



Service information



Mercedes-Benz




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## Symbols

You will find the following symbols in this service booklet:

 **WARNING** Danger due to failure to observe the warning notices


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

► Observe the warning notices.

 **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.

 These symbols indicate useful instructions or further information that could be helpful to you.

( → page) Further information on a topic

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## Publication details

### Internet

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

<https://www.mercedes-benz.com>

<https://www.mercedes-benz.ca>

### Documentation team

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

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## Welcome to the world of Mercedes-Benz

Thank you for choosing Mercedes-Benz. 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, services and warranties for the duration of your vehicle's service life.

Please read this Maintenance Booklet and the Operator's Manual carefully to ensure that your vehicle runs properly.

Vehicle safety and operational reliability are two very important factors. Regular maintenance services are required to ensure these.

We continuously strive to improve our products and ask for your understanding that we reserve the right to make changes to the regular service and maintenance work for our vehicles.

The information in this Maintenance Booklet is accurate at time of printing. Scheduled service and maintenance work carried out by authorized Sprinter dealers is based on the current service information for the age and mileage 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 OBSERVE**

WE STRONGLY RECOMMEND THAT YOU HAVE YOUR VEHICLE SERVICED AT AN AUTHORIZED SPRINTER DEALER THAT IS FULLY EQUIPPED TO PROVIDE THIS SERVICE AND THAT WILL ENSURE GENUINE MERCEDES-BENZ PARTS ARE USED.

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

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### 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 and maintenance work or any required repairs carried out in a qualified specialist workshop.

Always observe the service display on the instrument display. Have the specified service carried out within the remaining time period or the remaining distance.

You can find information on the ASSYST PLUS service interval display in the Operator's Manual.

Additional maintenance work is considered depending on the time and distance driven. Additional maintenance work includes maintenance work carried out due to technical requirements, cases of wear or 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 specialist workshop, e.g. an authorized Sprinter Dealer. This could include, for example, an overview of maintenance work or possible additional maintenance work.

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 modify the scope of service and maintenance work.

#### Service work at your authorized Sprinter dealer

A comprehensive and well-equipped network of authorized Sprinter dealers is available 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 your vehicle be serviced by an authorized 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 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 measures

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

More frequent or additional service and maintenance work will need to be performed if the vehicle is operated under arduous operating 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 your vehicle's particular service requirements and service intervals at any time from a qualified specialist workshop, e.g. an authorized Sprinter dealer.

### Digital service report

#### Digital Service Booklet (DSB)

The service and maintenance work carried out is confirmed in our central database. You receive a printout of the service report; keep it until the next service. In addition to the most recent service report, the complete service history of your vehicle can also be called up at any time.

Your vehicle's service data is documented consistently and can no longer be lost. Every authorized Service Partner can provide you with information on your vehicle's service data. This means you can receive assistance as quickly as possible, wherever you are.

### Tire rotation

The tires are essential to the total 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 the proper tire configuration, i.e. regular wheel rotation.

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

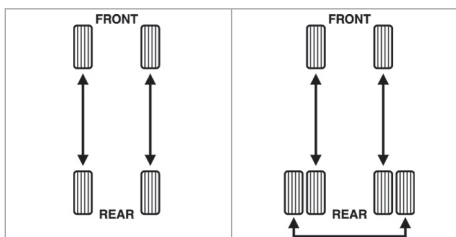
If the tire configuration of your vehicle permits wheel rotation, this should be carried out at the recommended intervals or at the first signs of uneven treadwear. Adherence to this recommendation means that the wheels will be rotated at least at every maintenance service.

#### Rear single tires

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).

#### Rear twin tires

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 for when the wheels were rotated can be recorded (→ page 7).

### 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 immediately and have the cause determined, e.g. leakage or worn brake pads.
- **windshield washer system:** add windshield washer fluid mixed with an approved windshield washer solution/concentrate. Check the function of the system and the wiper blades.
- **lighting system**
- **tire condition and pressure:** check these at least once a month. Information on guidelines and the correct method of checking tire condition and pressure can be found in the "Tires and wheels" chapter in the Operator's Manual.

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

#### Cautionary notes for the emissions control system – gasoline engines

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.

Observe the following instructions.

- Only refuel vehicles with a gasoline engine with unleaded gasoline with a minimum of 87 octane according to the fuel pump.** Refueling using unsuitable fuel can cause damage to the engine. You can find further information in the "Operating fluids and filling capacities" section of the vehicle Operating Instructions.
- Leaded fuel must not be used under any circumstances.** This would result in damage to the emissions control system.
- The specified maintenance work on the engine must be performed in full and at the required intervals.** The correct ignition setting and spark plugs which are in correct working order are important, for example, for the catalytic converters to achieve

the maximum possible service life. If the specified maintenance work is not performed properly, this can have an adverse effect your vehicle's emissions control system and its operating life.

**d) Operation of the emissions control system must not be modified in any way.** Alterations are not permissible by law. In addition, modifications could result in damage to catalytic converters, to higher fuel consumption and to a deterioration in the operating conditions of the engine.

**e) 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 in the instrument cluster lights up while the engine is running, this is an indication of a potential malfunction in the engine management or 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 SULFUR DIESEL (ULSD) FUEL with a particularly low sulfur content (max. 15 ppm sulfur) as per standard ASTM D975.** The vehicle exhaust gas aftertreatment system can be severely damaged if ULTRA-LOW SULFUR 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)

Diesel Exhaust Fluid (DEF)

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 fill capacities" chapter 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 additives in DEF or by diluting DEF

The BlueTec® exhaust gas aftertreatment system could be destroyed by the following:

- Additives in DEF
- Diluting DEF

- ▶ Only use DEF in accordance with ISO 22241.
- ▶ Do not mix additives.
- ▶ Do not dilute DEF.

#### Description of the maintenance work on the exhaust gas cleaning or exhaust gas aftertreatment

The composition of the exhaust gases is not only influenced by the respective exhaust gas cleaning system or the respective emissions control system,

but also by the various engine components and their settings.

For this reason, maintenance of the exhaust gas cleaning system or emissions control system must also include maintenance of these engine components. In practice, some of this work only involves tests. Nevertheless, these tests are important because irregularities, which could at a later stage result in poorer emission values, can be detected as early as possible. It is generally more cost-effective to have such issues remedied immediately, rather than waiting until they result in a need for expensive repairs. The maintenance intervals have been determined so that the vehicle, under normal operating conditions, should operate properly between maintenance services (→ page 3).

#### **Replacing the engine oil and engine oil filter**

Change engine oil and replace engine oil filters in accordance with the specified service intervals. If the oil consumption increases, you must determine the reason and take the necessary steps to remedy the problem. Do not reset the service interval display if you have refilled or changed oil outside the specified service intervals.

#### **Replacing the air filter element**

Replace the air filter element in accordance with the specified maintenance interval. In operating conditions where large dust levels are generated, the air filter element must be replaced more regularly than is indicated by the service interval display. Before removing it, clean the cover and the housing of the air filter element.

#### **Replacing the fuel filter**

(if applicable)

Replace the fuel filter in accordance with the specified maintenance interval.

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

The poly-V-belt is subject to wear and aging. It must be checked for cracks and wear according to the specified maintenance intervals. Replace the poly-V-belt if necessary.

#### **Replacing the spark plugs**

(if 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.

#### **Refilling DEF (Diesel Exhaust Fluid)**

(if applicable)

Diesel Exhaust Fluid (DEF)

Refill 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 particle filter**

(if applicable)

The saturation level of the diesel particle filter must first be checked in accordance with the specified maintenance interval.

If the saturation level is still below the threshold value at the first check, the saturation level of the diesel particle 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 particle filter has been installed, the checking cycle starts again in accordance with the specified maintenance interval.

### **Service records**

Confirmation that the service and maintenance work has been carried out is entered in the Digital Service Booklet (DSB) (→ page 3).

No other repair work that may have been performed on your vehicle is recorded or documented in this Maintenance Booklet. Therefore, keep these receipts together with the documents for your vehicle.

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.



