



Sprinter

Maintenance Booklet



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Mercedes-Benz

Thank you for choosing the new Sprinter

We hope that you enjoy your Sprinter. Vehicle and operational safety are two important factors. Regular maintenance services are 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 maintenance on our vehicles.

The information in this manual corresponds to the recommendations at the time of going to print. Services planned and carried out by authorised Sprinter Dealers are 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 maintenance on your vehicle from an authorised Sprinter Dealer.

PLEASE OBSERVE

WE STRONGLY RECOMMEND THAT YOUR VEHICLE BE SERVICED AND MAINTAINED BY AN AUTHORISED SPRINTER DEALER, AS THEY HAVE THE NECESSARY TOOLS TO CARRY OUT THE REQUIRED WORK USING GENUINE MERCEDES-BENZ PARTS.

THE USE OF DEFECTIVE PARTS OR THOSE OF A DIFFERENT QUALITY CAN LEAD TO THE LOSS OF YOUR EMISSIONS PERFORMANCE WARRANTY CLAIM.

Symbols

The following symbols are used in this Service Booklet:

WARNING

Warning notes make you aware of dangers which could pose a threat to your health or life, or to the health and life of others.

 Informs you of dangers which can cause damage to your vehicle.

 Helpful tips or other useful information.

- ▷ Page This symbol informs you where you can find further information on a topic.
- ▷ ▷ This continue symbol informs you that a warning notice or process is continued on the next page.

Vehicle sales/vehicle warranty issuer/Replacement part sales

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www.mercedes-benz.com
www.mbusa.com (USA only)
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Editorial office

You are welcome to forward any queries or suggestions you may have regarding these Operating Instructions to the technical documentation team at the address stated inside the front cover.

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Vehicle data

►	►
Type	Vehicle identification number (VIN)
►	►
Date of first registration	Paint and code
►	►
Licence plate	Licence plate
►	►
Licence plate	Licence plate
►	►
Licence plate	Licence plate
►	►
Licence plate	Licence plate

Protection of the environment

Nature and its resources are the basis of our existence on earth. Our objective is to use natural resources sparingly and in a manner that takes the requirements of both nature and humanity into account.

Our declared policy is one of integrated environmental protection. This policy is orientated towards causation and takes all effects on the environment of the production processes and products into account when making management decisions.

You can help the environment by operating your vehicle in an environmentally responsible manner.

Fuel consumption and engine, brake and tyre wear depend considerably on the operating conditions and your individual driving style. To help reduce fuel consumption and wear and tear, the following should be observed:

- avoid driving short distances
- make sure that the tyre pressures are always correct
- avoid frequent and sudden acceleration
- do not carry any unnecessary weight in the vehicle

- remove ski racks and roof racks once you no longer need them
- do not warm up the engine when the vehicle is stationary
- change gear in good time and use each gear only up to $\frac{2}{3}$ of its maximum engine speed
- monitor the vehicle's fuel consumption

A regularly serviced vehicle will contribute to environmental protection. Observe the maintenance intervals, which are displayed by the ASSYST service interval display, as well as other maintenance work that is described in this booklet.

We recommend that maintenance services are carried out by an authorised Sprinter Dealer using Mercedes-Benz original parts.

Introduction

Active Service System (ASSYST)

General notes

Your vehicle is equipped with the **Active Service System (ASSYST)**, which will alert you when it's time for service. The system uses actual engine operating conditions to calculate service intervals based on your driving conditions.


Driving conditions such as frequent stop and go, extended idle time, short distance driving and frequent cold starts will increase the frequency of required vehicle service. Under severe conditions, you might be prompted for service as early as every 10,000 km.


The maintenance computer tracks distance driven and the time elapsed since your last service. The service is shown in the multifunction display in the instrument cluster.

Under no circumstances should service exceed 30,000 km or 12 months.

The multifunction display shows a message approximately one month before the maintenance service is due. It indicates when the next service is due in kilometers or days.

The symbols or letters on the service display show the type of service that is due.

 or **A** Oil service plus

 or **B** Maintenance service

The sequence of Sprinter services is A-B. The first oil service plus (Service A) is followed by the maintenance service (Service B).

Tire rotation

The tyres are essential to the total performance and stability of the vehicle. The service life of tyres depends on tyre type, speed rating, environmental conditions, tyre load, tyre pressure, road surface characteristics and individual driving style. For this reason, we recommend checking the tyres regularly for wear and the correct tyre pressure as well as the proper tyre configuration, i.e. regularly interchanging the wheels. The tyres may only be interchanged on vehicles with tyres of identical sizes on the front and rear axles.

If the tyre configuration of your vehicle permits the interchanging of wheels, the wheels should

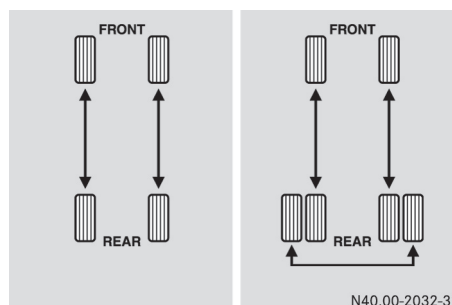
be interchanged within the recommended intervals or even earlier; i.e. at the first sign of tread wear. It is recommended that the wheels be interchanged, at the latest, during maintenance service.

Single tyres, rear

If your vehicle is fitted with tyres of the same size, the wheels of the front and rear axle can be interchanged in pairs so that the specified direction of rotation is maintained (unidirectional tyres have an arrow on the tyre sidewall indicating the direction of rotation).

Twin tyres, rear

If your vehicle is fitted with tyres of the same size, the wheels of the front axle and the inner wheels of the rear axle can be interchanged in pairs so that the specified direction of rotation is maintained. For non-unidirectional tyres, the outer wheels on the rear axle can be interchanged.



Wheel rotation diagram for single tyres and twin tyres

This Maintenance Booklet contains a practical wheel rotation information page, on which you can record the date and mileage of the wheel interchange (▷ page 3).

Severe operating conditions

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

- **INTERIOR FILTERS**

(Examples: dust filter, recirculating air filter, activated charcoal filter or combination filter) are to be replaced as indicated 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.

The coolant may need to be replaced more frequently if it is not maintained correctly and/or anticorrosion/antifreeze products other than those approved 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 parts

The maintenance computer draws attention to certain wear parts for inspection but cannot evaluate the condition of these parts. Only qualified after-sales technicians can determine whether a wear part needs to be replaced.

Regular checks

Carry out regular checks to the following in addition to the maintenance services (for example: weekly, when refuelling or before long trips):

- **the oil level** – depending on the vehicle's equipment, check the engine oil level with the oil dipstick or with the checking system above the multifunction steering wheel/display. You can find further information on measuring the engine oil level in the Operating Instructions.
- **the coolant level** – the correct procedure for checking the coolant level is described in the Operating Instructions.
- **the brake fluid level** – if the brake fluid needs to be topped up, consult an authorised Sprinter Dealer and have the cause determined, e.g. leakage or worn brake pads.

- **windscreen washer system** – if the washer fluid level falls below 1/3, the washer fluid level warning lamp lights up. Top up with an approved washer fluid mixed with windscreen washer concentrate, check for correct functioning and the wiper blades.

• lighting system

- **tyre condition and tyre pressure** – check at least once a month. You can find guidelines and the correct procedure for checking the tyre condition and tyre pressure in the "Tyres and wheels" chapter of the Operating Instructions.

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 follow the maintenance instructions in this Maintenance Booklet, even if you allow a third party to use the vehicle and entrust them with care of the vehicle. Only in this way will you be able to ensure that your warranty rights are not affected.

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 special instructions and special measuring devices are required for servicing the engines in order to comply with legal requirements concerning exhaust emissions. Modifying or tampering with emissions components is not permissible. Your authorized Sprinter Dealer is familiar with the relevant regulations.

Service documents

Your authorised Sprinter Dealer documents the maintenance service that he has carried out on your vehicle in this booklet.

Apart from the described maintenance services, the Maintenance Booklet does not document repair work that has been carried out on your vehicle. Keep the corresponding receipt together with your vehicle documents.

Information relevant to the warranty can be found in your service and warranty information booklet.

Your authorised Sprinter Dealer will be happy to provide you with further information on the maintenance of your vehicle.

Parts/operating materials

We recommend the exclusive use of Mercedes-Benz original parts for services and repair, as they fulfil our specifications. In addition, only fuels, lubricants and corrosion inhibitor/anti-freeze agents that correspond to the factory specifications should be used. You can obtain further information on this topic from your authorised Sprinter Dealer.

Exhaust system maintenance

Emission Control System Caution – Diesel Engines

In order to fulfil emissions requirements for diesel engines of countries in which the vehicle is sold and certified, your Sprinter is equipped with emission control components. Observe our recommended maintenance instructions in order to maintain the correct operating state of your vehicle.

Observe the following:

a) diesel engines require diesel fuel with an extremely low sulphur content for road vehicles (maximum 15 ppm sulphur) and which fulfils the ASTM standard D975. If the vehicle is not operated with diesel fuel with extremely an low sulphur content for road vehicles (ULSD), the exhaust gas aftertreatment system of the vehicle can be severely damaged.

b) we approve the use of B5 (standard ULSD, which may contain up to 5% bio-diesel fuel) for all BlueEFFICIENCY® diesel engines.

Diesel fuels which contain a large proportion of bio-diesel, e.g. B20, as well as pure bio-diesel can severely damage the engine and fuel system, and are not approved.

For further information, please contact your Service Centre. If it is not stated clearly that the B5 bio-diesel mix fulfils the ULSD standard, the bio-diesel mix may not be used. Damage caused by the use of fuels which are not in accordance with

fuel standards approved by us, is not covered by the limited warranty for new vehicles.

c) the specified engine maintenance scope must be carried out fully and within the required intervals.

d) operation of the exhaust gas aftertreatment system may not be modified in any way. Modifications are prohibited by law. Additionally, modifications can lead to damage to the catalytic converters, increased fuel consumption and the deterioration of engine operating conditions.

If the "CHECK ENGINE" indicator lamp lights up in the instrument cluster while the engine is running, this indicates a possible fault in the engine control system or exhaust gas aftertreatment system.

We recommend that you have this checked as quickly as possible.

BlueEFFICIENCY® exhaust gas aftertreatment with DEF

BlueEFFICIENCY® exhaust gas aftertreatment requires a reducing agent (DEF) to function correctly. The supply and condition of DEF is checked and corrected as part of a normal service.

DEF is a non-flammable, non-toxic, colourless, odourless and water-soluble liquid.

! Only use DEF specified in ISO 22241. Do not add special additives to DEF and do not dilute it with water. This could damage the BlueEFFICIENCY® exhaust gas aftertreatment system.

Description of maintenance work for the exhaust system

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.

Changing the engine oil and filter

Change the engine oil and oil filter according to the specified maintenance intervals. If oil consumption increases, determine the cause and carry out the work necessary to remedy it. Do not reset the service interval display if the oil level is adjusted or changed outside the specified maintenance intervals.

Replacing the engine air-filter

The engine air-filter must be replaced according to the specified maintenance intervals when dust conditions are normal. Clean the air filter cap and housing before removing the air filter.

Replacing the fuel filter

Replace the fuel filter according to the specified maintenance intervals.

Checking the diesel particle filter

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 at each subsequent service.

If the saturation 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 fitted, the checking cycle starts again after the first check in accordance with the maintenance service.

Refilling DEF¹

Fill up DEF according to the specified maintenance intervals, plus when indicated in the instrument cluster.

Maintenance service

Vehicle maintenance work (including exhaust system maintenance)

i Maintenance services should be carried out by the odometer reading indicated or by the yearly interval indicated (depending on which occurs first).

You can find more detailed descriptions of the maintenance service from (▷ page 6).

You can find a description of the maintenance jobs for the exhaust system under (▷ page 5).

Description of maintenance work

Oil service plus/maintenance service

	Service A	Service B
Check by service advisor		
Check vehicle for corrosion, accident and paint damage	•	•
Check windshield for stone impacts and damage	•	•
Brake test	•	•
Oil service		

¹ Diesel Exhaust Fluid (AdBlue®)

	Service A	Service B
Engine: oil and filter change	•	•
Lubrication work		
Lubricate trailer coupling		•
Lubricate hinges of the rear door (separate invoice)		•
Maintenance		
Check function and condition		
Signaling system, indicator lamps		•
Headlamp, tail lamp		•
Windshield wipers, rear windshield wiper, windshield washer system, headlamp cleaning system		•
Seat belt, seat belt buckles, seat belt buckle extensions in the front	•	•
Seat belt, seat belt buckles, seat belt buckle extensions in the rear (separate invoice)	•	•
Integrity test and condition check		
Observe line routing and chafing. If there is fluid loss, determine the cause and remedy it (separate invoice)		
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, bellows, dust caps	•	•
Supplementary rubber springs	•	•
Steering mechanism: tie rod, steering rod, bellows, dust caps	•	•
Check fluid level and correct		
Engine cooling system: check coolant level in the coolant expansion tank (filling up invoiced separately)		•
Hydraulic brake system		•
Power steering		•
Auxiliary battery in the engine compartment		•
Windshield washer system	•	•
DEF reservoir (filling up invoiced separately)	•	•
Engine		

	Service A	Service B
Check poly-V-belt for signs of wear and damage	•	•
Replace fuel filter with water separator (after 2 years at the latest, observe installation date)		•
Chassis and body		
Trailer coupling: check function, play and attachment		•
Sliding door: check water drainage holes in the floor		•
Replace the dust filter for rear compartment air conditioning (after 2 years at the latest, observe installation date)		•
Replace dust filter for heating/ventilation or activated charcoal dust filter for air-conditioning system (after 2 years at the latest, observe installation date)		•
Wheels, brakes		
Check and correct tire pressures, including spare wheel		•
Tire sealant: check expiration date (renew if necessary; separate invoice)		•
Determine condition of brake pads. Vehicles with twin tires and extra-wide tires: remove and re-install rear wheels and replace brake pads/linings if necessary (separate invoice)		•
Determine condition of brake discs. Vehicles with twin tires and extra-wide tires: remove and re-install rear wheels and replace brake discs if necessary (separate invoice)		•
Parking brake: check lever travel (re-adjustment to be invoiced separately)		•
Service indicator		
Reset the maintenance computer	•	•

Additional work

Once as part of the first service A (Z)

Retighten nuts and bolts

Rear axle: retighten U-bolts

At first Service B, subsequently every 120,000 km (Z1)

Automatic transmission: oil and filter change

Transfer case: oil change (all-wheel-drive vehicles only)

Every 2nd Service B (Z2)

Every 2 years (Z2)

With every 3rd engine oil change (Z3)

For the first time at 150,000 km (Za)

At every fifth Service B/every 10 years (Z5)

At every fifth Service B/every 15 years (Z5)

Tire rotation

[illegible]

[illegible]

Delivery inspection

Delivery inspection
Carried out according to factory specifications

Odometer reading

Town/City

Date

Signature

Signature/stamp of authorised Sprinter Dealer



Maintenance service

Date

☐ Service A

Odometer reading

☐ Service B

Order no.

Work in addition to the maintenance service☐ Z ☐ Z1 ☐ Z2 ☐ Z3☐ Za ☐ Z5**Oil change**

Engine

Viscosity

Sheet No.

Automatic transmission

Sheet No.

Transfer case

Sheet No.

Front axle

Sheet No.

Rear axle

Sheet No.

Replaced:

- ☐ Air filter element
- ☐ Fuel filter with water separator
- ☐ Dust filter: heating/ventilation
- ☐ Activated charcoal dust filter: air-conditioning system
- ☐ Dust filter: rear-compartment air-conditioning system
- ☐ Coolant
- ☐ Brake fluid
- ☐ Brake pads, front axle
- ☐ Brake pads, rear axle
- ☐ DEF

Diesel particle filter

- ☐ Diesel particle filter checked
- ☐ Diesel particle filter replaced

Signature/stamp authorised Sprinter Dealer

Date	<input type="text"/>	<input type="checkbox"/> Service A
Odometer reading	<input type="text"/>	<input type="checkbox"/> Service B
Order no.	<input type="text"/>	

Work in addition to the maintenance service

☐ Z ☐ Z1 ☐ Z2 ☐ Z3
☐ Za ☐ Z5

Oil change

Engine

Viscosity

Sheet No.

Automatic transmission

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Transfer case

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Front axle

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Rear axle

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☐ Dust filter: heating/ventilation
☐ Activated charcoal dust filter: air-conditioning system
☐ Dust filter: rear-compartment air-conditioning system
☐ Coolant
☐ Brake fluid
☐ Brake pads, front axle
☐ Brake pads, rear axle
☐ DEF

Diesel particle filter

☐ Diesel particle filter checked
☐ Diesel particle filter replaced

Signature/stamp authorised Sprinter Dealer

Date

☐ Service A

Odometer reading

☐ Service B

Order no.

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- ☐ Dust filter: rear-compartment air-conditioning system
- ☐ Coolant
- ☐ Brake fluid
- ☐ Brake pads, front axle
- ☐ Brake pads, rear axle
- ☐ DEF

Diesel particle filter

- ☐ Diesel particle filter checked
- ☐ Diesel particle filter replaced

Signature/stamp authorised Sprinter Dealer

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- ☐ DEF

Diesel particle filter

- ☐ Diesel particle filter checked
- ☐ Diesel particle filter replaced

Signature/stamp authorised Sprinter Dealer

Date	<input type="text"/>	<input type="checkbox"/> Service A
Odometer reading	<input type="text"/>	<input type="checkbox"/> Service B
Order no.	<input type="text"/>	

Work in addition to the maintenance service

☐ Z ☐ Z1 ☐ Z2 ☐ Z3
☐ Za ☐ Z5

Oil change

Engine

Viscosity

Sheet No.

Automatic transmission

Sheet No.

Transfer case

Sheet No.

Front axle

Sheet No.

Rear axle

Sheet No.

Replaced:

☐ Air filter element
☐ Fuel filter with water separator
☐ Dust filter: heating/ventilation
☐ Activated charcoal dust filter: air-conditioning system
☐ Dust filter: rear-compartment air-conditioning system
☐ Coolant
☐ Brake fluid
☐ Brake pads, front axle
☐ Brake pads, rear axle
☐ DEF

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☐ Diesel particle filter replaced

Signature/stamp authorised Sprinter Dealer

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