

Sprinter

Maintenance Booklet



Thank you for choosing the new Sprinter

We hope you enjoy your Sprinter. Vehicle safety and operational reliability are two very important factors. To maintain them, regular maintenance services are necessary.

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

The information in this booklet is accurate at time of printing. At the time of your scheduled maintenance appointments with your authorized Sprinter dealer, the most current service information will be utilized for your vehicle's age or mileage. Please check with your authorized Sprinter dealer for any changes to the periodic maintenance work required for your vehicle.

PLEASE NOTE

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

EMISSION CONTROL COMPONENTS AND SYSTEMS CAN BE MAINTAINED, REPLACED, OR REPAIRED BY ANY AUTOMOBILE REPAIR WORKSHOP OR INDIVIDUAL USING CERTIFIED PARTS.

THE USE OF DEFECTIVE OR NON-EQUIVA-LENT PARTS CAN RESULT IN YOUR EMIS-SIONS PERFORMANCE WARRANTY CLAIM BEING DENIED.

Symbols

The following symbols are used in this Maintenance Booklet:

↑ WARNING

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

- Highlights hazards that may result in damage to your vehicle.
- 1 Helpful tips or other useful information.
- This symbol informs you where you
 Page can find further information on a topic.
- This continuation symbol indicates that a warning or procedure is continued on the next page.

Vehicle sales/Vehicle warranty issuer/Spare parts sales organization

Daimler Vans USA, LLC One Mercedes-Benz Drive Sandy Springs, GA 30328 Customer Assistance Center: 1-877-762-8267

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Vehicle data

venicle data	
>	>
Model	Vehicle identification number (VIN)
>	>
Date of the first registration	Paint and code
>	>
License plate	License plate
>	>
License plate	License plate
>	•
License plate	License plate
>	>
License plate	License plate

Protecting the environment

Natural resources form the basis of our existence on this planet. The objectives of our policy are for these resources to be used sparingly and in a manner which takes the requirements of both nature and humanity into account.

Our declared policy is integrated environmental protection. This policy starts at the root causes and encompasses in its management decisions all the consequences for the environment which could arise from production processes or the products themselves.

You too can help to protect the environment by operating your Sprinter in an environmentally responsible manner. Fuel consumption and the wear of your engine, brakes and tires are largely dependent on operating conditions and your individual driving style. To reduce fuel consumption and wear, note the following:

- avoid short trips.
- always ensure that the tire pressure is correct.
- avoid frequent and abrupt acceleration.
- · avoid carrying unnecessary ballast.
- remove ski attachments and roof racks if they are no longer being used.
- do not warm up the engine when the vehicle is stationary.
- shift gears such that each gear is used only up to ²/₃ of its maximum engine speed.
- monitor the fuel consumption.

A regularly serviced vehicle will also help protect the environment. Observe the maintenance intervals indicated by the ASSYST service interval display, as well as any other maintenance work that is described in this booklet.

We recommend that you have the maintenance service carried out by an authorized Sprinter dealer using genuine Mercedes-Benz parts.

Introduction

Active Service System (ASSYST)

General notes

Your Sprinter is equipped with the **Active Service System (ASSYST)**. The maintenance computer tracks distance driven and the time elapsed since your last service. The maintenance service is shown in the multifunction display in the instrument cluster.

Approximately one month before the maintenance service is due, the multifunction display shows a message. It indicates when the next maintenance service is due in miles or days.

The icons or letters on the service indicator show the type of service that is due.

or A Oil Service Plus

or B Maintenance service

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

Vehicles with Approved Emission Modification (AEM): Services are carried out in a series defined as A-B.

The first oil service plus (Service A) is due at 20,000 miles or 2 years.

The first maintenance service (Service B) is due at 40,000 miles or 4 years.

1 Please obtain the latest maintenance information from your local authorized Sprinter dealer.

Service due date display

Vehicles with steering wheel buttons One of the following messages appears:

- Service A: due in ... days
- Service A: due in ... miles
- Service A Carry out now

Vehicles without steering wheel buttons

One of the following messages appears:

- 🖍 for service A
- for service B

The remaining distance in miles (mi) or the remaining time in days (d) is shown.

Service due date has been exceeded

A qualified specialist workshop, e.g. an authorized Sprinter dealer resets the service indicator during the service.

Vehicles with steering wheel buttons

If the service due date has been exceeded, one of the following messages will appear in the display:

- Service A: overdue by ... days
- Service A: overdue by ... miles

A warning tone also sounds.

Vehicles without steering wheel buttons

If the service due date has been exceeded, the or service icons flash for 10 seconds after the ignition is switched on. A minus sign also appears in front of the service due date.

Service information

You can find a list with descriptions of the maintenance work in this booklet, from (⊳ page 10). Following every maintenance service, the authorized Sprinter dealer will reset the service interval display by confirming the maintenance work performed. The authorized Sprinter dealer performing the maintenance services will confirm the work has been carried out using the confirmation pages in this Service Booklet (⊳ page 16). We continuously strive to improve our product and ask for your understanding that we reserve the right to make changes in the periodic maintenance work for our vehicles. The information in this booklet is accurate as of the press date. At the time of your

of the press date. At the time of your scheduled maintenance appointments with your authorized Sprinter dealer, the most current maintenance work information will be utilized for your vehicle's age or mileage. Please check with your authorized Sprinter dealer for any changes to the periodic maintenance work for your vehicle.

i If the ASSYST service interval display has been accidentally reset, have an authorized Sprinter dealer correct the setting. A reset should only be performed once the corresponding maintenance service has been carried out. Resetting the ASSYST service interval display without performing the corresponding maintenance service may result in engine damage and/or damage to other vehicle parts that are not covered by the limited warranty for new vehicles.

Tire rotation

Your vehicle's tires are a critical component to overall vehicle performance and vehicle stability. The useful life of tires will vary and is proportional to tire type, speed rating, ambient conditions, tire loading, tire inflation pressure, road surfaces, and individual driving style. We therefore recommend regularly checking the tires for wear and correct tire pressure, and - if the tire configuration allows - that the tires are rotated regularly.

Tires can only be rotated on vehicles with the same tire size on the front and rear axles. If your vehicle's tire configuration allows for tire rotation, tire rotation should be performed in accordance with the recommended intervals, or sooner at first signs of irregular (uneven) tread wear. Tire rotation recommendations will likely necessitate a tire rotation at least at every Oil Service Plus/maintenance service.

Single tires at rear

If your vehicle is equipped with the same tire dimensions, tires can be rotated by observing a front-to-rear rotation pattern that will maintain the intended rotation (spinning) direction of the tire (on unidirectional tires, an arrow on the sidewall indicates the intended rotation or spinning direction of the tire).

Double tires at the rear

If your vehicle is fitted with tires of the same size, the tires on the front axle can be rotated with the inner tires on the rear axle in pairs so that the intended rotation (spinning)

direction of the tires remain the same. If the tread pattern on the tires is not unidirectional, the outer tires can be rotated from one side to another on the rear axle.

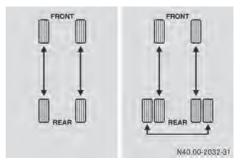


Diagram showing tire rotation for single and double tires

This Maintenance Booklet contains a practical tire rotation confirmation page, which you can use to record the date and mileage for every tire rotation (⊳ page 13).

Arduous operating conditions

The maintenance intervals have been determined so that the vehicle, under normal operating conditions, should operate properly between maintenance services. Arduous operating conditions may require that the following parts be replaced at shorter intervals:

INTERIOR FILTERS

For example, dust filter, recirculating air filter, activated charcoal filter or combination filter) are replaced as required by the maintenance computer. Under severe dust conditions, or if the climate control is operated frequently in air recirculation mode, the filters should be replaced more frequently than indicated by the maintenance computer.

COOLANT

The coolant (water/anticorrosion/ antifreeze mixture) should be replaced at the specified maintenance intervals. Replacement of coolant may be required more frequently if coolant is not maintained according to instructions and/or other than approved anticorrosion/antifreeze products for your vehicle are being used. You can find coolant instructions under the "Coolant" section of the vehicle Operator's Manual. Contact an authorized Sprinter dealer for a list of anticorrosion/antifreeze products that are approved for your vehicle.

Wear items

The maintenance computer recommends the inspection of certain wear parts, however, it cannot judge the condition of these wear parts. Only a qualified aftersales technician can determine if a wear part should be replaced.

Approved engine oils and filters

General information about engine oil

Engine oils and oil filters are especially tested for their suitability in our engines and durability for our service intervals. Therefore, only use approved engine oils and oil filters required for vehicles with a maintenance computer. Conventional petroleum-based oils must not be used for vehicles equipped with the ASSYST maintenance computer.

The following cases are not covered by the limited warranty for new vehicles:

- using engine oils and oil filters of specification other than those expressly required by the maintenance computer.
- changing the engine oil and oil filter at longer change intervals than those specified by the maintenance computer.
- using any oil additives.

We recommend MOBIL OIL.

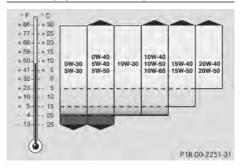
MB sheet numbers

Use the following table to determine the MB sheet numbers. Refer to the Operator's Manual to determine the engine type of your vehicle. The model and engine type can be found in the "Service products and capacities" section of the "Technical data" chapter under "Engine oil".

Engine type	MB sheet number
642	228.51, 229.51

MB sheet numbers are printed on the outside of the oil container.

Viscosity grades for engine oils



In this table, select the oil viscosity according to the lowest anticipated air temperature before the next oil change.

Regular checks

In addition to the maintenance service, you should also perform regular checks on the following (e.g. weekly, when refueling or before any long journey):

 Oil level – Depending on the vehicle equipment, check the oil level of the engine using either the oil dipstick or using the control system via the multifunction steering wheel/multifunction display.
 Refer to the Operator's Manual for further information about measuring the engine oil level.

- Coolant level The correct procedure for checking the coolant level is described in the Operator's Manual.
- Brake fluid level If the brake fluid has to be topped up, visit an authorized Sprinter dealer and have the cause determined, e.g. leakage or worn brake pads.
- Windshield washer system If the washer fluid level falls below 1/3 full, the warning lamp for the washer fluid level lights up. Add washer fluid mixed with an approved windshield washer solvent/ concentrate, test function and check wiper blades.
- Lighting system
- Tire condition and tire pressure Check at least once a month. Refer to the "Tires and Wheels" section in the Operator's Manual for guidelines and the correct procedure for checking the tire condition and tire pressure.

Notes on the warranty

An extensive and well-equipped network of authorized Sprinter dealers is available to carry out maintenance work. Your authorized Sprinter dealer can ensure that your vehicle is thoroughly serviced and repaired by professionals.

Please see the Service and Warranty Information Booklet for detailed information on warranty terms and coverage.

Please observe the maintenance instructions in this Maintenance Booklet, even if you allow a third party to use the vehicle and entrust them with the vehicle care. This way, you can ensure that your warranty rights are not affected.

Service, replacement, or repair of the emission control devices and systems can be performed by any automotive repair establishment or individual using certified parts.

We strongly recommend that any maintenance work on your vehicle is carried out by your authorized Sprinter dealer which is fully equipped to perform this service.

Please note that engines have to be serviced in accordance with special instructions and using special measuring equipment to comply with legal requirements concerning exhaust emissions. Modifications to or tampering with emissions components is not permissible. Your authorized Sprinter dealer is familiar with the relevant regulations.

Service records

Your authorized Sprinter dealer will certify in this booklet the maintenance services on your vehicle which it has performed.

Other than the maintenance services described, the Maintenance Booklet does not record or reflect any repair work that may have been performed on your vehicle. Please keep those receipts with your vehicle records.

You can find information about the warranty in your Service and Warranty Information Booklet.

Your authorized Sprinter dealer will gladly provide more information on the maintenance of your vehicle.

Parts/operating materials

We only recommend the use of genuine Mercedes-Benz parts for service and repair work, as these conform to our specifications. In addition, only fuels, lubricants and corrosion inhibitor/antifreeze that correspond to the factory specifications should be used. Please see your authorized Sprinter dealer for more information on this subject.

Emission system maintenance

Emission control system caution - diesel engines

Your Sprinter is equipped with emission control devices to comply with current diesel exhaust emission regulations in countries where the vehicle is certified for sale.

Observe our recommended maintenance instructions in order to ensure the proper operating state of your vehicle.

Observe the following:

- a) Diesel engines require diesel fuel with extremely low sulfur content for road vehicles (maximum 15 ppm sulfur), in compliance with ASTM standard D975. Failure to use ultra low sulfur highway diesel fuel (ULSD) can severely damage the vehicle's exhaust gas aftertreatment system.
- **b)** We approve the use of B5 (standard ULSD which may contain up to 5% bio-diesel) for all BlueEFFICIENCY [®] diesel engines.

Diesel fuels which contain a higher proportion of bio-diesel, e.g. B20, or pure bio-diesel fuel can severely damage the engine and fuel system and are not permitted.

Contact your service center for further information. If the B5 biodiesel blend is not sufficiently labeled to clearly indicate that it meets the USLD standard, it should not be used. The New Vehicle Limited Warranty for new vehicles does not cover damage caused by the use of fuels not meeting fuel standards approved by the distributor named on the inside of the front cover.

- c) The prescribed engine maintenance work must be carried out fully and at the required intervals.
- d) Exhaust gas aftertreatment system operation must not be modified in any way. Alterations are not permissible by law. Alterations can also damage the catalytic converter and result in increased fuel consumption and impaired engine running conditions.

If the "CHECK ENGINE" indicator lamp lights up in the instrument cluster when the engine is running, this indicates that there may have been a malfunction in the engine control system or in the exhaust gas aftertreatment system.

We recommend that the malfunction is checked as soon as possible.

BlueEFFICIENCY® exhaust gas aftertreatment using DEF

BlueEFFICIENCY® exhaust gas aftertreatment requires a reducing agent (DEF) in order to function properly.

Maintaining the level and condition of the DEF is part of the regular maintenance service work.

DEF is a non-flammable, non-toxic, colorless and odorless, water-soluble liquid.

• Only use DEF according to ISO 22241. Do not add special additives to DEF or dilute it with water. This can damage the BlueEFFICIENCY® exhaust gas aftertreatment.

Description of emission system maintenance jobs

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

Maintenance of the exhaust system must therefore include these engine parts. Some maintenance jobs are actually only tests. They are important, however, because they allow early detection of discrepancies which can later lead to increased exhaust emissions. It is generally less costly to adjust deviations of this sort immediately than to wait until they incur high repair costs. The maintenance intervals have been determined so that the vehicle, under normal operating

conditions, should operate properly between maintenance services.

Drain off the DEF during every maintenance service, then refill.

Changing the engine oil and filter

Change the engine oil and oil filter at every Oil Service Plus/maintenance service. If oil consumption should increase, determine the cause and take necessary corrective steps. Do not reset the service interval display if the oil level is filled up or the oil is changed at times other than the recommended intervals.

Replacing the air filter

Under normal dust conditions, the air filter should be replaced during every second maintenance service. Clean the air filter cap and housing before removing the air filter.

Replacing the fuel filter

The fuel filter should be replaced during every maintenance service.

Checking the diesel particle filter

The level of the diesel particle filter must be checked during the fourth maintenance service for the first time.

If the level of the diesel particle filter is still below the limit value during the fourth maintenance service, the diesel particle filter level should be checked again at every Oil Service Plus or maintenance service.

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

Once the new diesel particle filter has been installed, the check cycle begins again after the fourth maintenance service.

Emptying and refilling DEF

Fill up the DEF at every Oil Service Plus.

Maintenance service descriptions

Vehicle maintenance service work (including emission system maintenance)

1 The maintenance services should be carried out at the specified mileage or after the specified number of years (whichever comes first).

You can find detailed descriptions of the maintenance services here (\triangleright page 10). You can find a description of the scope of maintenance for the exhaust system here (\triangleright page 8).

Maintenance service descriptions

Oil Service Plus/maintenance service

	Oil Service Plus	Maintenance service
Check by service advisor		
Check vehicle for corrosion, accident and paint damage	•	•
Oil service		
Engine: oil and filter change	•	•
Lubrication work		
Lubricate the trailer tow hitch		•
Lubricate the hinges on the rear door		•
Maintenance		
Check function and condition		
Front and rear seat belts, seat belt buckles, seat belt buckle extensions	•	•
Indicators, indicator lamps		•
Headlamps, exterior lighting		•
Windscreen wipers, rear windscreen wiper, windscreen washer system, headlamp cleaning system		•
Check for leaks and general condition Observe line routing and chafing. If there is fluid loss, determine the cause and remedy it		
All assemblies: engine, transmission, transfer case, axles, steering, power steering pump, brakes	•	•
All lines, hoses and sensor cables	•	•
All reservoirs, shock absorbers, front axle joints, covers, sleeves, dust caps	•	•
Auxiliary rubber springs	•	•
Steering mechanism: tie rod, steering lever, rubber sleeves, dust caps	•	•

	Oil Service Plus	Maintenance service
Check fluid level and correct If there is fluid loss, determine the cause and remedy it (separate invoice)		
Engine cooling system: corrosion inhibitor/ antifreeze		•
Hydraulic brake system		•
Power steering		•
Auxiliary battery in the engine compartment		•
Windscreen washer system		•
Engine		
Check poly-V-belt for signs of wear and damage		•
Replace the fuel filter with water separator	•	•
Fill the DEF reservoir	•	
Drain the DEF reservoir and then refill it		•
Chassis and body		
Replace the dust filter for the rear-compartment air-conditioning system		•
Replace the dust filter for the heating/ventilation or the activated charcoal/combination filter for the air conditioning (observe the installation date)		•
Trailer tow hitch: check function, play and attachment		•
Sliding door: check water drain bores		•
Road wheels, brakes		
Check and correct tire pressures, including spare wheel		•
Tire sealant: check expiry date, replace (separate invoice)		•
Check thickness of the brake pads and condition of the brake discs. Vehicles with twin tires and super single tires: rear wheels must be removed and remounted (separate invoice)	•	•
Parking brake: check lever travel		•

	Oil Service Plus	Maintenance service
Service indicator		
Reset the maintenance computer	•	•

Additional work

1 If the Approved Emission Modification (AEM) Campaign has been performed, please obtain the latest maintenance information from your local authorized Sprinter dealer.

Once only at first Oil Service Plus

Retighten nuts and bolts

Rear axle: retighten spring brackets

Every second maintenance service

Automatic transmission: oil and filter change

Replace air filter element (observe the installation date)

Replace the poly-V-belt

Every fourth maintenance service

Check level of the diesel particle filter

Every two years (J2)

Hydraulic brake system: renew brake fluid

Replace the dust filter for the heating/ventilation or the activated charcoal/combination filter for the air conditioning (observe the installation date)

Every sixth maintenance service/every 10 years (J10)

Rear axle: oil change

Every sixth maintenance service/every 15 years (J15)

Replace coolant (observe coolant mixture ratio)

Confirmation

Tire rotation

For information about tire rotation, see (▷ page 5).

Date:	Mileage:
Date:	Mileage:

Date:	Mileage:
Date:	Mileage:

Delivery inspection	
Delivery inspection	
Carried out according to factory specifications	
Mileage	
Location	
Date	
Signature	
	Signature/stamp from an authorized Sprinter dealer

Maintenance service confirm	nations	
Date Mileage Order no.		Oil Service Plus Maintenance service
Work in addition to the maint service W1 J2 J10 Oil change Engine Viscosity Sheet no. Automatic transmission Sheet no. Rear axle Sheet no.	Air filter elem Dust filter: he Coolant Brake fluid DEF Diesel particle fi Diesel particle	eating/ventilation ilter e filter checked e filter replaced

Date Mileage Order no.			Oil Service Plus Maintenance service
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Date Mileage Order no.	Oil Service Plus Maintenance service
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	Signature/stamp from an authorized Sprinter dealer

Date Mileage Order no.			Oil Service Plus Maintenance service
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Date Mileage Order no.	Oil Service Plus Maintenance service
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Date Mileage Order no.	Oil Service Plus Maintenance service
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Date Mileage Order no.	Oil Service Plus Maintenance service
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Date Mileage Order no.	Oil Service Plus Maintenance service
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Date Mileage Order no.	Oil Service Plus Maintenance service
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Date Mileage Order no.	Oil Service Plus Maintenance service
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Date Mileage Order no.	Oil Service Plus Maintenance service
Work in addition to the maintenance service W1 J2 J10 J15 Oil change Engine Viscosity Sheet no. Automatic transmission Sheet no. Rear axle Sheet no.	Replaced: Air filter element Dust filter: heating/ventilation Coolant Brake fluid DEF Diesel particle filter Diesel particle filter checked Diesel particle filter replaced
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Date Mileage Order no.	Oil Service Plus Maintenance service
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Signature/stamp from an authorized Sprinter dealer	service W1 J2 J10 Oil change Engine Viscosity Sheet no. Automatic transmission Sheet no. Rear axle	Air filter eleme Dust filter: hea Coolant Brake fluid DEF Diesel particle fil Diesel particle Diesel particle	ter e filter checked e filter replaced

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Date Mileage Order no.	Oil Service Plus Maintenance service
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Date Mileage Order no.	Oil Service Plus Maintenance service
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Date Mileage Order no.	Oil Service Plus Maintenance service
Work in addition to the maintenance service W1 J2 J10 J15 Oil change Engine Viscosity Sheet no. Automatic transmission Sheet no. Rear axle Sheet no.	Replaced: Air filter element Dust filter: heating/ventilation Coolant Brake fluid DEF Diesel particle filter Diesel particle filter checked Diesel particle filter replaced
	Signature/stamp from an authorized Sprinter dealer

Publication details

Internet

Further information on Mercedes-Benz vehicles can be obtained on the Internet at https://www.mercedes-benz.com https://www.mbvans.com (USA only) https://www.mbusa.com (USA only) https://www.mercedes-benz.ca (Canada only)

Editorial office

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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Vehicle dealers

1-877-762-8267

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