

**MBUSA
DVUSA
Theft-
Relevant
Parts Policy**

February 21st

2022

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 February 21, 2022
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	February 21, 2022
Approval	Turan Coratekin
Topic	Compliance
Policy Owner	Kevin Harty, DM – Dealer Assistance Center
Contact Person	Bradley Strine, Supervisor – Parts Technical
Documentation	Published on NetStar and PAC websites
Documents	TRP Order Form (MBUSA-137754962792) Star Bulletin S-B-80.57/62H, (April 9, 2019): Ordering a Programmed DAS4 key when no keys are present. Service Information SI80.57-P-0008A Programming and ordering a replacement key or additional key, dated February 17, 2021 Form OF80.57-P-3000-01A Register vehicle as present for programming/ordering a DAS4 key
Further Applicable Regulations	
Changes to Previous Version	New hyperlink added to NASTF SDRM system added 2.D Note added for vehicle requirements for DAS4 fallback procedure 3.A.i Note added DAS4 keys and VSPs 3.C.i Annex 5 added, Service Information SI80.57-P-0008A Annex 6 added, Form OF80.57-P-3000-01A

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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 (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)
- 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 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 vehicle 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 SDRM Registry via the Mercedes-Benz Theft-Relevant Part D-1 order form (at <https://sdrm.nastfsecurityregistry.org>). (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).
- 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 2.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 2.C. without the vehicle being presented to the dealer for testing. Testing 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.

Note Vehicle VIN referencing is critical in cases in where the fall back procedure is used further information can be found in the following Service Information SI80.57-P-0008A "Programming and ordering a replacement key or additional key", and Form OF80.57-P-3000-01A "Register vehicle as present for programming/ordering a DAS4 key". (These documents are available in the Work Shop Information System (WIS)).

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 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 (EZS/EIS) and workshop key for personalization e.g., A 211 545 31 08, including EIS with integrated central gateway (EZS/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

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
- An additional certification (Annex 2) must be completed and presented to the dealer. Dealer must retain the original and keep it with the other TRP documentation for the transaction.
- Keys may be shipped securely to a VSP.
- Blank or unprogrammed keys may not be sold under any circumstances.
- DAS 4 keys require the need for the VSP to maintain an active XENTRY Diagnosis subscription in order to mark the vehicle as present, in cases where an additional key needs to be ordered.

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- For DAS 4 keys, when no keys are present, the VSP must perform vehicle and VIN referencing at the vehicle, along with the submission of all documentation required in section 2.D, to the authorized Mercedes-Benz dealer before the submission of form OF80.57-P-3000-01A via XSF ticket. Failure to complete these steps prior to ordering is in violation of the TRP policy; warnings and fines will be issued in cases where correct DAS 4 procedures are not followed.

Note, additional information and process documentation for DAS 4 key ordering for Vehicle Security Professionals can be found on the PAC Website via NetStar.

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 parts 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.

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.

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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.

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 will be applied for non-conformance of the policy:

- **First Offense** - The dealer will be advised of the non-compliance and be 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 will 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
August 7, 2018, Version 6

TRP form sheet

TRP ordering, order number (RO & Paregon #)	Requester workshop	Dealer number	Date
License plate number / State	Vehicle identification number:		

* **Legitimation 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

* **Legitimation 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 that a new mechanical locking set should be installed for security 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 key to a VSP. Only original, hand-written signatures are allowed.

Mercedes-Benz

Declaration For Provision of Vehicle Key(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 a Vehicle Key to a VSP in accordance with Right-To-Repair:

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

Original Proof of Ownership
Return original to independent operator, hard copy remains with authorized Mercedes-Benz dealer to be archived with the TRP form.

Original Authorization from Owner (legal owner of vehicle) Retain to be archived with the TRP form.

Copy or Original of Owner Identification Copy data into the TRP form, return the hard copy to independent operator, archiving not required.

Original VSP Personal Identification of the person named in the Authorization
If the Vehicle Owner gives a Vehicle Security Professional's company (e.g. Sample Auto Repair Inc.) the authorization, the VSP and 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.

Copy identification data into the TRP form, return original, retaining a copy not required.

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.

Vehicle key - I hereby certify that I will safely store the received theft-relevant part 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.

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- 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.
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**, removed theft-relevant part remains the property of the legal owner of the vehicle (Vehicle Owner signature required)

Date	Printed Name	Vehicle Owner Signature
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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. The **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 or XENTRY Diagnostics variants at the point in time of the order and installation.

Vehicle Identification Number: _____

TRP(s) Received by VSP: _____

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.**



Mercedes-Benz
The best or nothing.

star bulletin



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

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 Present**
3. Attach the completed and signed form to the XSF case
4. 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 order
6. 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.

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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 form. 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	<input type="text" value="Decoded VIN"/>	* Year	<input type="text" value="2016"/>	License Plate Number	<input type="text" value="A123B45"/>	PO / RO Number	<input type="text" value="RO54321"/>
Mileage	<input type="text" value="37,887"/>	* Make	<input type="text" value="Mercedes Benz"/>	Country	<input type="text" value="United States of Am"/>		
OR	<input type="checkbox"/> * Mileage Not Available	* Model	<input type="text" value="S-Class"/>	State/Province	<input type="text" value="Michigan"/>		
<small>If mileage is not available, check Mileage Not Available</small>		* Color	<input type="text" value="Black"/>	OR	<input type="checkbox"/> * No Plate / Registration	<small>If license plate is not available, check No Plate / Registration</small>	

Vehicle Owner/Customer Information

* Driver License Number	<input type="text" value="A1234567890812345"/>	* First Name	<input type="text" value="John"/>	Address	<input type="text" value="United States of America (the)"/>
* Country	<input type="text" value="United States of America (the)"/>	* Last Name	<input type="text" value="Doe"/>	<input type="text" value="123 Somestreet ave"/>	<input type="text" value="Address Line 2"/>
* State/Province	<input type="text" value="Michigan"/>	* Phone Number	<input type="text" value="+1(123)456-7890"/>	<input type="text" value="Flint"/>	<input type="text" value="Michigan"/>
* Expiration Date	<input type="text" value="08/10/2022"/>				
* Verification Type	<input type="text" value="Vehicle Title"/>				

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	<input type="text" value="10/03/2019"/>
<input type="button" value="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

OR

Uploaded Files:

VSP/Service Provider Information

Service Performed	* Business Name	<input type="text" value="Test Company 123"/>	* Userid	<input type="text" value="Jim Smith"/>
<input checked="" type="checkbox"/> Key cut from code	* Phone Number	<input type="text" value="+1(810)555-0000"/>	* Technician First Name	<input type="text" value="jim"/>
<input type="checkbox"/> Immobilizer reset	<input type="text" value="United States of America (the)"/>	* Technician Last Name	<input type="text" value="Smith"/>	
<input type="checkbox"/> Owner information could not be verified - Transaction not approved by VSP	<input type="text" value="555 Main Street"/>	VSPID	<input type="text" value="Decoded VSPID"/>	
<input type="checkbox"/> Other	<input type="text" value="Address Line 2"/>	Technician Signature	<input type="text" value="Signature"/>	
	<input type="text" value="Grand Blanc"/>	Date	<input type="text" value="10/03/2019"/>	
	<input type="text" value="Michigan"/>			

[Save for Later](#) [Save and Submit D1](#)

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Annex 5 – Service Information: Programming and Ordering a replacement key or additional key, SI80.57-P-0008A

Service information covering the workshop and parts department process for programming and ordering a replacement key or additional key. **Refer to complete document for important details, found in the Work Shop Information System (WIS).**

SI80.57-P-0008A	Service Information: Programming and ordering a replacement key or additional key	17.02.2021
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Model	117, 156, 166, 176, 207, 212, 218, 242, 246 with code 805 (Model year 2015)
Model	118, 167, 177, 205, 213, 217, 222, 231, 238, 247, 253, 257, 292
Model	166, 207, 212 with code 804 (Model year 2014)
Model	447, 907, 910
Model	463 with code XZ4 (Model year 2015)
Model	463 with code XZ5 (Model year 2016)
Model	463 with code XZ6 (Model year 2017)

Modification notes

05.02.2019	Model 118, 177, 167, 247, 257, 907, 910 and note in text added.	
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Glossary

Replacement key:

This key replaces an existing key. The existing key can no longer be used on the vehicle once the new replacement key has been synchronized with the vehicle. A key can be replaced with a replacement key a maximum of two times.

ⓘ A replacement key is recommended where a key has clearly been lost or damaged. In such an instance, the replacement key must be programmed straight away in accordance with the DRT Directive.

Additional key:

Extra key in addition to the existing keys. Up to now a maximum of extra keys in addition to the two keys originally supplied with the vehicle were able to be programmed (i.e. a total of eight keys). The key tracks are reserved for the digital key functions in the smartphone (code 898) or Remote Start (code J8A), which means that only 2 additional keys are available for these vehicles.

ⓘ An additional key is advisable if you require an extra key along with the already-available keys.

Online programming:

As from Drive Authorization Stage 4 (FBS4) the programming of an electronic key is possible using with XENTRY Diagnosis at the vehicle itself in an authorized Mercedes-Benz workshop to improve service quality and to ensure there are no gaps in the vehicle and parts documentation in the DAS central system. This online process has not yet been introduced to all countries. Please contact your local national representative to find out which particular process is approved in your market.

Fallback solution:

For markets that do not support the online process, or a fallback solution where an online connection is not given, an electronic key can be programmed as for FBS3 using a programming station in logistics (Wholesale or GLC). Please note the sections "Register vehicle as Present" and "Parts availability". No further rights are required for the fallback solution.

Disable key line:

Where a key is lost the corresponding key line must always be disabled straight away to ensure that the lost vehicle key is no longer functional. If a lost key is found again, the key line can be enabled again whereupon the key will be fully functional on the vehicle again. It is not necessary to disable the key line when a replacement key is immediately programmed and put through teach-in online in the authorized Mercedes-Benz workshop (as from FBS4).

Enable key track:

The key track can be enabled online using XENTRY Diagnosis or as a fallback solution through the User Help Desk (UHD).

ⓘ Extended rights are required for online enabling of a key line. Since diagnosis update 03/2016 for FBS4 vehicles, a workshop key no longer needs to be ordered for the fallback solution.

The procedure involving the UHD is shown in XENTRY Diagnosis.

ⓘ Further rights are not required when disabling key lines and for the fallback solution, the basic XENTRY Flash right suffice here.

Register vehicle as "Present":

For each procedure involving FBS4, the vehicle must first be registered as "Present" in XENTRY Diagnosis. This ensures that the vehicle is really present in the workshop. Otherwise, the order is canceled or a fault message is shown in XENTRY Diagnosis. A fully-functional key must be inserted into the electronic ignition lock or placed at the designated point in the center console. This functionality is automatically filed in the XENTRY Diagnosis online process.

ⓘ A fully-functional key must be available for a "Present" vehicle! (Online and fallback). If it is not possible to register the vehicle as "Present" (e.g. because key is missing), see special case "Not possible to register vehicle as Present".

Basic preconditions:

DRT Directives:

Compliance with the DRT Directives and a completely filled out, signed and archived DRT form, where applicable, in combination with the repair order are necessary at all times. When ordering one or more replacement or additional keys, the DRT form must always be filled out in full, signed and archived. Please remember that any noticeable problems must be checked and, where applicable, measures introduced if the DRT Directives are not complied with.

Extended authorization for online key programming:

Special authorization is required for programming a replacement or additional key or for online registration of a disabled key track at the vehicle itself using XENTRY Diagnosis. To this end, contact your local XENTRY Flash contact person in the market. To acquire additional rights you must have taken part in a training course (code: T0454F).

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Annex 6 – Register vehicle as present for programming/ordering a DAS4 key, OF80.57-P-3000-01A

Organizational Form required with XSF Ticket when conducting the DAS4 fallback procedure. **Refer to complete document for important details, found in the Work Shop Information System (WIS).**

OF80.57-P-3000-01A	Register vehicle as present for programming/ordering a DAS4 key, form	
SI	Service-Information: Bestellung eines Ersatz- oder Zusatzschlüssels	SI80.57-P-0008A

- Model 117, 156, 166, 176, 207, 212, 218, 242, 246
with code 805 (Model year 2015)
- Model 118, 167, 177, 205, 213, 217, 222, 231, 238, 247, 253, 257, 292, 447
- Model 166, 207, 212
with code 804 (Model year 2014)
- Model 463
with code XZ4 (Model year 2015)
- Model 463
with code XZ5 (Model year 2016)
- Model 463
with code XZ6 (Model year 2017)
- Model 463
with code XZ7 (Model year 2018)
- Model 907, 910

Use in special case: "Vehicle cannot be registered as "present" because the owner is no longer in possession of a functional transmitter key".

Details regarding vehicle/order:	
Vehicle identification number of affected vehicle	_____
Repair order number	_____

Confirmation by Mercedes-Benz operation carrying out work (retail): <i>All fields must be checked and checked off.</i>	
Reason:	
As a rule no functioning vehicle key present/vehicle on site in workshop	
<ul style="list-style-type: none"> - Vehicle key lost - Vehicle key stolen - Vehicle key inoperative 	
Application sent per XSF:	
When accessing the diagnostic connector: In the diagnostic unit, click on the letter symbol at the top right to create an XSF ticket or, if access to diagnostic connector is not given, directly through XSF: <input type="checkbox"/>	
<ul style="list-style-type: none"> - Event category: XENTRY Diagnosis - Use case: diagnosis - Operation step: DAS - Symptom: Register vehicle as "present" 	No further documents are required. The application can only be accepted if all information is present, confirmed and signed off.
or	
Special process	
- For special processes in which the TRP form cannot be filled out according to the specifications because the "Beneficiary customer" or the "Executive officer" is not the orderer and/or the TRP cannot be put into operation on the vehicle. The application form can be found in the XENTRY Portal under Info & support → Theft-relevant processes → Theft-relevant parts (TRP) → Register vehicle as present	