



Mercedes-Benz

## Theft-Relevant Parts (TRP) Ordering Process for ISPs

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<b>To:</b> Independent Service Providers	<b>Issued by:</b> Parts Assistance Center
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This ordering process provides a secure ordering channel for Independent Service Providers (ISPs) enrolled in the NASTF Vehicle Security Professional (VSP) Registry. Authorized Mercedes-Benz dealers are able to sell the following TRP parts to ISPs under the following conditions:

- ISP must be a member of NASTF VSP registry
- ISP must submit TRP order request through the Mercedes-Benz STAR TekInfo website ([www.StarTekInfo.com](http://www.StarTekInfo.com)) → Theft Relevant Parts Info → TRP Ordering Authorization Form (Document)
- Order request will be transmitted to the dealer's NetStar email account
- The dealer and the ISP should work out terms and conditions prior to the dealer placing the order in the Mercedes-Benz parts ordering system (Paragon)
- The ISP must provide the dealer with all necessary documentation before taking possession of the TRP part
- Dealer personnel must make sure that there is a clear match with the ISP that ordered the part and the person signing for it at the dealer

Following are the part descriptions for parts that can be sold to VSPs. Actual part numbers will vary based on the vehicle's application. The part examples are 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
- Electronic ignition switch 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); e.g., A 220 270 31 06
- Transmission control unit (TCM); e.g., A 000 270 26 00
- Direct shift module (DSM, ISM); e.g., A 000 270 33 52
- Engine control unit (MSG, MCM); e.g., A 278 900 13 00

### TRP Documentation

The following documentation must be presented when an order for a TRP is placed by an ISP:

- Email authorization document that is received after the request is submitted through [www.startekinfo.com](http://www.startekinfo.com)
- VSP Registry Positive ID Authorization Form D-1 (acts as an authorization letter)
- Copy of the vehicle registration, title or any ownership document which would be accepted by a Dept. of Motor Vehicles to issue a title
- Original or photocopy of the ISP government issued driver/operator's license or passport. (For verification purposes only; do not photo copy or retain document.)
- A valid repair order from the ISP with the TRP repair clearly noted.

For more information on the SDRM registry and how to become a Vehicle Security Professional (VSP), please visit [www.nastf.org](http://www.nastf.org) → Locksmith/Vehicle Security Information.