



Protecting your Mercedes-Benz van

A guide to Theft Relevant Parts

Mercedes-Benz
Vans. Born to run.



Theft Relevant Parts are parts that are often targeted by thieves. They include things like your keys and chassis number – anything that could be used to steal your van or its identity.

We know that van theft can be costly, inconvenient and distressing. That's why our Theft Relevant Parts ordering process is designed to be one of the safest in the industry – to give you the best possible protection and peace of mind.

Ordering Theft Relevant Parts*

For maximum security, only the Registered Keeper (the owner or driver of the van) can order additional or replacement parts. However, the Registered Keeper can also nominate an Authorised Individual to collect the part on their behalf.

If you're the Registered Keeper:

1. Contact your local Mercedes-Benz Dealer, and ask them to order the part you need
2. When you come to collect the part, make sure you bring your van, your original DVLA V5C registration certificate (log book), and a form of ID (such as your driving license or passport).

If you're an Authorised Individual:

1. Follow the steps above
2. As well as the other documents mentioned, please bring a signed and dated letter of authorisation from the Registered Keeper
3. The letter should include the Registered Keeper's full name, registration number and chassis number, as well as your full name. If the Registered Keeper is a company, this can be given to us on letter-headed paper or sent from a company email address.

› **For more information about how Theft Relevant Parts keep your van protected, please contact your local Dealer.**

*All Theft Relevant Parts must be initialised, fitted or programmed by an authorised Mercedes-Benz Dealer or a nominated independent workshop (subject to complying with the Daimler Theft Relevant Parts Process).