



**SERVICE SOLUTIONS BUILT FOR YOU**

# Mercedes-Benz Vans eSprinter ServiceCARE Customer Guide

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

Mercedes-Benz



# eSprinter ServiceCARE Plans Overview



## eSPRINTER



### 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.

TERM*
5 years / 160,000 KM
6 years / 200,000 KM



### Prepaid Maintenance (PPM & PPM+)

Keeping your eSprinter in top shape.

Service  Repair  Wear & Tear

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

Enjoy additional peace of mind with PPM+; this enables the battery certificate to be optionally extended to a maximum of eight years or 300,000 km.

PPM	PPM+
TERM*	TERM*
2 Services / 5 years	2 Services / 6 years + Battery Extension
4 Services / 5 years	4 Services / 6 years + Battery Extension



### Complete

The all-inclusive service package.

Service  Repair  Wear & Tear

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

Enjoy additional peace of mind with Complete+; this enables the battery certificate to be optionally extended to a maximum of eight years or 300,000 km.

COMPLETE	COMPLETE+
TERM*	TERM*
5 years / 160,000 KM	5 years / 160,000 KM + Battery Extension

\*For detailed warranty coverage information, please check the vehicle manufacturer warranty booklet.

# Extended Limited Warranty (ELW)



## Extended Limited Warranty

More warranty. More certainty.

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

### Stay in Control

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

## ELW COVERAGE \*

### VEHICLES WITH ELECTRIC MOTORS

#### REPAIR TO DRIVETRAIN

Electric motor	Coolant expansion reservoir cooling system, high-voltage batteries	Single stage transmission
Engine mount	Dryer cartridge cooling system high-voltage batteries	Park pawl single stage transmission
Connection coolant line electric motor	Coolant hose heating element high-voltage batteries	Rear axle shafts, left and right
Coolant temperature sensor, electric drive	Heat exchanger high-voltage batteries	Accelerator pedal
Switchover valve, cooling system high-voltage batteries	Expansion valve heat exchanger high-voltage batteries	Charging device, high-voltage batteries
Thermostat valve, coolant	Switchover valve, cooling system high-voltage batteries	High-voltage power distributor
Holder coolant pump electric	Coolant line, junction coolant line, condenser expansion valve A/C - expansion valve A/C high-voltage batteries	DC/DC converter high-voltage
Cooling system high-voltage batteries	Coolant temperature sensor, electric drive	AC/DC converter high-voltage
PTC heater cooling system high-voltage batteries		High-voltage cable harnesses
Bleed line/coolant hose high-voltage batteries		High-voltage battery management system
		Power electronics

### VEHICLE REPAIRS

#### SUSPENSION

Front and rear axle suspension  
End stop, axle suspension  
Transverse control arm  
Stabilizer bar front and rear axle  
Bearing bracket frame stabilizer bar  
Stabilizer bar bearing  
Bearing bracket frame stabilizer bar/link  
Bearing shock absorber  
Support bushing shock absorber/suspension strut  
Air suspension bellows  
Sealing boot shock absorber/suspension strut

#### BODY AND CAB

Brake calliper  
Brake line  
Steering  
Rack and pinion steering mechanical/hydraulic/electric  
Electrical components  
Lighting without illuminants (bulb/LED)  
Electrical system, body  
Cable harnesses  
Control devices  
Central locking  
Key/spare key, electronic  
A/C and heating  
Coolant line PTC booster heater high-voltage  
Coolant line, coolant compressor, condenser A/C, pipe system  
Condenser, heat exchanger A/C  
Shutoff valve evaporator A/C  
Air quality sensor  
Coolant compressor, electric  
Pressure sensor, temperature sensor before condenser A/C  
Restraint system  
Seats (excluding upholstery fabric and leather)

\*This is a summary of coverage. For specific component coverage details, please contact your local Mercedes-Benz Vans dealer.

# Prepaid Maintenance (PPM) & Prepaid Maintenance+ (PPM+) Plans



## Maintenance

Keeping your eSprinter in top shape.

eSprinter comes with an Integrated Service Package (ISP), which covers the cost of the first four maintenance visits (within the first four years or up to 160,000 km).

## PPM & PPM+ COVERAGE

### MAINTENANCE WORK

Maintenance Service A	Air/dust/active charcoal dust filter heating/ventilation system	Replace coolant for electric motor cooling system
Maintenance Service B	Check high-voltage batteries	Replace coolant for high-voltage battery cooling system
Brake fluid replacement	Check the visible parts of the high-voltage system	Documentation and storage of maintenance work in DSB (digital maintenance log)
Lubricate vehicle	Oil change for axle drive module	Check parking brake actuator counter

### Prepaid Maintenance+ covers all components listed above for Prepaid Maintenance plus high-voltage battery certificate extension.

Extension to period of validity for the vehicle's specific battery certificate to a maximum odometer reading of 300,000 km, in line with the conditions of the standard battery certificate. Applies to eSprinters with battery sizes E8V high-voltage battery (81 kWh) and E9V high-voltage battery (113 kWh).

### Additional maintenance work is conducted at these intervals:

- Replace brake fluid: Every 2 years.
- Replace dust filter or activated charcoal filter (depending on equipment): At every Service B.
- Check high-voltage battery: Annually.

### At every service interval:

- Check all visible parts of high-voltage system in engine compartment for damage.
- Check all visible parts of high-voltage system on vehicle underside for damage.
- Check charging cable and vehicle socket for mechanical damage.



# Complete & Complete+



## Complete

The all-inclusive service package.

If you require comprehensive additional protection for your eSprinter, look no further than our Complete product or Complete+ products. 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 PPM packages and additionally covers wear and tear components.\* \*

## COMPLETE & COMPLETE+ COVERAGE\*

### MAINTENANCE WORK

Maintenance Service A	Air/dust/active charcoal dust filter heating/ventilation system	Replace coolant for electric motor cooling system
Maintenance Service B	Check high-voltage batteries	Replace coolant for high-voltage battery cooling system
Brake fluid replacement	Check the visible parts of the high-voltage system	Documentation and storage of maintenance work in DSB (digital maintenance log)
Lubricate vehicle	Oil change for axle drive module	

### REPAIR TO DRIVETRAIN

Electric motor	Coolant expansion reservoir cooling system, high-voltage batteries	Coolant temperature sensor, electric drive
Engine mount	Dryer cartridge cooling system high-voltage batteries	Single stage transmission
Connection coolant line electric motor	Coolant hose heating element high-voltage batteries	Park pawl single stage transmission
Coolant temperature sensor, electric drive	Heat exchanger high-voltage batteries	Rear axle shafts, left and right
Switchover valve, cooling system high-voltage batteries	Expansion valve heat exchanger high-voltage batteries	Accelerator pedal
Thermostat valve, coolant	Switchover valve, cooling system high-voltage batteries	Charging device, high-voltage batteries
Holder coolant pump electric	Coolant line, junction coolant line, condenser expansion valve A/C - expansion valve A/C high-voltage batteries	High-voltage power distributor
Cooling system high-voltage batteries		DC/DC converter high-voltage
PTC heater cooling system high-voltage batteries		AC/DC converter high-voltage
Bleed line/coolant hose high-voltage batteries		High-voltage cable harnesses
		High-voltage battery management system
		Power electronics

# Complete & Complete+

## VEHICLE REPAIRS

### SUSPENSION

Front and rear axle suspension  
 End stop, axle suspension  
 Transverse control arm  
 Stabilizer bar front and rear axle  
 Bearing bracket frame stabilizer bar  
 Stabilizer bar bearing  
 Bearing bracket frame stabilizer bar/link  
 Bearing shock absorber  
 Support bushing shock absorber/suspension strut  
 Air suspension bellows  
 Sealing boot shock absorber/suspension strut

### BODY AND CAB

Brake calliper  
 Brake line  
 Steering  
 Rack and pinion steering mechanical/hydraulic/  
 electric  
 Electrical components  
 Lighting without illuminants (bulb/LED)  
 Electrical system, body  
 Cable harnesses  
 Control devices  
 Central locking  
 Key/spare key, electronic

A/C and heating  
 Coolant line PTC booster heater high-voltage  
 Coolant line, coolant compressor, condenser A/C,  
 pipe system  
 Condenser, heat exchanger A/C  
 Shutoff valve evaporator A/C  
 Air quality sensor  
 Coolant compressor, electric  
 Pressure sensor, temperature sensor before  
 condenser A/C  
 Restraint system  
 Seats (excluding upholstery fabric and leather)

### WEAR & TEAR

Battery, auxiliary battery (12V)  
 Brake disc  
 Brake pad

Wiper blade front, rear  
 Shock absorber rear axle, front axle  
 (including alignment)

Exterior lighting  
 (illuminants, bulbs, Xenon bulbs, LEDs)  
 Interior lighting  
 (illuminants, bulbs, Xenon bulbs, LEDs)

**Complete+ covers all components listed above for Complete plus high-voltage battery certificate extension.**

Extension to period of validity for the vehicle's specific battery certificate to the odometer reading selected (not to exceed 300,000 km), in line with the conditions of the standard battery certificate. Applies to eSprinters with battery sizes E8V high-voltage battery (81 kWh) and E9V high-voltage battery (113 kWh).



## Roadside Assistance

Here for when you need it most.

Roadside Assistance is available 24 hours a day virtually anywhere in Canada or the continental United States.

Included with ELW and Complete packages for the term of the contract purchased.

\*This is a summary of coverage. For specific component coverage details, please contact your local Mercedes-Benz Vans dealer.

\*\*Some exclusions apply, please refer to details on page 9.

# ServiceCARE Plans Inclusions and Exclusions

Inclusions	ELW	Maintenance	Complete
<b>STANDARD COVERAGE</b>			
Maintenance works		•	•
Repair powertrain	•		•
Repair vehicle	•		•
Wear & tear components			•
<b>MAINTENANCE WORK</b>			
Maintenance Service A		•	•
Maintenance Service B		•	•
Brake fluid replacement		•	•
Lubricate vehicle		•	•
Air/dust/active charcoal dust filter heating/ventilation system		•	•
Check high-voltage batteries		•	•
Check the visible parts of the high-voltage system		•	•
Oil change for axle drive module		•	•
Replace coolant for electric motor cooling system		•	•
Replace coolant for high-voltage battery cooling system		•	•
Documentation and storage of maintenance work in DSB (digital maintenance log)		•	•
<b>REPAIR DRIVETRAIN</b>			
Electric motor	•		•
Engine mount	•		•
Connection coolant line electric motor	•		•
Coolant temperature sensor, electric drive	•		•
Switchover valve, cooling system high-voltage batteries	•		•
Thermostat valve, coolant	•		•
Holder coolant pump electric	•		•
Cooling system high-voltage batteries	•		•
PTC heater cooling system high-voltage batteries	•		•
Bleed line/coolant hose high-voltage batteries	•		•
Coolant expansion reservoir cooling system, high-voltage batteries	•		•
Dryer cartridge cooling system high-voltage batteries	•		•
Coolant hose heating element high-voltage batteries	•		•
Heat exchanger high-voltage batteries	•		•
Expansion valve heat exchanger high-voltage batteries	•		•
Switchover valve, cooling system high-voltage batteries	•		•
Coolant line, junction coolant line, condenser expansion valve A/C - expansion valve A/C high-voltage batteries	•		•
Coolant temperature sensor, electric drive	•		•
Single stage transmission	•		•
Park pawl single stage transmission	•		•
Rear axle shafts, left and right	•		•

# ServiceCARE Plans Inclusions and Exclusions

Inclusions	ELW	Maintenance	Complete
<b>REPAIR DRIVETRAIN (CON'T)</b>			
Accelerator pedal	•		•
Charging device, high-voltage batteries	•		•
High-voltage power distributor	•		•
DC/DC converter high-voltage	•		•
AC/DC converter high-voltage	•		•
High-voltage cable harnesses	•		•
High-voltage battery management system	•		•
Power electronics	•		•
<b>VEHICLE REPAIRS</b>			
<b>Suspension</b>	•		•
Front and rear axle suspension	•		•
End stop, axle suspension	•		•
Transverse control arm	•		•
Stabilizer bar front and rear axle	•		•
Bearing bracket frame stabilizer bar	•		•
Stabilizer bar bearing	•		•
Bearing bracket frame stabilizer bar/link	•		•
Bearing shock absorber	•		•
Support bushing shock absorber/suspension strut	•		•
Air suspension bellows	•		•
Sealing boot shock absorber/suspension strut	•		•
<b>Body and Cab</b>	•		•
Brake calliper	•		•
Brake line	•		•
Steering	•		•
Rack and pinion steering mechanical/hydraulic/electric	•		•
Electrical components	•		•
Lighting without illuminants (bulb/LED)	•		•
Electrical system, body	•		•
Cable harnesses	•		•
Control devices	•		•
Central locking	•		•
Key/spare key, electronic	•		•
A/C and heating	•		•
Coolant line PTC booster heater high-voltage	•		•
Coolant line, coolant compressor, condenser A/C, pipe system	•		•
Condenser, heat exchanger A/C	•		•
Shutoff valve evaporator A/C	•		•



# ServiceCARE Plans Inclusions and Exclusions

Inclusions	ELW	Maintenance	Complete
<b>🔧 VEHICLE REPAIRS (CON'T)</b>			
Air quality sensor	•		•
Coolant compressor, electric	•		•
Pressure sensor, temperature sensor before condenser A/C	•		•
Restraint system	•		•
Seats (excluding upholstery fabric and leather)	•		•
<b>🔧 WEAR &amp; TEAR</b>			
Battery, auxiliary battery (12V)			•
Brake disc			•
Brake pad			•
Wiper blade front, rear			•
Shock absorber rear axle, front axle (including alignment)			•
Exterior lighting (illuminants, bulbs, Xenon bulbs, LEDs)			•
Interior lighting (illuminants, bulbs, Xenon bulbs, LEDs)			•

## Extended Limited Warranty Exclusions:

- High-voltage battery, charging cable
- Brake lining, brake discs, brake drum
- Shock absorber
- Rims & tires
- Wheel alignment
- Auxiliary battery, battery
- Chassis
- Glass & mirrors
- Lighting (illuminants and LED), upholstery, wipers
- Refuelling
- Upholstery
- Body parts
- Bodybuilder superstructure & components

## Maintenance Exclusions:

- Any type of repairs
- Work following maintenance if not defined under manufacturer's guidelines as part of maintenance
- Refilling/supplementing between intervals

## Complete Exclusions:

- Body work
- Rims & tires
- Cleaning of vehicles
- Loss of keys and resulting costs/ consequential damages
- Refuelling
- Upholstery
- Body parts
- Bodybuilder superstructure & components
- Glass & mirrors

\*For a detailed list of exclusions, please refer to the Complete terms & conditions.

# Manufacturer Warranty

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



Year:	3	5	8
Kilometres (thousands):	60	100	160

## WARRANTY COVERAGE OVERVIEW\*

New Vehicle Warranty	•
Powertrain Warranty	•
High-voltage Battery Warranty	•

Year:	1	2	3	3	3	5	5	7
Kilometres (thousands):	20	40	60	80	UNL	80	160	112

## SPECIAL WARRANTY COVERAGE

### Anti-Corrosion Perforation Limited Warranty:

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

\*For detailed warranty coverage information, please check the vehicle manufacturer warranty booklet.



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