



SERVICE SOLUTIONS BUILT FOR YOU

Mercedes-Benz Vans ServiceCARE Customer Guide

For Mercedes-Benz Vans Extended Limited Warranty,
Prepaid Maintenance, and Complete.

Mercedes-Benz
Vans. Born to run.



ServiceCARE Plans Overview



Extended Limited Warranty (ELW)

More warranty. More certainty.

☐ Service

☒ Repair

☐ Wear & Tear

The Extended Limited Warranty product offers you greater coverage for mechanical, electrical and electronic components. It protects you against unforeseen repair costs and without any deductibles, you get the benefit of predictable and attractive conditions.

SPRINTER

METRIS

TERM
5 years / 100,000 miles
6 years / 120,000 miles
7 years / 140,000 miles



Maintenance (PPM)

Keeping your van in top shape.

☒ Service

☐ Repair

☐ Wear & Tear

Regular and accurate checking of the most important vehicle parts and functions ensures that your van continues to deliver outstanding performance and reliability. Maintenance prevents unnecessary repair costs and keeps downtime minimal.

SPRINTER

METRIS

TERM
2 Services / 3 years
4 Services / 5 years
6 Services / 7 years



Complete

The all-inclusive service package.

☒ Service

☒ Repair

☒ Wear & Tear

If you require comprehensive additional protection for your van, look no further than our Complete product. This package covers all workshop work, including wear and tear repairs. The vehicle is ready for action when you need it, and you keep costs safely under control.

SPRINTER

METRIS

TERM
3 yr / 60k / 3 Services
4 yr / 80k / 4 Services
5 yr / 100k / 5 Services

TERM
3 yr / 60k / 4 Services
4 yr / 80k / 5 Services
5 yr / 100k / 6 Services

Extended Limited Warranty (ELW)







Extended Limited Warranty





More warranty. More certainty.

Extended Limited Warranty Program (ELW) will help prepare and protect you against unforeseen cost beyond your factory warranty to minimize downtime and maximize productivity.

Stay in Control

ELW gives you a peace of mind knowing that you won't be sidelined by unexpected expensive repairs over the years. At any time if you decide to sell or trade in your vehicle, ELW can help retain, even increase, the value of your van.

COVERAGE OVERVIEW			
 ENGINE	 REAR AXLE	 COOLING SYSTEM	 CLIMATE CONTROL
Engine block	Rear axle center section	Thermostat	A/C compressor and clutch
Cylinder head(s)	All internally lubricated parts	Radiator	Climate control module
Cylinder head gasket(s)	Seals	Fan clutch	Receiver/drier bottle
All internally lubricated parts	Gaskets	Engine fan	Refrigerant hoses and connections
Intake and exhaust manifolds	Drive shaft	Coolant expansion tank	Evaporator
Timing chain cover	Drive shaft center bearing	Transmission oil cooler	Condenser
Flywheel	Flex-disc assembly	Engine oil cooler	Stepper actuators
Harmonic balancer	Universal joints	Metal lines	Valves and elements
Coolant pump	Rear axle shaft bearings and hubs	Fittings	Auxiliary cooling pump
Injection pump			Heater core
Turbocharger			Heater housing assembly (not including auxiliary water heater or additional roof mounted air conditioner)
Belt tensioners			
Control module			
Motor mounts			

 TRANSMISSION	 FRONT AXLE	 TRANSFER CASE	 AUDIO SYSTEM
Transmission case	Front axle center section	Transfer case	Speakers
Control module	All internally lubricated parts	Control module	Amplifiers
All internally lubricated parts	Seals	All internally lubricated parts	CD player
Valve body	Side shafts	Shifting motor	Head unit (radio, AM/FM, Bluetooth)
Hydraulic lines	Side shaft joints	Gear sensor	
Control cable	Side shaft boots		
Torque converter	Front hubs		

*This is a summary of coverage. For additional details please refer to the Extended Limited Warranty terms and conditions.

Prepaid Maintenance Plan (PPM)









Maintenance

Keeping your van in top shape.

Regular and accurate checking of the most important vehicle parts and functions ensures that your van continues to deliver outstanding performance and reliability. Maintenance prevents unnecessary repair costs and keeps downtime minimal and predictable.








Our Maintenance product protects your vehicle's value and boosts its resale value.

Available Metris PPM plans cover 2, 4, 6, or 8 services.

Metris PPM Coverage		1 YR 20K	2YR 40K	3YR 60K	4YR 80K	5YR 100K	6YR 120K	7YR 140K	8YR 160K
	OIL SERVICE								
	1. Engine: Oil Change & Filter Change	•	•	•	•	•	•	•	•
	MAINTENANCE								
	1. Function Checks								
	a. Seat belts, seat belt buckles, set belt buckle extensions	•	•	•	•	•	•	•	•
	b. Indicators, indicator lamps		•		•		•		•
	c. Headlamps, exterior lighting		•		•		•		•
	d. Windshield wipers, rear wiper, washer system, headlamp cleaning system		•		•		•		•
	2. Check for leaks & general condition		•		•		•		•
	3. Fluid checks		•		•		•		•
	ENGINE								
	1. Check Poly-V belt for wear & damage		•		•		•		•
	CHASSIS & BODY WORK								
	1. Replace dust filter for rear compartment AC system		•		•		•		•
	2. Replace dust filter		•		•		•		•
	3. Trailer tow hitch: check function, play & attachment		•		•		•		•
	4. Sliding door: check water drain holes		•		•		•		•
	5. Lubricate door hinges		•		•		•		•
	6. Inspect steering & suspension components	•	•	•	•	•	•	•	•
	ROAD WHEELS, BRAKES								
	1. Check & correct tire pressure	•	•	•	•	•	•	•	•
	2. Check & replace tire sealant		•		•		•		•
	ADDITIONAL WORK								
	1. Automatic transmission: oil & filter change		•					•	
	2. Replace air filter element				•				•
	3. Replace spark plugs			•			•		•
	4. Reset maintenance computer	•	•	•	•	•	•	•	•
	5. Replace brake fluid for hydraulic brakes		•		•		•		•

Prepaid Maintenance Plan (PPM)

Available Sprinter PPM plans cover 2, 4, 6, or 8 services.

Sprinter PPM Coverage	1 YR 20K	2YR 40K	3YR 60K	4YR 80K	5YR 100K	6YR 120K	7YR 140K	8YR 160K
 OIL SERVICE								
1. Engine: Oil Change & Filter Change	•	•	•	•	•	•	•	•
Lubrication Work								
1. Lubricate trailer tow hitch		•		•		•		•
 MAINTENANCE								
1. Function Checks								
a. Seat belts, seat belt buckles, set belt buckle extensions	•	•	•	•	•	•	•	•
b. Indicators, indicator lamps		•		•		•		•
c. Headlamps, exterior lighting		•		•		•		•
d. Windshield wipers, rear wiper, washer system, headlamp cleaning system		•		•		•		•
2. Check for leaks & general condition	•	•	•	•	•	•	•	•
3. Fluid checks (except brake fluid, DEF)		•		•		•		•
4. Fluid checks—brake fluid, DEF	•	•	•	•	•	•	•	•
 ENGINE								
1. Check Poly-V belt for wear & damage	•	•	•	•	•	•	•	•
2. Replace the fuel filter with water separator	•	•	•	•	•	•	•	•
 CHASSIS & BODY WORK								
1. Replace dust filter for rear compartment AC system		•		•		•		•
2. Replace dust filter		•		•		•		•
3. Trailer tow hitch: check function, play & attachment		•		•		•		•
4. Sliding door: check water drain holes		•		•		•		•
5. Lubricate door hinges		•		•		•		•
6. Inspect steering & suspension components	•	•	•	•	•	•	•	•
 ROAD WHEELS, BRAKES								
1. Check & correct tire pressure	•	•	•	•	•	•	•	•
2. Check & replace tire sealant		•		•		•		•
3. Check thickness of brake pads & brake discs		•		•		•		•
 ADDITIONAL WORK								
1. Retighten rear axle spring brackets	•							
2. Automatic transmission: oil & filter change		•			•			•
3. Replace air filter element			•			•		
4. Replace Poly-V belt				•				•
5. Check level for diesel particle filter					•	•	•	•
6. Reset maintenance computer	•	•	•	•	•	•	•	•
7. Replace brake fluid for hydraulic brakes		•		•		•		•
 ADBLUE®								
1. Check & fill the DEF reservoir	•	•	•	•	•	•	•	•

Complete







Complete

The all-inclusive service package.

If you require comprehensive additional protection for your van, look no further than our Complete product. This package covers all workshop work, including wear and tear repairs. The vehicle is ready for action when you need it, and you keep costs safely under control.

Complete combines the advantages of the ELW and Maintenance packages and additionally covers the wear and tear components. Only tires are excluded.

COVERAGE OVERVIEW			
 MAINTENANCE	 REPAIR POWERTRAIN	 REPAIR VEHICLE	 WEAR & TEAR
Maintenance Service A	Engine	Suspension	Battery, additional battery
Maintenance Service B	Injection system	Spring elements	V-belt, Poly V-belt, Toothed belt
Engine coolant	Cooling system	Wishbone	Spark plug
Brake fluid charge	Automatic gearbox	Bearing, shock absorber	Brake discs
Oil, automatic transmission	Transmission housing	Boot, shock-absorber strut	Brake lining
Transfer case oil	Disc brake	Body and cockpit	Wiper blades front, rear
Front axle gear oil	Transfer case	Steering	Shock absorbers front, rear
Rear axle gear oil	Gears and bearings	Electrical components	Muffler
Air filter elements	Propeller shaft	Wiring harnesses	Center muffler
Spark plug	Universal joint propeller shaft	Central locking system	End main muffler
Water separator, fuel system	Front axle, rear axle	Heating and air conditioning	Exterior lights, light source, bulbs, burner Xenon
Check/lubricate trailer hitch	Differential case	Safety systems	Interior lights, light source, bulbs
Oil change, engine oil, engine oil filter, grease vehicle	Ring gear, bevel gear		
Air/dust combination filter, heating and ventilation system	Wheel hub		
	Emission control system		
	NOx Sensor		
	AdBlue Unit		
	Diesel particulate filter		



Roadside Assistance

Here for when your customers need it most




Our Roadside Assistance Program can help with the following:

- Replace a flat tire with a spare**
- Deliver a jumpstart in the event of a dead battery
- Provide 3-5 gallons of fuel if the customer runs out
- Arrange a tow in the event of a mechanical issue or accident

*This is a summary of coverage. For additional details please refer to the Complete terms and conditions.

**Flat-tire changes will require a heavy-duty portable jack capable of lifting 3,000-15,000 lbs, depending on vehicle style, modifications, and/or load. Dealers are responsible for ensuring technicians are properly equipped to provide these services.



ServiceCARE Plans Inclusions and Exclusions

Inclusions	ELW	Maintenance	Complete
 STANDARD COVERAGE			
Maintenance works		•	•
Repair powertrain	•		•
Repair vehicle	•		•
Wear & tear components			•
 MAINTENANCE WORKS			
Regular maintenance work as per Service Booklet and manufacturer's specifications		•	•
Maintenance Service A		•	•
Maintenance Service B		•	•
Oil change, engine oil, engine oil filter, grease vehicle		•	•
Engine coolant		•	•
Brake fluid charge		•	•
Oil, automatic transmission		•	•
Transfer case oil		•	•
Front axle gear oil		•	•
Rear axle gear oil		•	•
Air filter element		•	•
Air/dust combination filter, heating and ventilation system		•	•
Maintenance work, diesel particulate filter		•	•
Spark plug		•	•
Water separator, fuel system		•	•
Check/lubricate trailer hitch		•	•
Maintenance documentation and registration		•	•
 REPAIR POWERTRAIN			
Engine	•		•
Crankcase	•		•
Crankshaft	•		•
Connecting rod	•		•
Piston, engine	•		•
Dual mass flywheel	•		•
Engine timing	•		•
Injection system	•		•
Air intake, turbocharging	•		•
Exhaust manifold, emission control system	•		•
Exhaust after treatment (Catalytic converter, NOx storage catalytic converter, AdBlue unit)	•		•
Diesel particulate filter	•		•
Electrical system–engine	•		•
Alternator, starter motor	•		•



ServiceCARE Plans Inclusions and Exclusions

Inclusions	ELW	Maintenance	Complete
REPAIR POWERTRAIN (CON'T)			
Glow plug	•		•
Engine cooling system, coolant pump, coolant hoses, fan	•		•
Radiator	•		•
Charge air cooler	•		•
Steering pump	•		•
A/C compressor	•		•
Engine suspension	•		•
Accelerator pedal	•		•
Automatic gearbox			
Torque converter, automatic transmission	•		•
Transmission housing	•		•
Shift operation	•		•
Clutch plate	•		•
Primary pump	•		•
Secondary pump	•		•
Rear planetary gear set	•		•
Bearing, planetary gear set	•		•
Disc brake	•		•
Electric controller unit	•		•
Transfer case			
Housing, transfer case	•		•
Drive shaft, Output shaft	•		•
Gear	•		•
Drive gear	•		•
Gear set (bevel/spur gear)	•		•
Ball bearing	•		•
Roller bearing	•		•
Planetary gear set	•		•
Planet gear	•		•
Ring gear	•		•
Oil cooler	•		•
Propeller shaft			
Propeller shaft transmission/rear axle	•		•
Propeller shaft/front axle	•		•
Universal joint propeller shaft	•		•
Bracket, propeller shaft intermediate bearing	•		•
Center support bearing, propeller shaft			

ServiceCARE Plans Inclusions and Exclusions

Inclusions		ELW	Maintenance	Complete
	REPAIR POWERTRAIN (CON'T)			
	Vibration damper	•		•
	Drive shaft, transmission, intermediate bearing	•		•
	Propeller shaft intermediate bearing rear axle	•		•
	Front axle, rear axle			
	Differential case	•		•
	Front and rear axle housing	•		•
	Front and rear axle differentials	•		•
	Drive shaft, right	•		•
	Differential pinion	•		•
	Ring gear, bevel gear	•		•
	Crown wheel	•		•
	Front and rear axle shafts	•		•
	Bearing universal joint	•		•
	Seal boot, front axle shaft	•		•
	Tapered roller bearing, Needle bearing	•		•
	Steering knuckle	•		•
	Wheel hub	•		•
	REPAIR VEHICLE			
	Suspension			
	Front and rear axle springs	•		•
	Bearing, axle spring	•		•
	Rubber mount rear spring/auxiliary spring	•		•
	End stop, axle spring	•		•
	Sleeve, bearing, torsion bar	•		•
	Vibration damper, leaf spring	•		•
	Spring element	•		•
	Leaf spring	•		•
	Center bolt	•		•
	Spring U-bolt/leaf spring	•		•
	Trailing arm	•		•
	Transverse leaf springs, front axle spring	•		•
	Spring bearing	•		•
	Wishbone	•		•
	Stabilizer bar, front and rear axle	•		•
	Bearing basket, torsion bar, frame	•		•
	Rubber mount, torsion bar	•		•
	Bearing, shock absorber	•		•

ServiceCARE Plans Inclusions and Exclusions

Inclusions	ELW	Maintenance	Complete
 REPAIR VEHICLE (CON'T)			
Support bushing, damper/suspension strut	•		•
Boot, shock-absorber strut	•		•
Body and cockpit			
Steering	•		•
Rack-and-pinion steering, mechanical/hydraulic/electric	•		•
Fuel tank	•		•
Fuel filter/strainer, filler neck	•		•
Fuel lines	•		•
AdBlue® tank	•		•
Pump, lines AdBlue®	•		•
Electrical components	•		•
Electrical systems, body	•		•
Wiring harnesses	•		•
Electronic control units	•		•
Central locking system	•		•
Electronic key	•		•
Heating and air conditioning	•		•
Safety systems	•		•
Seats (Fabric and leather excluded)	•		•
 WEAR & TEAR			
Battery, additional battery			•
V-belt, Poly V-belt, Toothed belt			•
Spark plug			•
Brake discs			•
Brake lining			•
Wiper blades front, rear			•
Shock absorbers front, rear			•
Muffler			•
Center muffler			•
End main muffler			•
Exterior lights, light source, bulbs, burner Xenon			•
Interior lights, light source, bulbs			•

Exclusions

- Refueling
- Tires
- Body parts
- Glass and mirrors
- Housing lamp unit
- Wheels
- Seats fabric
- Body-builder Superstructure and components
- Loss of key

Manufacturer Warranty

The Mercedes-Benz Vans MY19 manufacturer warranty provides now even more security to our customers, complementing the new vehicle warranty with a powertrain warranty.

SPRINTER

3 YR
36K 5 YR
100K

WARRANTY COVERAGE OVERVIEW*

New Vehicle Warranty	•
Powertrain Warranty	•
Diesel Engine Limited Warranty	•
Federal Emissions Warranty Diesel	•

Years:	1 YR	2YR	3YR	3YR	3YR	5YR	5YR	7YR
Miles (thousands):	12	24	36K	50K	UNL	50K	100K	70K

SPECIAL EXTENDED WARRANTY COVERAGE

Anti-Corrosion Perforation Limited Warranty:

All Panels	•	•	•	•	•			
Outer Panels	•	•	•	•	•	•	•	

Federal Emission Warranty - Diesel

California Emission Warranty - Diesel (CA, CT, DE, ME, MD, MA, NJ, OR, PA, RI, VT, and WA)	•	•	•	•	•	•	•	
Short Term	•	•	•	•	•	•	•	
Long Term	•	•	•	•	•	•	•	•

METRIS

3 YR
36K 5 YR
60K 8 YR
80K

WARRANTY COVERAGE OVERVIEW*

New Vehicle Warranty	•
Powertrain Warranty	•
Federal Emissions Performance Control	•

Years:	1 YR	2YR	3YR	3YR	3YR	5YR	5YR
Miles (thousands):	12	24	36K	50K	UNL	50K	100K

SPECIAL EXTENDED WARRANTY COVERAGE

Anti-Corrosion Perforation Limited Warranty:

All Panels	•	•	•	•			
Outer Panels	•	•	•	•	•		

Emission Performance (Federal)

Emission Control (Federal)	•	•	•	•	•	•	•
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Emission Performance (CA, CT, DE, ME, MD, MA, NJ, OR, PA, RI, VT, and WA)

Emission Control (CA, CT, DE, ME, MD, MA, NJ, OR, PA, RI, VT, and WA)	•	•	•	•	•	•	
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*For detailed warranty coverage information please check the vehicle manufacture warranty booklet.

ServiceCARE Resources

For more information, please visit:

<https://www.mbvans.com/sprinter/mercedes-van-parts-and-services#servicecare>

If you have any questions regarding Vans ServiceCARE, please send an email to: csp-vans@mbusa.com.

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