



International Carwash Association
Serving the Professional Car Care Industry

401 N. Michigan Avenue
Chicago, Illinois 60611-4267
P 312.321.5199
F 312.245.1085
e-mail: ica@smithbucklin.com
www.CarCareCentral.com

Mercedes-Benz Tele Aid Antenna

The Mercedes-Benz vehicles equipment with the Tele Aid Communications System has a short antenna located near the rear of the roof. The flexible antenna has a wire located in the center which can be bent rearward as the vehicle proceeds through a car wash by the overhead mitters.

This repeated bending of the wire in the antenna can eventually lead to breakage. The repair cost to replace the Tele Aid antenna is approximately \$400. Mercedes-Benz has been contacted regarding this issue and they claim it is not a design problem and they will not cover the cost of replacement.

As a result, it is suggested that car wash owner/operators alert Mercedes-Benz owners with the Tele Aid option that there is a risk of antenna damage before they enter the car wash. These pictures are good education tools for your employees and customers that this problem could occur.

If Tele Aid antenna damage should occur, please [report it](#) to Joe Ward through the Damage Control Center on www.carcarecentral.com or by calling the ICA office in Chicago (1-888-422-8422).



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