



International Carwash Association
Serving the Professional Car Care Industry

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Mercedes-Benz ML 320 and ML 430 Rear Bumper Damage

The rear bumper on the Mercedes ML 320 and ML 430 SUV is attached at the rear with bolts, and at the rear wheel opening with plastic retainers. If the plastic retainers at the rear wheel opening are broken or missing, the side of the bumper cover is no longer secured to the body. As the vehicle proceeds through the car wash, the side raps can get behind the loose bumper cover and pull it out causing a crease in the surface. The crease cannot be repaired and the bumper cover must be replaced. The approximate cost is \$600.00.

The Mercedes-Benz Company has been contacted several times about this condition, but they have no record of this type of damage with their fleet or have not had any warranty issues. They claim they haven't received sufficient damage reports to recognize the problem.

Since the ICA has received several reports of this type of damage occurring, it is important to bring to your attention that if such an incident has occurred in your car wash operation, please contact the Mercedes-Benz Company to report any such incidents. The name and phone number of the person to contact is Bernard Pires, phone 201-573-0600, extension #6362. Please note that this contact information is provided only for reporting any incidents of this type of damage, not to solicit any individual resolutions to the problem.

Express that the damage is caused by a pre-existing condition; that the attaching retainers at the wheel opening were either missing or damaged before the vehicle entered your car wash.

Joe Ward
Director of Engineering
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