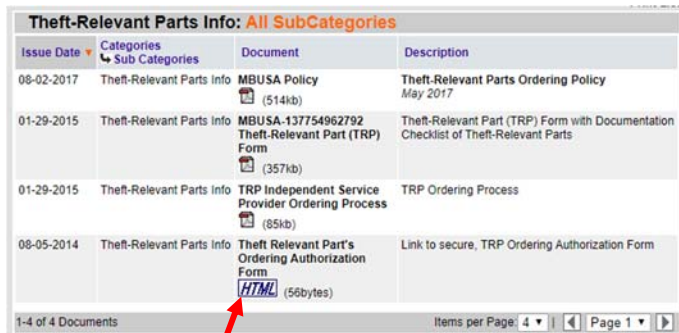


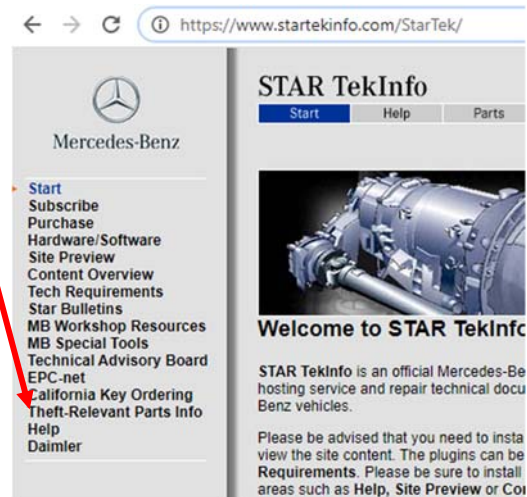
How to order a Theft-Relevant Part

This document was developed to show the process a NASTF-Registered Vehicle Security Professional (VSP) would use to place an order for a Theft-Relevant Part (TRP) from their local Authorized Mercedes-Benz Dealer (“Dealer”). The process is subject to change without notice.

1. Determine the kind of part(s) that you need. Your dealer will later determine the correct part number based on the Vehicle Identification Number (VIN) provided.
2. Visit the ordering site <<http://www.startekinfo.com>> and click the “Theft-Relevant Parts Info” link at left. Here you will find the TRP Policy, various forms, and a link to the Ordering Page.



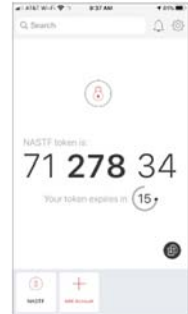
Issue Date	Categories Sub Categories	Document	Description
08-02-2017	Theft-Relevant Parts Info	MBUSA Policy (514kb)	Theft-Relevant Parts Ordering Policy May 2017
01-29-2015	Theft-Relevant Parts Info	MBUSA-137754962792 Theft-Relevant Part (TRP) Form (357kb)	Theft-Relevant Part (TRP) Form with Documentation Checklist of Theft-Relevant Parts
01-29-2015	Theft-Relevant Parts Info	TRP Independent Service Provider Ordering Process (85kb)	TRP Ordering Process
08-05-2014	Theft-Relevant Parts Info	Theft Relevant Part's Ordering Authorization Form (HTML) (56bytes)	Link to secure, TRP Ordering Authorization Form



3. Click the HTML link, then the link to “Theft Relevant Part”. Read and accept the disclaimer to continue.
4. On the form that opens, fill in the details. Be sure that all fields are fully and accurately completed, as any errors or missing information will only delay your request. Select the Theft-Relevant Part(s) required from the list. Tip: Hold the <CTRL> key to make multiple selections. Available parts are:
 - Vehicle Key (Except DAS4 version)
 - Electronic steering lock/ignition switch
 - Electronic ignition switch & workshop key for personalization
 - Electronic selector lever module
 - Transmission control unit 722.9
 - Direct shift module (ISM)
 - Engine control unit

A note about Vehicle Keys: If the vehicle has the DAS4 system (Most models starting with Model Year 2012) the electronic remote key MUST be programmed by a Dealer and cannot be ordered by a VSP. Only earlier, pre-programmed / pre-cut keys (DAS3 and earlier, and all mechanical keys) can be ordered by a VSP. A special form is required to be completed for all TRP orders (new for 2020) in which the VSP certifies they will only install the received part on the specified vehicle and no other.

5. At the bottom of the form, enter your VSC (your VSP ID, also known as LSID), and then using the Authy app, enter your 7-digit Passcode. Note this is NOT your NASTF Password! If you are not using the Authy app on your phone, please contact NASTF <nastf.org> for help in setting that up.
6. Within a few seconds, click the Continue button at the bottom. This starts the VSC, Form and VIN Validity check: If there is a problem with:
 - Your VSC or Passcode,
 - Any of the form entries,
 - The VIN is not a valid USA VIN, or
 - The VIN is flagged in the Federal Theft Database,



there will be an error message. However, if the validity check is OK, the button at the bottom will change to "Confirm". After confirming everything on the form, click it to continue.

7. You will be presented with a list of Dealers within approximately 60 miles of your location. The ZIP Code you entered for your workshop is what is used for this search. Tip: If you want to be sure a certain Dealer is on the list, use the Dealer's ZIP Code instead of yours on the form.
8. Click Submit to deliver the request and record the transaction in the NASTF Database. Both you and your selected dealer will receive an e-mail confirming the transaction.
9. Now the VSP should contact the dealer to verify and clarify exactly which part is needed, and the terms of the sale.
10. The VSP must now obtain and complete ALL of the following:
 - a. The NASTF D-1 Form, fully completed. Print a copy for your Dealer. Tip: Be sure your customer signs this, as it is their authorization to you to order TRP for their vehicle.
 - b. If the Owner is a Business/Agency/Association/etc., an original Authorization Letter signed by an officer of the Business along with a copy of their government-issued ID – no exceptions! This letter (but not the ID copy) will be kept by the Dealer.
 - c. A copy of the Owner's government-issued identification (Driver license, passport, etc.) to show to the dealer. If your Customer is not the Owner (see **b.** above) then a copy of the Customer's ID to show to the dealer.
 - d. The original of the Owner's proof of ownership (vehicle registration or title) for the Dealer to make a copy. If neither of these is available, ask your Dealer what else could be acceptable.
 - e. The original government-issued ID of the Registered VSP. This must be shown to the dealer to pick up the parts.
 - f. A valid Repair Order from your business, showing the VIN, Customer info and TRP repair clearly noted.
 - g. A fully-completed VSP TRP Certification Form (new as of April 2020). Blank forms are found on the website mentioned in Step 2 above, or your Dealer can supply one.
 - h. A copy of the e-mail you received after placing your request to be given to the Dealer.

NOTE: You are required to sign a TRP Form at the dealer, and you are required to return the old part from the vehicle back to the dealer. If your customer wishes to keep the part they MUST sign the VSP TRP Certification Form where indicated.

Your Dealer can assist with any questions you may have about this process.