

BULLETIN

Automobile Repairers Division

Automotive Electrical Division



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Theft Related Parts – Mercedes Benz

Dear Members,

In recent months VACC received numerous calls regarding changes to the parts ordering policy from Mercedes-Benz Australia, which banned the sale and fitment of all theft related parts to non-authorized service centres and independent businesses. The reasons for the change in policy were due to security and in turn protection of Mercedes-Benz vehicle owners. VACC contacted Mercedes-Benz Australia and initiated a meeting with the Australian Competition and Consumer Commission (ACCC) seeking further clarification and voicing concern that this action may be inconsistent with the Australian Consumer Law (ACL).

Consequently, Mercedes-Benz Australia reverted to its previous position, whereby an independent repairer can order and fit a security related part, provided proper documentation is received, and the authorisation is completed in full.

VACC have developed an authorisation form which is to be used whenever security related parts are ordered from a Mercedes-Benz authorised dealer. You can access this form [by clicking here](#).

Furthermore, members can find the Mercedes Benz Australia revised policy [by using this link](#).

VACC encourages fair trade and competition in the automotive industry and welcomes this change of policy, VACC believes that maintaining an appropriate level of security of vehicles and public safety is critical and that the appropriate measures are necessary.

For further assistance on this matter, please feel free to call me.

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