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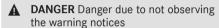
Service information

Mercedes-Benz



Symbols

You will find the following symbols in this Maintenance Booklet:



Warning notices draw your attention to hazards that may endanger your health or life, or the health or life of others.

- Please observe the warning notices in this manual.
- ENVIRONMENTAL NOTE Environmental damage due to failure to observe environmental notes

Environmental notes include information on environmentally responsible behavior or environmentally responsible disposal.

Observe environmental notes.

NOTE Damage to property due to failure to observe notes on material damage

Notes on material damage inform you of risks which may lead to your vehicle being damaged.

- Observe notes on material damage.
- (i) These symbols indicate useful instructions or further information that could be helpful to you.
- (\rightarrow page) Further information on a topic

Vehicle sales/vehicle warranty issuer/replacement part sales

Mercedes-Benz USA, LLC

One Mercedes-Benz Drive

Sandy Springs, GA 30328

Customer Assistance Center:

1-877-762-8267

Mercedes-Benz USA, LLC is a Daimler company

Vehicle data

This Maintenance Booklet contains a practical record page in the "Confirmations" chapter, where you can enter your vehicle data.

Publication details

Internet

Further information about Mercedes-Benz vehicles and about Daimler can be found on the following websites:

http://www.mercedes-benz.com

http://www.mbusa.com

Documentation team

Should you have any questions or suggestions regarding this Maintenance Booklet, you can reach the technical documentation team at the address listed on the inside cover page.

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Thank you for choosing the new Sprinter

With ownership of a Sprinter comes our promise to support you whenever and wherever necessary. We look forward to assisting you with our world-wide service network, our products, service and warranties for the duration of your vehicle's service life.

Please read this Maintenance Booklet and the Operating Instructions carefully to ensure that your vehicle runs properly.

Vehicle and operational safety are two important factors. Regular servicing and maintenance work is required to ensure this.

We are continually working to improve and further develop our products; please appreciate that we must reserve the right to make modifications to the scope of regular servicing and maintenance work on our vehicles.

The information in this Maintenance Booklet corresponds to the recommendations at the time of going to print. Scheduled service and maintenance work carried out by authorized Sprinter dealers are based on the current service information for the age and kilometer reading of your

vehicle. You can obtain information on the required modifications to the scope of regular servicing and maintenance work on your vehicle from an authorized Sprinter dealer.

PLEASE NOTE

WE STRONGLY RECOMMEND THAT YOU HAVE YOUR VEHICLE SERVICED BY YOUR AUTHORIZED SPRINTER DEALER WHO IS FULLY EQUIPPED TO PROVIDE THIS SERVICE AND THAT GENUINE MERCEDES-BENZ PARTS BE USED.

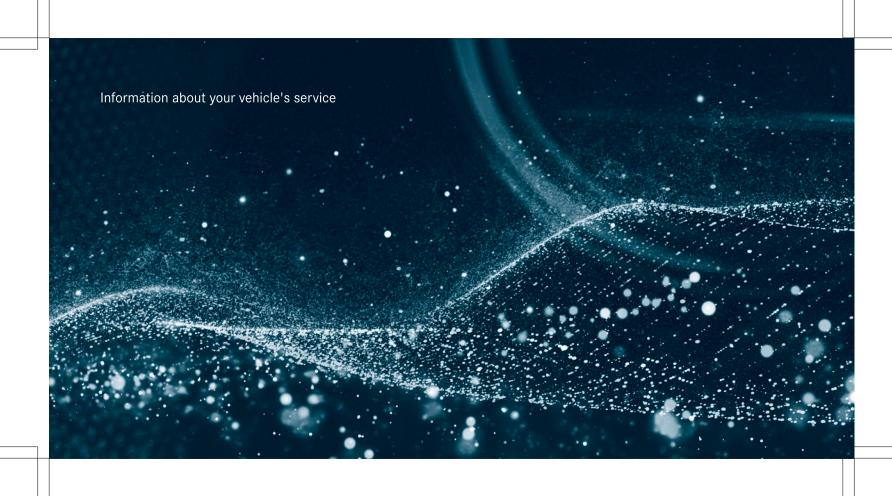
SERVICE, REPLACEMENT, OR REPAIR OF THE EMISSION CONTROL DEVICES AND SYSTEMS CAN BE PERFORMED BY ANY AUTOMOTIVE REPAIR ESTABLISHMENT OR INDIVIDUAL USING CERTIFIED PARTS.

THE USE OF DEFECTIVE OR NON-EQUIVALENT PARTS MAY RESULT IN YOUR EMISSION PERFORMANCE WARRANTY CLAIM BEING DENIED.

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2 Contents

Service for your Sprinter Service information Service information Wheel rotation Regular checks Maintenance of the emissions control system or the exhaust gas aftertreatment system Description of maintenance work on the exhaust gas cleaning/exhaust gas aftertreatment system Service documents	
Confirmations Confirmations Vehicle data Delivery inspection Wheel rotation Service reports	1 1 1



Service information



WARNING Risk of accident due to malfunctions or system failures

If you do not have the prescribed service/ maintenance work or any required repairs carried out, this could result in malfunctions or system failures.

Always have the prescribed service/ maintenance work as well any required repairs carried out at a qualified specialist workshop.

Always observe the service messages in the instrument cluster. You can find further information in the vehicle Operating Instructions.

Have the specified service carried out within the remaining time period or the remaining distance.

Additional maintenance work is taken into account depending on time and distance driven. Additional maintenance work includes maintenance work carried out due to technical requirements in cases of wear or work carried out on any optional equipment that might require

service. This work is carried out and invoiced separately.

(i) You can obtain up-to-date information concerning the servicing of your vehicle at any time from a qualified workshop, e.g. an authorized Sprinter dealer. This could be an overview of the maintenance work or any additional maintenance work, for example.

Always have the specified service and maintenance work carried out on schedule and documented according to requirements. This is the only way to ensure that your warranty rights are not affected.

We are continually working to improve and further develop our vehicles. Therefore, please appreciate that we must reserve the right to make modifications to the scope of servicing and maintenance.

Service work at your authorized Sprinter dealer

A comprehensive and well-equipped network of authorized Sprinter dealers is available to you to perform maintenance work. Your authorized Sprinter dealer can ensure that your vehicle is professionally and thoroughly maintained and repaired.

You can find detailed information on the warranty terms and conditions and scope of cover in the service and warranty information booklet.

Please observe the instructions for service and maintenance work, even if you allow a third party to use the vehicle and entrust them with the care of the vehicle. This is the only way to ensure that your warranty rights are not affected.

We strongly recommend that you have your vehicle serviced at a Sprinter dealer who is fully equipped to provide this service.

Please note that engine maintenance must be performed according to special instructions and using special measuring equipment, in order to fulfill the legal requirements for exhaust gas emissions. Modifying or tampering with components of the emission control system is not permitted.

Your authorized Sprinter dealer is familiar with the applicable regulations.

Special service requirements

Special service requirements may be necessary, for example, for certain components after a breaking-in period.

Service and maintenance work will need to be performed more often or in addition if the vehicle is operated under arduous conditions or increased loads. Take great care when assessing the operating conditions under which your vehicle is primarily used.

(i) You can obtain up-to-date information concerning the particular service requirements and service intervals of your vehicle at any time from a qualified specialist workshop, e.g. an authorized Sprinter dealer.

Wheel rotation

The tires are an essential component for the overall performance and stability of the vehicle. The service life of tires depends on tire type, speed rating, environmental conditions, tire load, tire pressure, road surface characteristics and individual driving style. For this reason, we recommend checking the tires regularly for wear

and the correct tire pressure as well as regular wheel rotation (with the appropriate tire configuration).

Wheel rotation may only be performed on vehicles with identical tire sizes on the front and rear axles.

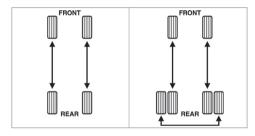
If the tire configuration of your vehicle permits wheel rotation, this should be carried out at the recommended intervals or at the first signs of uneven treadwear. Adherence to this recommendation means that the wheels will be rotated at least at every maintenance service.

Single tires, rear

If your vehicle is equipped with tires of the same size, the wheels on the front and rear axles can be rotated in pairs, allowing the intended direction of rotation of the tires to be maintained (unidirectional tires have an arrow on the tire sidewall indicating the intended direction of rotation of the tire).

Twin tires, rear

If your vehicle is equipped with tires of the same size, the wheels on the front axle and the inner wheels on the rear axle can be rotated in pairs, allowing the intended direction of rotation of the tires to be maintained. For non-unidirectional tires, the outer wheels on the rear axle can be rotated.



Wheel rotation diagram

This Maintenance Booklet contains a useful wheel rotation record page, on which the date and mileage reading for when the wheels were rotated can be recorded (\rightarrow page 14).

Regular checks

Check the following regularly, e.g. weekly, when refueling or prior to long journeys:

- Engine oil level: you can find further information on measuring the engine oil level in the vehicle Operator's Manual.
- Coolant level: you can find further information on checking the coolant level in the vehicle Operator's Manual.
- Brake fluid level: if the brake fluid needs to be topped up, consult an authorized Sprinter dealer and have the cause determined, e.g. leakage or worn brakepads.
- Windshield washer system: add windshield washer fluid that has been mixed with an approved windshield washer solution/ concentrate. Check the function of the system and the wiper blades.
- · Lighting system
- Tire condition and tire pressure: check these at least once a month. Information on guidelines and the correct method of checking tire condition and tire pressure can be

found in the "Tires and wheels" section in the Operating Instructions.

Maintenance of the emissions control system or the exhaust gas aftertreatment system

Cautionary notes for the emissions control system – gasoline engine

Your vehicle is equipped with a three-way catalytic converter and a lambda sensor in order to comply with the current exhaust gas standards. Keep your vehicle in a proper condition in accordance with the maintenance recommendations.

The following instructions must be adhered to:

a) Only refuel vehicles with a gasoline engine with low-sulfur unleaded gasoline with a minimum of 87 AKI/91 RON in accordance with the information on the filling pump, provided there are no other recommendations. Refueling using unsuitable fuel can cause damage to the engine. You can find further information in the "Operating fluids and fill

capacities" chapter of the vehicle Operating Instructions.

- b) Leaded fuel must not be used under any circumstances. This would result in damage to the emissions control system components.
- c) An ethanol concentration greater than E10 may not be used in vehicles with a gasoline engine which are not flex-fuel compatible. The engine may be damaged if incorrect fuels are used. You can find further information in the "Operating fluids and fill capacities" chapter of the vehicle Operating Instructions.
- d) The specified maintenance work on the engine must be performed in full and at the required intervals. To enable the catalytic converter to achieve its intended service life, the ignition setting must be correct and the spark plugs must be functioning correctly, for example. If the specified maintenance work is not performed correctly, this may negatively affect the vehicle's emissions control system and reduce its service life.
- e) Operation of the emissions control system must not be modified in any way. Modifi-

cations are prohibited by law. In addition, modifications could lead to damage to the catalytic converters, increased fuel consumption and a deterioration in the engine operating conditions.

f) Irregularities when operating the engine should be rectified immediately by an authorized Sprinter Dealer. Such irregular operating conditions may affect the correct operation of the emissions control system.

If the Check Engine indicator lamp lights up in the instrument cluster while the engine is running, there may be a malfunction in the engine control system or the emissions control system.

Cautionary notes for the exhaust gas aftertreatment system – diesel engines

Your vehicle is equipped with an exhaust gas aftertreatment system in order to fulfill the current emissions regulations for diesel engines in regions in which the vehicle has been certified for sale. Keep your vehicle in a proper condition in accordance with the maintenance recommendations.

The following instructions must be adhered to:

a) Diesel engines require ULTRA-LOW SUL-FUR HIGHWAY DIESEL (ULSD) FUEL (max. 15 ppm sulfur) as per standard ASTM D975.

The vehicle exhaust gas aftertreatment system can be severely damaged if ULTRA-LOW SULFUR HIGHWAY DIESEL (ULSD) FUEL is not used.

b) We approve the use of bio-diesel B5 (standard ULSD with up to 5% bio-diesel content) in all BlueTEC diesel engines.

Diesel fuel with a higher percentage of bio-diesel, e.g. B20 and pure bio-diesel could damage the engine or the fuel system and are not permitted.

You can obtain further information from an authorized Sprinter dealer or at a gas station. If the identification of the B5 bio-diesel mixture does not clearly indicate that it fulfills the requirements mentioned above, the fuel may not be used. Damage arising from the use of fuels, which do not meet the fuel standards approved by us, are not covered by the limited warranty for new vehicles.

- c) The specified maintenance work on the engine must be performed in full and at the required intervals.
- d) The operation of the exhaust gas aftertreatment system may not be modified in any way. Modifications are prohibited by law. In addition, modifications could lead to damage to the catalytic converters, increased fuel consumption and a deterioration in the engine operating conditions.

If the CHECK ENGINE indicator lamp lights up in the instrument cluster while the engine is running, there may be a malfunction in the engine control system or the exhaust gas aftertreatment system.

Have the cause for the malfunction rectified in a qualified specialist workshop without delay. We recommend that you use an authorized Sprinter dealer.

BlueTEC exhaust gas aftertreatment with **DEF (Diesel Exhaust Fluid)**

The BlueTEC exhaust gas aftertreatment system requires a reducing agent (DEF) in order to function correctly.

Further information on DEF (Diesel Exhaust Fluid) can be found in the "Operating fluids and filling capacities" section of the vehicle Operating Instructions.

The reducing agent (DEF) is a non-flammable, non-toxic, colorless, odorless and water-soluble fluid.

NOTE Damage caused by mixing additives with DEF or from diluting DEF

The BlueTEC exhaust gas aftertreatment system could be destroyed by:

- Additives in DFF
- Diluting DEF
- Only use DEF in accordance with ISO 22241.
- Do not add additives.

Do not dilute DFF.

Description of maintenance work on the exhaust gas cleaning/exhaust gas aftertreatment system

The composition of exhaust gases is influenced not only by the emissions control system or the exhaust gas aftertreatment system, but also by various engine components and their settings.

Therefore, maintenance of the emissions control system or the exhaust gas aftertreatment system must include these engine components. In practice, certain maintenance work consists only of tests. However, the tests are important, as they enable any deviations that could lead to worse emission values at a later date to be detected as soon as possible. It is generally more cost-effective to have such issues rectified immediately rather than wait until this could lead to expensive repairs. The maintenance intervals are specified so that the vehicle can be operated correctly, under normal conditions, until the next service due date (\rightarrow page 4).

Replacing the engine oil and engine oil filter

Replace the engine oil and engine oil filter according to the specified service interval. If oil consumption increases, you must find the cause and take the necessary steps to rectify the problem. Do not reset the service interval display if you have topped up or changed the oil outside of the specified service interval.

Replacing the engine air cleaner

Replace the engine air cleaner according to the specified service interval. When operating under extremely dusty conditions, the engine air cleaner must be replaced more regularly than is displayed in the service interval display. Clean the cover and housing of the engine air cleaner before you remove it.

Replacing the fuel filter

Replace the fuel filter according to the specified service interval

Checking the condition of the poly-V-belt on the engine

The poly-V-belt is subject to wear and aging. Check it for tears and wear according to the specified service interval. Replace the poly-V-belt if necessary.

Replacing the spark plugs (as applicable)

Spark plugs are subject to electrode erosion and must be replaced according to the specified service interval. If the vehicle is operated under arduous conditions, the spark plugs must be replaced more often.

Topping up DEF (Diesel Exhaust Fluid) (as applicable)

Top up the reducing agent (DEF) in accordance with the specified service interval, and when you are requested to do so in the instrument cluster.

You can find further information in the vehicle Operating Instructions, e.g. to identify the filler neck for the reducing agent (DEF) on your vehicle.

Checking the diesel particulate filter (as applicable)

The fill level of the diesel particulate filter must first be checked in accordance with the specified service interval. If the fill level is still below the limit value at the first check, the fill level of the diesel particulate filter must be checked again as part of each subsequent service appointment.

If the fill level of the diesel particulate filter is above the limit value, the diesel particulate filter should be replaced.

Once the new diesel particulate filter has been installed, the checking cycle starts again in accordance with the specified service interval.

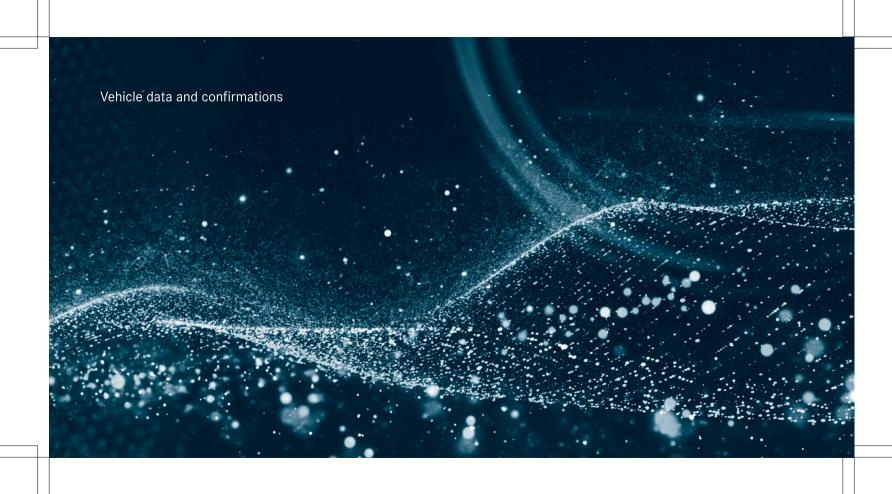
Service documents

Confirmation that the service and maintenance work has been carried out is entered in the Maintenance Booklet.

No other repair work that may have been performed on your vehicle is recorded or documented alongside the listed service and maintenance work in this Maintenance Booklet. For this reason, keep evidence of this together with your vehicle's documents. Information relevant to the warranty can be found in your service and warranty information booklet.

Your authorized Sprinter dealer will be happy to provide you with all necessary information regarding the maintenance of your vehicle.





Vehicle data		
Туре	License plate number	License plate number
Vehicle identification number	License plate number	License plate number
Initial registration	License plate number	License plate number
Paintwork	License plate number	License plate number

Delivery inspection
Delivery inspection
Carried out according to factory specifications
Mileage reading (mi)
City
City
Date
C'en about
Signature

Wheel rotation		
• Information on wheel rotation (\rightarrow page 5).		
Date:	Date:	Date:
Mileage reading:	Mileage reading:	Mileage reading:
Date:	Date:	Date:
Mileage reading:	Mileage reading:	Mileage reading:
Date:	Date:	Date:
Mileage reading:	Mileage reading:	Mileage reading:
Date:	Date:	Date:
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Service reports		
Date Remaining time (days) Job number Additional maintenance work (if applic	Page 1/2 – complete in full. Mileage (mi) Remaining mileage (mi)	Service carried out according to specifications: (yes/no)
Service A	Service B	Notes/Notes

	Page 2/2 – complete in full.	Oil change carried out: (sheet no./vise engine manual transmission automatic transmission	cosity)
		transfer case	
Checked:		front axle	
diesel particulate filter		rear axle	
Replaced:	dust filter: heating/ventilation		
brake fluid	dust filter: rear air conditioning system		
coolant	air filter element		
brakepads, front axle	spark plugs		
brakepads, rear axle	poly-V-belt		
fuel filter	diesel particulate filter		
activated charcoal particle filter	DEF		
		Signature/Qualified specialist workshop stamp	

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Service A	Service B	Notes/Notes

	Page 2/2 – complete in full.	Oil change carried out: (sheet no./viscosit	:y)
		engine	
		manual transmission	
		automatic transmission	
		transfer case	
		front axle	
Checked:		rear axle	
diesel particulate filter			
Replaced:	dust filter: heating/ventilation		
brake fluid	dust filter: rear air conditioning system		
coolant	air filter element		
brakepads, front axle	spark plugs		
brakepads, rear axle	poly-V-belt		
fuel filter	diesel particulate filter		
activated charcoal particle filter	DEF		
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		manual transmission	
		automatic transmission	
		transfer case	
		front axle	
Checked:		rear axle	
diesel particulate filter			
Replaced:	dust filter: heating/ventilation		
brake fluid	dust filter: rear air conditioning system		
coolant	air filter element		
brakepads, front axle	spark plugs		
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		manual transmission	
		automatic transmission	
		transfer case	
		front axle	
Checked:		rear axle	
diesel particulate filter			
Replaced:	dust filter: heating/ventilation		
brake fluid	dust filter: rear air conditioning system		
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		front axle
Checked:		rear axle
diesel particulate filter		
Replaced: brake fluid coolant brakepads, front axle brakepads, rear axle fuel filter activated charcoal particle filter	dust filter: heating/ventilation dust filter: rear air conditioning system air filter element spark plugs poly-V-belt diesel particulate filter DEF	
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brakepads, rear axle	poly-V-belt		
fuel filter	diesel particulate filter		
activated charcoal particle filter	DEF		
		Signature/Qualified specialist workshop stamp	

Date Remaining time (days) Job number Additional maintenance work (if appl	Page 1/2 – complete in full. Mileage (mi) Remaining mileage (mi)	Service carried out according to specifications: (yes/no)
Service A	Service B	
		Notes/Notes

	Page 2/2 – complete in full.	Oil change carried out: (sheet no./viscosity)
		engine
		manual transmission
		automatic transmission
		transfer case
		front axle
Checked:		rear axle
diesel particulate filter		
Replaced:	dust filter: heating/ventilation	
brake fluid	dust filter: rear air conditioning system	
coolant	air filter element	
brakepads, front axle	spark plugs	
brakepads, rear axle	poly-V-belt	
fuel filter	diesel particulate filter	
activated charcoal particle filter	DEF	
		Signature/Qualified specialist workshop stamp

Date Remaining time (days) Job number Additional maintenance work (if appl	Page 1/2 – complete in full. Mileage (mi) Remaining mileage (mi) licable)	Service carried out according to specifications: (yes/no)
Service A	Service B	
		Notes/Notes

	Page 2/2 – complete in full.	Oil change carried out: (sheet no./viso	cosity)
		engine	
		manual transmission	
		automatic transmission	
		transfer case	
		front axle	
Checked:		rear axle	
diesel particulate filter			
Replaced:	dust filter: heating/ventilation		
brake fluid	dust filter: rear air conditioning system		
coolant	air filter element		
brakepads, front axle	spark plugs		
brakepads, rear axle	poly-V-belt		
fuel filter	diesel particulate filter		
activated charcoal particle filter	DEF		
		Signature/Qualified specialist workshop stamp	

Date Remaining time (days) Job number Additional maintenance work (if applicable)	Page 1/2 – complete in full. Mileage (mi) Remaining mileage (mi)	Service carried out according to specifications: (yes/no)
Service A	Service B	Notes/Notes

	Page 2/2 – complete in full.	Oil change carried out: (sheet no./visco engine manual transmission automatic transmission transfer case	osity)
		front axle	
Checked:		rear axle	
diesel particulate filter			
Replaced: brake fluid coolant brakepads, front axle brakepads, rear axle fuel filter activated charcoal particle filter	dust filter: heating/ventilation dust filter: rear air conditioning system air filter element spark plugs poly-V-belt diesel particulate filter DEF	Signature/Qualified specialist workshop stamp	

Date Remaining time (days) Job number Additional maintenance work (if applicable)	Page 1/2 – complete in full. Mileage (mi) Remaining mileage (mi)	Service carried out according to specifications: (yes/no)
Service A	Service B	Notes/Notes

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	Page 2/2 – complete in full.	Oil change carried out: (sheet no./visc	cosity)
		engine	
		manual transmission	
		automatic transmission	
		transfer case	
		front axle	
Checked:		rear axle	
diesel particulate filter			
Replaced:	dust filter: heating/ventilation		
brake fluid	dust filter: rear air conditioning system		
coolant	air filter element		
brakepads, front axle	spark plugs		
brakepads, rear axle	poly-V-belt		
fuel filter	diesel particulate filter		
	DEF		
activated charcoal particle filter			
		Signature/Qualified specialist workshop stamp	
		orginature/ Quarried openialist workshop stamp	

Date Remaining time (days) Job number Additional maintenance work (if applicable)	Page 1/2 – complete in full. Mileage (mi) Remaining mileage (mi)	Service carried out according to specifications: (yes/no)
Service A	Service B	Notes/Notes

	Page 2/2 – complete in full.	Oil change carried out: (sheet no./viso	cosity)
		engine	
		manual transmission	
		automatic transmission	
		transfer case	
		front axle	
Checked:		rear axle	
diesel particulate filter			
Replaced:	dust filter: heating/ventilation		
brake fluid	dust filter: rear air conditioning system		
coolant	air filter element		
brakepads, front axle	spark plugs		
brakepads, rear axle	poly-V-belt		
fuel filter	diesel particulate filter		
activated charcoal particle filter	DEF		
		Signature/Qualified specialist workshop stamp	