



MERCEDES-BENZ USA, LLC
 One Mercedes Drive, P.O. Box 350, Montvale, NJ 07645-0350
 Phone (201) 573-0600
 Fax (201) 573-0117
 MBUSA.com



newschannel update

TO: Parts Manager and Parts Personnel	FROM: Paul Nitsche, Department Manager, PAC
RE: TRP – Independent Service Provider Ordering Process	DATE: 08/18/2011

We are pleased to announce the addition of 4 new part numbers to our secure ordering process for Theft Relevant Parts (TRP). Previously this application only accepted orders for TRP Floor Shifters for models 215, 220 and 230 models.

This ordering process is in addition to the ordering process that is currently used through Paragon by MB dealers. The purpose of this ordering process is to provide a secure TRP ordering channel for Independent Service Providers (ISP's). This ordering application will now accept orders for:

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|---|-------------------------------------|
| 1. TRP Floor shifters (Models 215, 220, 230 only) | 2. Electronic ignition lock |
| 3. Electronic workshop key (green/orange) | 4. Electronic infrared control unit |
| 5. Electronic steering lock | |

In collaboration with the independent repair community we adapted the Secure Data Release Model (SDRM) to facilitate these TRP orders. The SDRM is a data exchange system conceived and designed cooperatively by automakers, the independent repair community, and the insurance and law enforcement communities; it allows the aftermarket to access security sensitive information related to automobiles. Only those ISP's who are registered in the SDRM will be allowed to order TRP's. For more information on the SDRM registry and how to become a Vehicle Security Professional (VSP) please access www.nastf.org under Vehicle Security Information.

For ease of ordering, the ordering link will be integrated into www.startekinfo.com under Theft Relevant Parts Info. The VSP will enter all the required customer and service provider information. After the VSP parts request is submitted it will go through the security verification process. After the information is verified it will then be transmitted to the dealership that the VSP has selected. **Order authorizations will be transmitted to the Parts Manager's mail inbox which is located on the home page of NetStar.** The email that is received by the Dealer will have all the information that is necessary to order the part through Paragon for the VSP. Prior to placing the order in paragon Dealer Parts Personnel and the VSP should communicate to verify the terms and conditions for purchasing the part.

The VSP must provide the dealer with the following information, before they can receive the part

1. E-mail order authorization document	5. Copy of government issued ID-document of the VSP professional
2. Positive ID Policy & Service Authorization form	6. Diagnostic short test from the vehicle using the Star Diagnosis tester or Pass-Thru devise
3. Copy of government issued ID-document of the person who is authorizing the repair	7. VSP has to provide the Mercedes-Benz dealer with the part that was removed from the vehicle
4. Copy of vehicle registration or ownership document for the vehicle that is being repaired	8. VSP must sign the TRP delivery form upon receipt of the new part

Thank you for your support in the launch of this new application. Should you have any questions please contact Kurt.Haller@mbusa.com , or Phone (201) 573-2974.