

BULLETIN

Automobile Repairers Division Automotive Electrical Division Body Repairers Division



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Theft Related Parts – Mercedes Benz

Dear Members

In the last few weeks VACC has received several calls from members who are not non-authorized repairers relating to restricted access to theft relevant parts from Mercedes Benz authorised parts suppliers. In 2016 Mercedes Benz Australia released a nationwide policy that restricted authorised dealers to sell theft relevant parts to the aftermarket. In response to member feedback, VACC successfully lobbied Mercedes Benz Australia late last year to reverse their policy. Refer to bulletin ARD 02-17.

Up until recently we have not heard of any issues relating to accessibility, however if you have been denied access it may be that the dealer in question has not been advised by MB head office. When ordering theft relevant parts please ensure you have completed the authorisation form. You can access this form.

When ordering theft relevant parts please ensure you have completed the authorisation form. You can access this form by clicking here.

Furthermore, members can find the Mercedes Benz Australia revised policy by using this link.

Feel free to print and hand this policy to any authorised Mercedes Benz authorised parts supplier if they refuse to sell you these parts.

VACC encourages fair trade and competition in the automotive industry and 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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