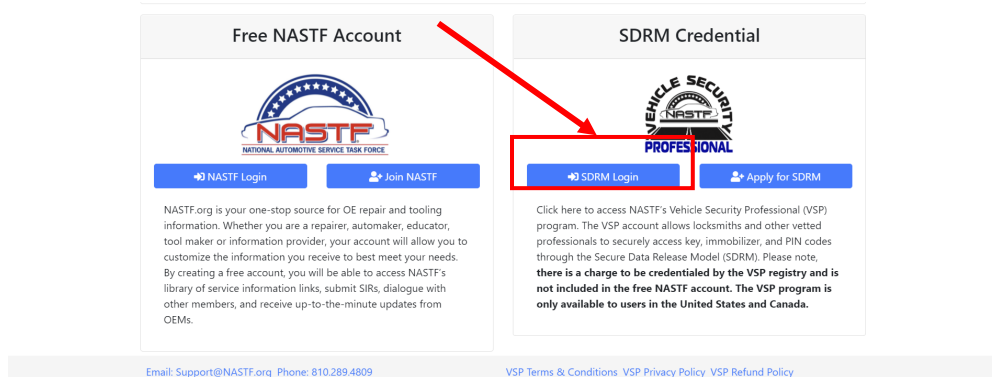


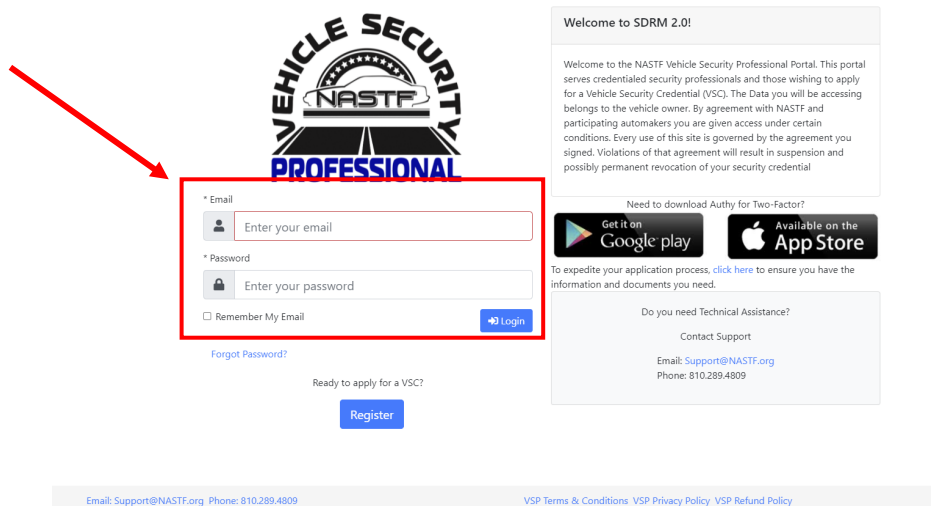
## How to order a Theft-Relevant Part

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. Please note there is an instructional video available on the MBUSA ISP Portal in the Theft-Relevant Parts Info section at <https://www.startekinfo.com/docs?cat=Theft-Relevant%20Parts%20Info>

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. The request is facilitated via the NASTF SDRM system. The site is accessed by the following web address: <https://sdrm.nastfsecurityregistry.org/dotorg/landing>. This site contains valuable information for NASTF Vehicle Security Professional along with information on how to become a VSP and contact information for the National Automotive Service Task Force.



3. Select SDRM Login and sign in using your VSP credentials with two-factor authentication.



- From the main page select D-1 Form from the menu on the left side of the page

The screenshot shows the NASTF dashboard. On the left sidebar, the 'D-1 Form' menu item is highlighted with a red box. A red arrow points from this menu item to the 'D-1 Authorization Documents - Incomplete or No OEM Transaction' table. The table has columns for Transaction Date, VIN, Year/Make/Model, VSPID Name, Transaction Type, and Actions. It lists several transactions from 12/14/2021 for various Mercedes-Benz models.

- NASTF has created a D-1 specific to Mercedes-Benz. Scroll down and select the Mercedes Benz Theft Relevant Part (TRP) Order Form.

The screenshot shows the NASTF dashboard with several D-1 form categories listed: Auction/Fleet D1, Contracting D1, Mercedes Benz Theft Relevant Part (TRP) Order Form, Repossession/Recovery D1, and In Transit. The 'Mercedes Benz Theft Relevant Part (TRP) Order Form' is highlighted with a red box. A red arrow points from the 'Contracting D1' section down to the TRP form.

- There is a video that explains the process to fill in the D-1 located in the upper left corner in the page. If this is your first time filling in the Mercedes Benz Theft Relevant part (TRP) Order Form it is strongly recommended you watch this video first.

The screenshot shows the 'D-1 Form - Mercedes Benz Theft Relevant Part (TRP) Order Form' page. At the top right, there are buttons for 'Save for Later', 'Save and Submit D1', and 'Back To Dashboard'. Below the title, there is a link 'TRP D-1 Form Explained - Watch Here' which is highlighted with a red box. A red arrow points from this link to the right. The form fields for VIN, Year, Mileage, Make, Model, Color, License Plate Number, and PO / RO Number are visible below.

- Fill in the Mercedes Benz D-1 form with all required information as prescribed in the video, including Vehicle Information, Vehicle Owner/Customer Information, Part Information, Upload Authorization Documentation, and VSP/Service Provider Information. Be sure that all fields are fully and accurately completed as any errors or missing information will only delay your request. Please note the Part Information area is a crucial step, as this will send notification to a dealer of your choosing to facilitate the order of the Theft-Relevant part(s).
- In the part information area, first select the “Select Parts” drop down menu and make your selections.

**A note about Vehicle Keys:** 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.

- Enter your zip code and click the search button to populate a list of Authorized Mercedes-Benz dealer in your area. Please note that if you do not receive any hits using your zip code it may be necessary to enter the zip code of an Authorized Mercedes Benz dealer close to you if there is not one located in your specific zip code.

- Select a dealer in the list based on the search result.

- Once fully completed, click the “Save and Submit D-1” button at the upper right corner of the page 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.

12. Now the VSP should contact the dealer to verify and clarify exactly which part is needed, and the terms of the sale.
13. 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.