



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 Automatic Transmission Shift Handle

All Mercedes models from 1997 through 2002 with an automatic transmission have an electronic shift board located under the center console, which can be damaged if contaminated by water. The most minute amount of water on the electronic shift board has been known to short the board and disable the vehicle.

There are currently no resolution conversations taking place with Mercedes. However, Mercedes has recognized the problem for 2003, and has provided a protective boot to eliminate the possibility of water intrusion.

If a Mercedes vehicle is damaged as described in your car wash due to water damage, Mercedes will not cover the repair cost, which is approximately \$1100.00. As a result, alert your employees to use extreme care when using water on the center console near the shift handle.

If you have any questions regarding this issue, please contact Joe Ward through ICA Headquarters in Chicago at 1-888-ICA-8422 or ica@sba.com.

Should this occur, please [SUBMIT A REPORT](#) and include the vehicle VIN number.