specified time period to respond in writing and provide the necessary TRP documentation. MBUSA or DVUSA will review the TRP documentation and advise the dealer of the issues and concerns identified.

The following corrective actions may be applied for non-conformance of the policy:

- **First Offense** - The dealer will be advised of the non-compliance and re-audited within several months to verify effective corrective actions have been taken. It is expected that the dealer will implement robust processes to ensure compliance.
- **Second Offense** (1st re-audit) - The dealer may be assessed a **\$500** administrative fee by MBUSA or DVUSA for each instance (VIN or Part Number) where the TRP process was not followed. A second re-audit will be scheduled.
- **Third Offense** (2nd re-audit) - The dealer will be assessed a **\$1,000** administrative fee by MBUSA or DVUSA for each instance (VIN or Part Number) where the TRP process was not followed.

Further or continuing non-compliance may incur increasing penalties and limitations, including but not limited to a mandatory review of all TRP orders placed by a dealer.


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Annex 1 – TRP Order Form (MBUSA-137754962792)

This is a sample of the TRP Form Sheet. Always download the latest version of this form before using it. This form can be found on the PAC website and at www.startekinfo.com

MBUSA-137754962792,
January 28, 2015, Version 5

Mercedes-Benz

TRP Form Sheet

TRP Ordering, Order Number (Repair Order)	Requester Workshop	Dealer Number	Date
License Plate Number:	Vehicle Identification Number (VIN):		

* **Legitimization of Authorized Customer:** Recording of data from country-specific identification document, also applies to authorization. Comparison to country-specific vehicle document or deregistration notice for deregistered or decommissioned vehicles. Not applicable for repair order with the exception of keys, locking set, enabling and disabling of track.

Last Name, First Name/Company, Name:	ID Number:	Issuing Authority:		
State:	Country:	Date of Birth:	Valid to:	Date Issued:
Place of residence, street/address of company office or headquarters:				

☐ Name and address match information in vehicle document ☐ Different address on vehicle document due to relocation

* **Legitimization of Delegate:** Recording of data from country-specific identification document

☐ **Authorization:** checked and complete (last name, first name, address, validity date/period, purpose, date, signature of authorized customer, last name, first name of delegate, when compared to ID (original/copy) and vehicle document (original) of authorized customer)

Last Name, First Name:	ID Number:	Issuing Authority:		
State:	Country:	Date of Birth:	Valid to:	Date Issued:
Place of residence, street:				

☐ **Additional key** (recommended if key: Additional/misplaced; if key has been misplaced, lock the affected track)

☐ **Spare key** (recommended if key: Lost/stolen/defective)

☐ **If a mechanical key has been lost**, the customer is notified of the fact that a new mechanical locking set should be installed for safety reasons.

Notes: _____

Quantity	Part Number	Designation

Date _____

Signature of employee _____

Signature of authorized customer/delegate _____

☐ Tracks have been disabled/enabled and printout from Star Diagnosis has been added

Signature of employee _____

☐ Old TRP was kept by customer ☐ Old TRP was scrapped or returned

Signature of employee _____

☐ **Vehicle key(s) was (were) taken into operation on the vehicle**

Signature of employee _____

TRP handed out: _____

Date _____

Printed Name _____

Signature of Employee _____

TRP received: _____

Date _____

Printed Name _____

Signature of Authorized Customer/Delegate _____


* Identification documents must be submitted as originals and checked, exception authorization – ID of authorized customer. Personal identification documents may not be copied and archived. Exception: If not readable and transferable personal documents by foreign language characters in exceptional cases and filing a copy is permitted. Archiving: Form sheet and authorization must be stored in archives as originals and vehicle documents as a copy. The archiving period is 6 years. Upon request, a copy must be handed over to the customer.

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Annex 2 – VSP Key Certification Form

This is a sample of a two-page form available from the PAC Website and www.startekinfo.com. Download the latest version of this form before using it. This form must be completed and retained by the dealer when selling any TRP to a VSP. Only original, hand-written signatures are allowed.

Mercedes-Benz

Declaration For Provision of Theft-Relevant Part(s) to a Registered Vehicle Security Professional (VSP) in line with Right-To-Repair Legislation

Complete the entire form at the time of ordering

1. The following information is mandatory when ordering/providing Theft-Relevant Parts to a VSP in accordance with Right-To-Repair:

Vehicle Identification Number:	REQUIRED VIN
<input type="checkbox"/> VSP Registry ID (required) (Registered and confirmed in the NASTF SDRM Registry)	REQUIRED VSP LSID
<input type="checkbox"/> C7 User ID (optional) Note: If the VSP has a VSP ID and C7 user name, please enter both.	OPTIONAL C7 ID

☐ **Original Proof of Ownership**
Return original to VSP, photocopy remains with authorized Mercedes-Benz dealer to be archived with the TRP form.

☐ **Original Authorization from Owner** (legal owner of vehicle) Retain original, to be archived with the TRP form. May be a completed NASTF D-1 Form printout.

☐ **Copy or Original of Owner Identification** Copy data onto the TRP form, return the document to VSP, archiving not required.

☐ **Original VSP Personal Identification** of the person named in the Authorization
Copy VSP's identification data onto the TRP form, return original, retaining a copy not required. If the Vehicle Owner gives a Vehicle Security Professional's company (e.g. Sample Auto Repair Inc.) the authorization, the VSP or the managing director of the company must accordingly authorize in writing their employee(s) who order and pick up the parts from the authorized Mercedes-Benz dealer. Retain the written authorization original after verifying employee's ID

2. **Components** - I hereby certify that I will securely store the received theft-relevant part and protect it against theft, and that I will install the received part into the vehicle specified in the order. The received part will neither be resold, nor handed out to the legal owner of the vehicle, nor installed in a different vehicle.

Vehicle key - I hereby certify that I will safely store the received vehicle key and protect it against theft, and that the received vehicle key will be taught in / synchronized / checked for proper operation in the vehicle (chassis number) indicated in the order before handover to the vehicle owner.

- I have consulted with the customer regarding the process for ordering replacement keys and additional keys and carried out corresponding measures for blocking the electronic keys as required so that the vehicle protection is maintained.
- I have read in WIS and the service information available about the specific requirements for the commissioning of **vehicle keys in the vehicle** and the precautions to protect the vehicle where a key is lost.

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3. When the ordered new part is handed over, the removed old theft-relevant part is returned to the authorized Mercedes-Benz dealer.

- ☐ Yes (no signature required)
☐ No (Key was lost) VSP Initials: _____
☐ No, removed theft-relevant part remains the property of the legal owner of the vehicle (Vehicle Owner signature required)

Date

Printed Name

Vehicle Owner Signature

4. Non-compliance with the above-mentioned points can give legal owners of vehicles and/or their insurance companies entitlement for compensation from the independent operators. In the event that such claims are made against Daimler AG; Mercedes-Benz USA, LLC; and/or Daimler Vans USA, LLC, I am obligated to indemnify Daimler AG; Mercedes-Benz USA, LLC; and/or Daimler Vans USA, LLC from any and all such claims.
5. With my signature, I - in my role as Vehicle Security Professional (VSP) and Independent Service Provider (ISP) - hereby confirm that the statements made in points 1 through 4 are correct and that I am obligated to comply with the requirements specified there.
6. This original form, together with the completely filled in theft-relevant parts form, and all required documentation, shall be archived at the authorized Mercedes-Benz dealer in line with requirements of the Theft-Relevant Parts (TRP) Ordering Policy in effect as of the date below. Upon request, a copy of each must be handed over to the VSP/ISP.
7. I confirm that I have the relevant and valid access rights for the required WIS information and/or XENTRY Diagnostics variants at the point in time of the order and installation.

Vehicle Identification Number: _____

TRP Part No.(s) Received by VSP: _____

Printed VSP Name: _____

VSP Signature: _____ Date: _____

By signing, you agree to all obligations on both pages of this form



- This form should either be printed 2-sided, or stapled for archiving.
- The Authorized Mercedes-Benz dealer can advise you on the requirements for compliance with the TRP Policy and the obligations agreed to by signing this form.
- The authorized Mercedes-Benz dealer is entitled to have all information independently verified before accepting your order.

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Annex 3 – DAS4 Fallback process

Star Bulletin S-B-80.57/62H, dated April 9, 2019 – Ordering a Programmed Key when no keys are present – “The Fallback process”. (First page only). **Refer to complete document for important details.**

		star bulletin	
Mercedes-Benz			
The best or nothing.			
<hr/>			
			
Date:		April 9, 2019	
Order No.:		S-B-80.57/62H	
Supersedes:		S-B-80.57/62G	
Group:		80	
SUBJECT:		Ordering a Programmed Key when no keys are present – “The Fallback Process”	
Applicable Models:		Refer to WIS document OF80.57-P-3000-01A for current applicable models	
Important Note:		Check Vedoc's theft-relevant data section to ensure vehicle is FBS4; if the vehicle is FBS3 then there is no need to create an XSF case and a programmed key can be ordered as a normal TRP part.	
Ordering a Programmed Key Process			
<ol style="list-style-type: none">1. Print WIS document OF80.57-P-3000-01A directly from WIS and fill it out exactly as per the reference form found on pages 2 and 3 of this bulletin.2. Create a XENTRY Diagnosis XSF case via aftersales.i.daimler.com > XSF > XENTRY Diagnosis > Use type Diagnosis > Then select Operation step: FBS > Symptom: Register Vehicle as Present3. Attach the completed and signed form to the XSF case4. Await confirmation from the Diagnosis UHD via the XSF messages section for acceptance of the form and escalation to Germany (if you do not receive confirmation within one business day, please contact mbdiagnosis@mbusa.com)5. Within approximately one business day after confirmation, the Diagnosis UHD will contact you via the XSF messages section stating the programmed key (part suffix 0041) is available to order6. Order the programmed key in a timely manner (within three days)			
Please see the last two pages (4 & 5) for additional information regarding DAS4 Keys.			
Page 1		S-B-80.57/62g	

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Annex 4 – Sample completed NASTF D-1 form

The North American Service Task Force (NASTF) required all Vehicle Security professionals (VSPs) to complete a D-1 form within 2 days of any TRP request. Here is a sample completed 'online' form. (A hand-written version is also valid). Any missing information (e.g., owner ID number) must be taken from the document (e.g., copy of owner's driver license) in accordance with the requirements of section 2.D:

D-1 Form - Customer Authorization

You have unsaved changes

Save for Later

Save and Submit D1

Vehicle Information

* VIN

Decode

* Year

2016

License Plate Number

A123845

PO / RO Number

RO54321

Mileage

37,887

* Make

Mercedes Benz

Country

United States of Am

OR

☐ * Mileage Not Available

* Model

S-Class

State/Province

Michigan

If mileage is not available, check Mileage Not Available

* Color

Black

OR

☐ * No Plate / Registration

If license plate is not available, check No Plate / Registration

Vehicle Owner/Customer Information

* Driver License Number

A123456789012345

* First Name

John

Address

United States of America (the)

* Country

United States of America (the)

* Last Name

Doe

123 Somestreet ave

* State/Province

Michigan

* Phone Number

+1(123)456-7890

Address Line 2

* Expiration Date

08/10/2022

Flint

* Verification Type

Vehicle Title

Michigan

48507-__

All fields are required. Customer can sign the D1 from a phone, tablet or use a mouse. If you do not have cell or internet access due to location you may use the second option by having the customer sign the authorization form which can be downloaded below or from the nastf.org vehicle security page. If you use this option you still must fill out all of the rest of the fields on this D1 form. Please note: If the transaction was done in error and the owner cannot be verified, please check the box below in the Service Performed section labeled, "Owner information could not be verified - Transaction not approved by VSP". This will allow you to complete and match up to the OEM transaction

Customer Signature

Signature



Date

10/03/2019

Sign

Upload Authorization Documentation

Download Form

Documents: Vehicle owner authorization form and copy of Driver's license - Note: Canadian VSPs: do not upload the driver's license photo. Verify and Destroy copy

Upload

OR

Uploaded Files:

VSP/Service Provider Information

Service Performed

☐ Key cut from code

☐ Immobilizer reset

☒ Owner information could not be verified - Transaction not approved by VSP

☐ Other

* Business Name

Test Company 123

* Userld

Jim Smith

* Phone Number

+1(810)555-0000

* Technician First Name

Jim

United States of America (the)

* Technician Last Name

Smith

555 Main Street

VSPID

Address Line 2

Technician Signature



Grand Blanc

Date

10/03/2019

Michigan

48439-__

Save for Later

Save and Submit D1

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