

STARTUNED®

INFORMATION FOR THE INDEPENDENT MERCEDES-BENZ SERVICE PROFESSIONAL

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NASTF and the VSP Registry

Valuable
resources for
independent
repair shops



The National Automotive Service Task Force (NASTF) was created to provide a technology solution to ensuring access to the information needed to diagnose and repair every make and model vehicle. But if information is king in the service and repair business, then security is the queen. Both old-fashioned physical security, as well as 21st century cybersecurity, are a growing focus in the vehicle diagnosis, service and repair business.

If you haven't yet created your NASTF membership, you're missing an important piece of the puzzle to maximize your shop's capabilities and productivity. Joining is easy—and free!—at nastf.org, with online resources available at your fingertips. If you haven't yet made the decision to join, here's some helpful information so you can better understand what NASTF is, how it works and what it can mean to your business success.

The National Automotive Service Task Force is a cooperative effort between the automotive service industry, the equipment and tool industry, and automotive manufacturers (like Mercedes-Benz) to ensure that independent automotive service professionals outside the dealer network have the information, training and tools needed to properly diagnose and repair today's high-tech vehicles.

NASTF was established in 2000 to work constructively at improving the delivery systems for that information. Today's rapidly-advancing vehicle technologies are adding enormous amounts of information that automotive professionals need to access and manage in the day-to-day process of diagnosis, maintenance and repair of an increasingly sophisticated vehicle fleet. But if technology is the problem, it can also be the solution, and NASTF facilitates the identification and correction of gaps in the availability of automotive service information, training, diagnostic equipment and communications to automotive service professionals.

Before NASTF, there was no national advocate for independent workshops like yours to get access to manufacturer-specific information. While many manufacturers offered this, not all did, and there were some gaps in what was available. NASTF helped bring all the stakeholders to the same table and develop a cooperative organization to ensure important information was available, complete and accessible, thus ensuring safe and effective repairs regardless of who the customer chose to service their vehicle.

What is the VSP Registry?

Information not only poses management challenges, it raises security issues as well. To address this aspect of 21st-century service, the NASTF Vehicle Security Professional (VSP) Registry was created. It is basically a secure data exchange system, where each user is validated and 'known,' advancing a level of trust for security-sensitive actions.

The VSP Registry was designed cooperatively by automotive manufacturers and the independent repair, insurance and law-enforcement communities to allow independent repair shops access to security-sensitive information and vehicle parts. The NASTF VSP Registry program allows this access while protecting the safety and security of consumers and the integrity of automobile security systems. Service technicians need to subscribe to the VSP Registry to purchase Theft-Relevant Parts (TRP) for Mercedes-Benz vehicles, as well as parts and information for virtually every other vehicle make in existence.

The NASTF VSP Registry also promotes consumer choice by ensuring that vehicle owners can choose any service providers who have access to security-related information, tools and parts necessary to service their vehicles. However, this independent access comes with certain responsibilities and controls for security-related information, tools and parts, with strict security protocols and oversight.

How do you join NASTF and the VSP Registry?

Signing up is easy, and everything is done online at nastf.org. There you'll find links to join NASTF as well as starting the process to register as a Vehicle Security Professional. The VSP Registry requires a more extensive registration process due to the security requirements for obtaining your unique Vehicle Security Credential (VSC) number. You'll find everything you need to know on the website along with contact information in case you have specific questions. You can also sign up for email alerts and updates to keep up with changes.

As mentioned, virtually every vehicle manufacturer recognizes the VSP Registry, including Mercedes-Benz. Links to the online service sites for manufacturers are provided, along with the details of a subscription. Independent service providers who want to purchase Theft-Relevant Parts from their Mercedes-Benz dealer must be a registered VSP, and complete an online order form to start the order process. The online form is how the VSC is verified, along with VIN validation and other details.

And Now, Keys!

While MBUSA has provided independent service professionals having a valid VSP Registry subscription the ability to purchase most Theft-Relevant Parts for many years now, vehicle keys were a notable exception. As of April 2020, Mercedes-Benz USA now allows independent service providers who are currently active in the VSP Registry to purchase most vehicle keys. You'll have to complete a new form, available online and from your dealer, certifying that you've met all the requirements, but with the exception of keys that are required to be programmed in-vehicle, your dealer can order and send to you a pre-programmed (or, in the case of a mechanical key, pre-cut) vehicle key. Note that blank keys remain unavailable.

As automotive technology continues to advance, the need for information access and security will continue to grow. Learning how and where to find the service and diagnostic information you need from Mercedes-Benz and other manufacturers has become a priority and an important aspect of life as an independent repair shop. If you are looking for OEM service information websites, NASTF is there to help provide the answers you need. It is a one-stop information location resource and an elegant solution to one of the greatest challenges facing the independent service community today: Keeping up with the changes. |

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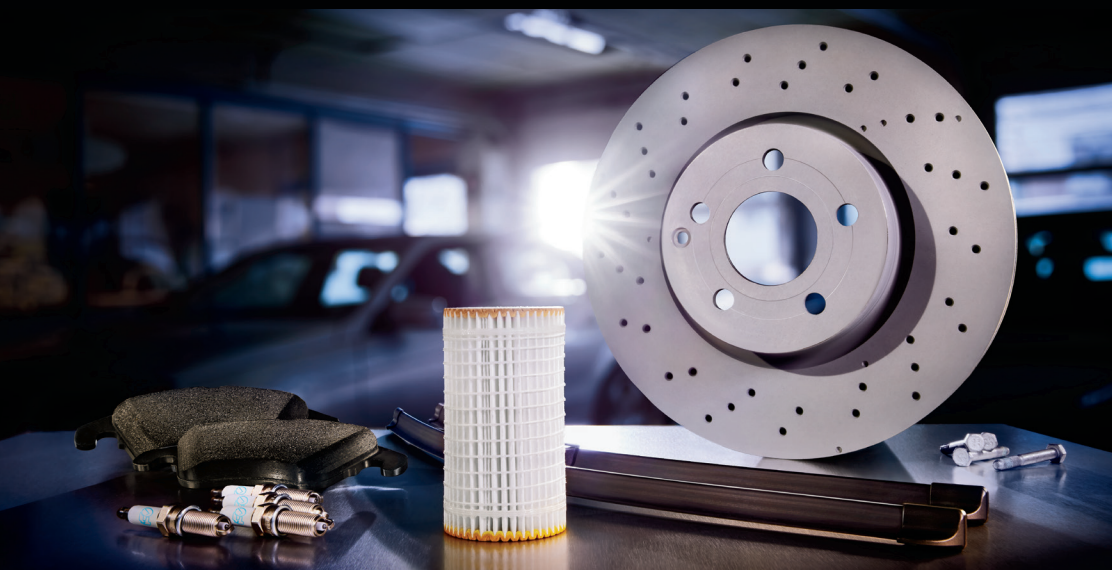
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