



SERVICE SOLUTIONS BUILT FOR YOU

Mercedes-Benz Vans ServiceCARE Customer Guide

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



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 Diesel | Sprinter Gas | Metris |
|-------------------------|-------------------------|-------------------------|
| Term | Term | Term |
| 5 Years / 100,000 Miles | 5 Years / 100,000 Miles | 5 Years / 100,000 Miles |
| 6 Years / 120,000 Miles | 6 Years / 120,000 Miles | 6 Years / 120,000 Miles |
| 7 Years / 140,000 Miles | 7 Years / 140,000 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 Diesel | Sprinter Gas | Metris |
|-----------------------|----------------------|----------------------|
| Term | Term | Term |
| 2 Services / 4 Years | 2 Services / 3 Years | 2 Services / 3 Years |
| 4 Services / 8 Years | 4 Services / 5 Years | 4 Services / 5 Years |
| 6 Services / 12 Years | 6 Services / 7 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 Diesel | Sprinter Gas | Metris |
|---------------------------|---------------------------|---------------------------|
| Term | Term | Term |
| 3 yrs / 60K / 3 Services | 3 yrs / 60K / 4 Services | 3 yrs / 60K / 4 Services |
| 4 yrs / 80K / 4 Services | 4 yrs / 80K / 5 Services | 4 yrs / 80K / 5 Services |
| 5 yrs / 100K / 5 Services | 5 yrs / 100K / 6 Services | 5 yrs / 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, an 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, or 6 services.

Metris PPM Coverage

| | | | | | | | | |
|-----------|------------|------------|------------|------------|------------|------------|-------------|-------------|
| Service : | A | B | A | B | A | B | A | B |
| Up to : | 1YR 15K | 2YR 30K | 3YR 45K | 4YR 60K | 5YR 75K | 6YR 90K | 7YR 105K | 8YR 120K |

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
4. Brake test and brake fluid check

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 thickness of brake pads & brake discs

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
6. Rear Axle oil change
7. Replace coolant

Prepaid Maintenance Plan (PPM)

Available Sprinter Gas PPM plans cover 2, 4, or 6 services.
Service Interval: Up to 1 Year / 15,000 Miles

| Sprinter Gas | Service: | A | B | A | B | A | B | A | B |
|-------------------------------------------------------------------------------------------------------------------|----------|------------|------------|------------|------------|------------|------------|-------------|-------------|
| | Up to: | 1YR 15K | 2YR 30K | 3YR 45K | 4YR 60K | 5YR 75K | 6YR 90K | 7YR 105K | 8YR 120K |
|  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 | | • | • | • | • | • | • | • | • |
| 4. Brake test and brake fluid check | | • | • | • | • | • | • | • | • |
|  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 thickness of brake pads & brake discs | | | • | | • | | • | | • |
|  ADDITIONAL WORK | | | | | | | | | |
| 1. Automatic transmission: oil & filter change | | | • | | | | | • | |
| 2. Replace air filter element | | | | • | | | • | | |
| 3. Replace spark plugs | | | • | | • | | • | | • |
| 4. Reset maintenance computer | | • | • | • | • | • | • | • | • |
| 5. Replace brakefluid | | | • | | • | | • | | • |
| 6. Replace Poly-V belt | | | | | • | | | | • |

Prepaid Maintenance Plan (PPM)

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

Service Interval: Up to 2 Years / 20,000 Miles

Sprinter Diesel

| | | | | | | | | |
|-----------|------------|------------|------------|------------|--------------|--------------|--------------|--------------|
| Service : | A | B | A | B | A | B | A | B |
| Up to : | 2YR 20K | 4YR 40K | 6YR 60K | 8YR 80K | 10YR 100K | 12YR 120K | 14YR 140K | 16YR 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 (except brake fluid, DEF)
4. Brake test, DEF and break fluid check

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 AC system, check evaporator
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 thickness of brake pads & brake discs

ADDITIONAL WORK

1. Automatic transmission: oil & filter change
2. Replace air filter element
3. Replace Poly-V belt
4. Check level for diesel particle filter
5. Reset maintenance computer
6. Replace brake fluid for hydraulic brakes
7. Rear axle: Retighten spring brakets

AdBLUE ®

1. Check & fill the DEF reservoir

4x4 ADDITIONAL WORK

1. Transfer case & Front Axle

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 |
| Waterseparator, 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 | | • | • |
| Waterseparator, fuel system | | • | • |
| Check/lubricate trailer hitch | | • | • |
| Maintenance documentation and registration | | • | • |
|  REPAIR POWERTRAIN | | | |
| Engine | • | | • |
| Crankcase | • | | • |
| Crankshaft | • | | • |
| Connectingrod | • | | • |
| 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 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

•

Gas Powertrain Limited Warranty

—

Diesel Powertrain Limited Warranty

—

Federal Emissions Warranty Diesel

—

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

SPECIAL EXTENDED WARRANTY COVERAGE

Anti-Corrosion Perforation Limited Warranty:

All Panels

—

Outer Panels

—

Federal Emission Warranty – Diesel

—

Federal Emission Warranty – Gas

—

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

Short Term Diesel (Gas is 5YR/50K)

—

Long Term

—

METRIS

Years: 3 YR 5 YR 8 YR
Miles (thousands): 36K 60K 80K

WARRANTY COVERAGE OVERVIEW*

New Vehicle Warranty

•

Powertrain Warranty

—

Federal Emissions Performance Control

—

| | | | | | | | |
|--------------------|------|-----|-----|-----|------|-----|-----|
| Years: | 2 YR | 3YR | 3YR | 3YR | 5YR | 7YR | 8YR |
| Miles (thousands): | 24K | 36K | 50K | UNL | 100K | 70K | 80K |

SPECIAL EXTENDED WARRANTY COVERAGE

Anti-Corrosion Perforation Limited Warranty:

All Panels

—

Outer Panels

—

Emission Performance (Federal)

•

Emission Control (Federal)

—

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)

—

*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>

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