



newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: April 29, 2016

BACKORDER INFORMATION

Due to report modifications, backorder information is not available this week.

PROGRAMS AND PRODUCT UPDATES

CAC New Business Hours

In an effort to continue improving their level of service, the Customer Care department within the CAC will alter their business hours to best support customers. Effective April 18, the Customer Care department business hours are 9:00 am – 9:00 pm EST, Monday – Friday. The Roadside Assistance department is not impacted and will remain open 24 hours/7 days a week.

Please refer to the *New Business Hours – Effective 4/18/16* NCA dated April 22, 2016 for additional information.

2016 Regional Parts & Service Forums

The 1-day Parts & Service Forum meeting will be held in 9 cities between May and June (9:30 am – 4:00 pm); each venue is within driving distance for most dealerships with a region. You are welcome to attend the location that is most convenient for you.

Monday, May 23	San Francisco	Hotel Shattuck Plaza
Tuesday, May 24	Los Angeles	Hilton Los Angeles Airport Hotel
Wednesday, May 25	Chicago	Renaissance Blackstone Chicago
Thursday, May 26	Dallas	The Ritz-Carlton, Dallas
Tuesday, June 14	Boston	The Westin Copley Place
Wednesday, June 15	NY/NJ	The Teaneck Marriott at Glenpointe
Thursday, June 16	Washington D.C.	The Westfields Marriott Washington Dulles
Monday, June 20	Orlando	The Hyatt Regency Orlando International Airport
Friday, June 24	Atlanta	The St. Regis Atlanta

Please refer to the *Invitation – 2016 Regional Parts & Service Forums* NCA dated April 19, 2016 for additional information.

TIP OF THE WEEK: TRP Required Documentation

Theft-Relevant Parts (TRPs) are parts that may be required to steal a vehicle and/or to give a vehicle a new identity. 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 absolutely essential that all personnel adhere to the following documentation process.

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:

- 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.
- The original of the vehicle owner's government issued driver/operator license or passport. (For verification purposes only; do not photo copy or retain documents.)

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:

- 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.
- The original of the authorized representative's government issued driver/operator license with photo or passport.
- An original document authorizing the representative to act on behalf of the vehicle owner.
- Original or photocopy of the vehicle owner's government issued driver/operator license with photo or passport. (For verification purposes only; do not photo 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 their personal identification.

TIP OF THE WEEK: TRP Required Documentation (continued)

Theft-Relevant Parts Documentation and Record Keeping

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.
- Personnel identification of dealer employee does not need to be presented.

D. TRP Documentation for Independent Service Provider (ISP) Participating in the Secure Data Release Model (SDRM) Registry

Theft-relevant parts as a matter of policy should only be installed at authorized Mercedes-Benz or Freightliner workshops, certain exceptions apply (see Section 3C of the TRP policy dated March 6, 2015). When an order for a TRP is placed by an Independent Service Provider (ISP), the following documentation must be presented:

- Email authorization document that is received after the request is submitted through 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 license with photo or passport. (For verification purposes only; do not photo copy or retain document.)
- A valid repair order 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 → Locksmith/Vehicle Security Information.

Please refer to the TRP Policy dated March 6, 2015 for additional requirements; policy can be found on the PAC website, *Programs & Policy* → TRP.