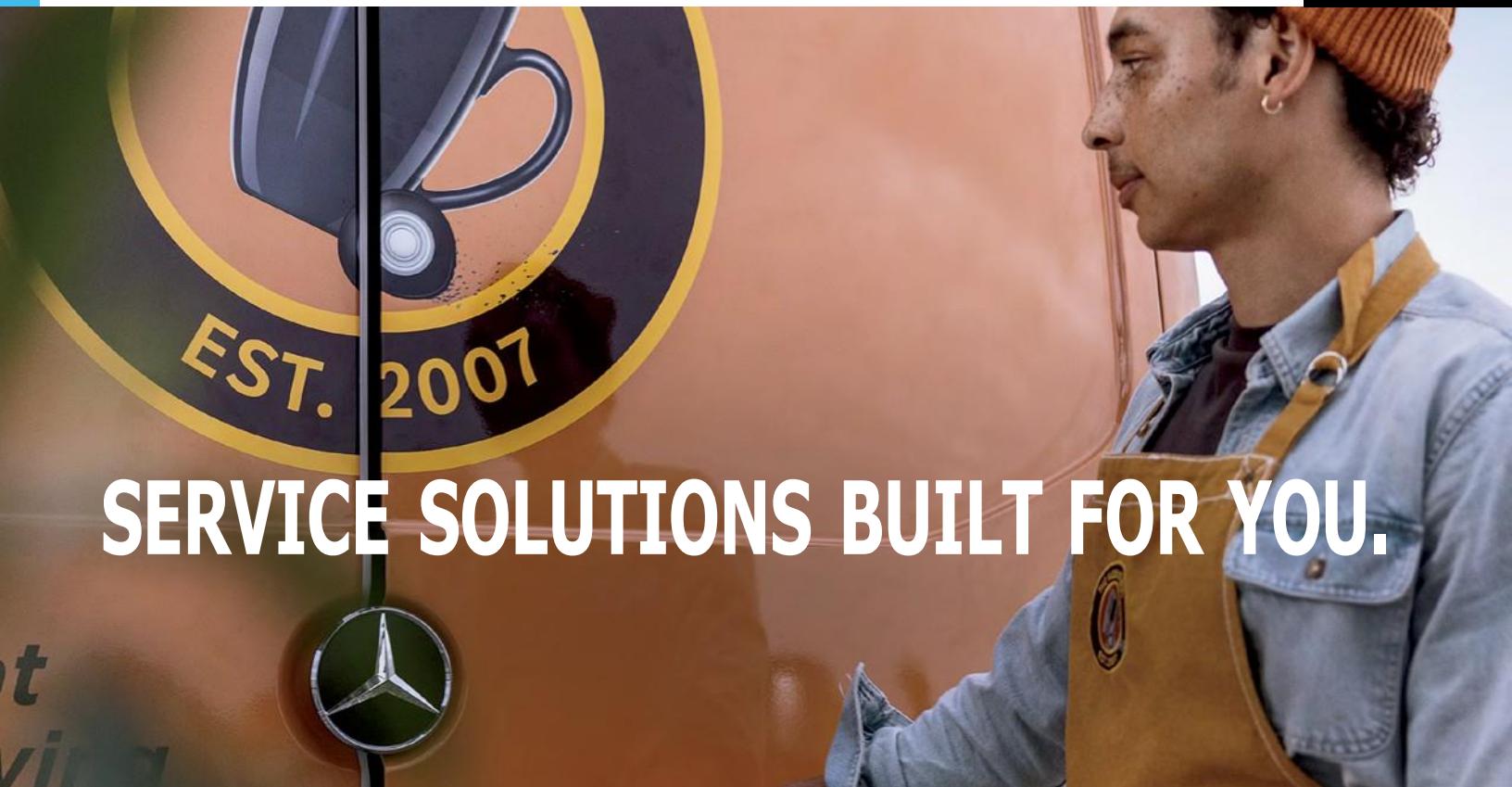




# SERVICE SOLUTIONS BUILT FOR YOU.



## Mercedes-Benz Vans ServiceCARE Customer Guide

For Mercedes-Benz Vans Extended Warranty/eWarranty,  
Maintenance/eMaintenance, and Complete/eComplete.



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## Focus on where you're going. Not on getting there.

You don't drive a fuel-powered or electric Mercedes-Benz Van by chance, but because you've opted for outstanding quality. No matter what, what counts is that you keep moving. Mercedes-Benz ServiceCARE products help you to do just that. Whether it's maintenance, a wear and tear repair, or an unforeseen repair cost covered under warranty, Mercedes-Benz ServiceCARE products offer you an individual solution for every need – to keep you moving on every journey.

## Peace of mind right from the start.

For Your New eSprinter

The service package included with the eSprinter covers the costs of maintenance work in accordance with the service booklet and manufacturer's specifications for the first 4 services within the first 4 years, or up to a maximum of 100,000 miles. Thanks to a regular and professional inspection of the high-voltage components and other vehicle parts and functions, you can be sure that your electric van is always ready for use and retains its value – today and in the future.

The battery certificate, which is also integrated, includes a warranty on the high-voltage battery for a period of 8 years, or up to a maximum of 100,000 miles. The buyer is also guaranteed that the maximum charging capacity of the high-voltage battery will not be less than 70 percent of the starting capacity.

With an optional battery certificate extension, the battery certificate can be increased to a maximum of 8 years, or up to a maximum of 185,000 miles.

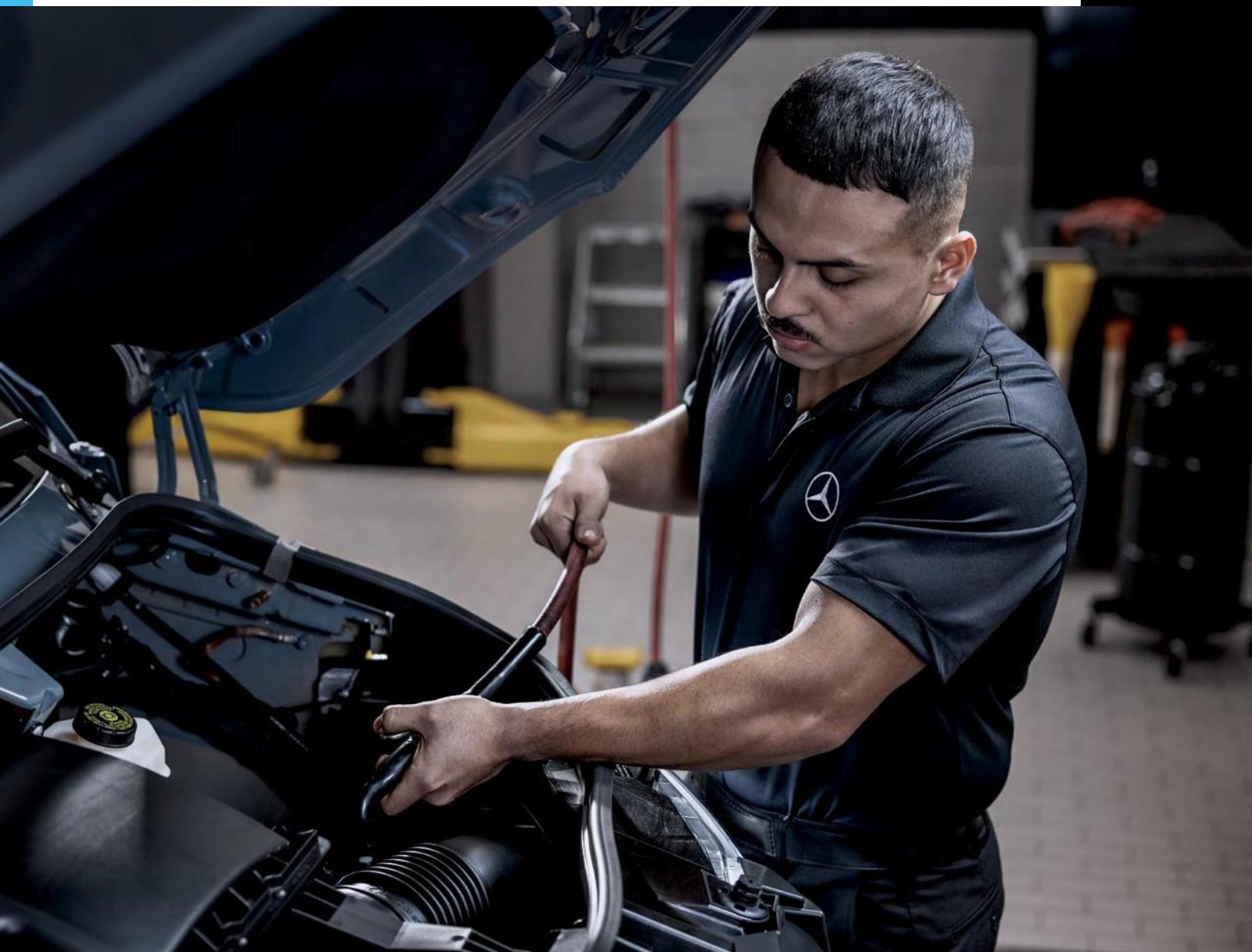


## Extended Warranty/eWarranty

More warranty. More certainty.

The Extended Warranty/eWarranty package 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.

The Extended Warranty/eWarranty gives you peace of mind knowing that you won't be sidelined by unexpected expensive repairs over the years. If, at any time, you decide to sell or trade in your vehicle, an Extended Warranty/eWarranty can help retain, or even increase, the value of your van.



## Maintenance/eMaintenance

Keeping your van in top shape.

ServiceCARE Maintenance/eMaintenance includes all maintenance work with Genuine Mercedes-Benz Parts, and is recommended for customers who want basic protection or wish to protect a used vehicle.

Regular and accurate checking of the most important vehicle parts and functions ensures that your van continues to deliver outstanding performance and reliability. Maintenance/eMaintenance prevents unnecessary repair costs and keeps downtime minimal and predictable. Our Maintenance/eMaintenance package helps protect your vehicle's value and boost its resale value.



## Complete/eComplete

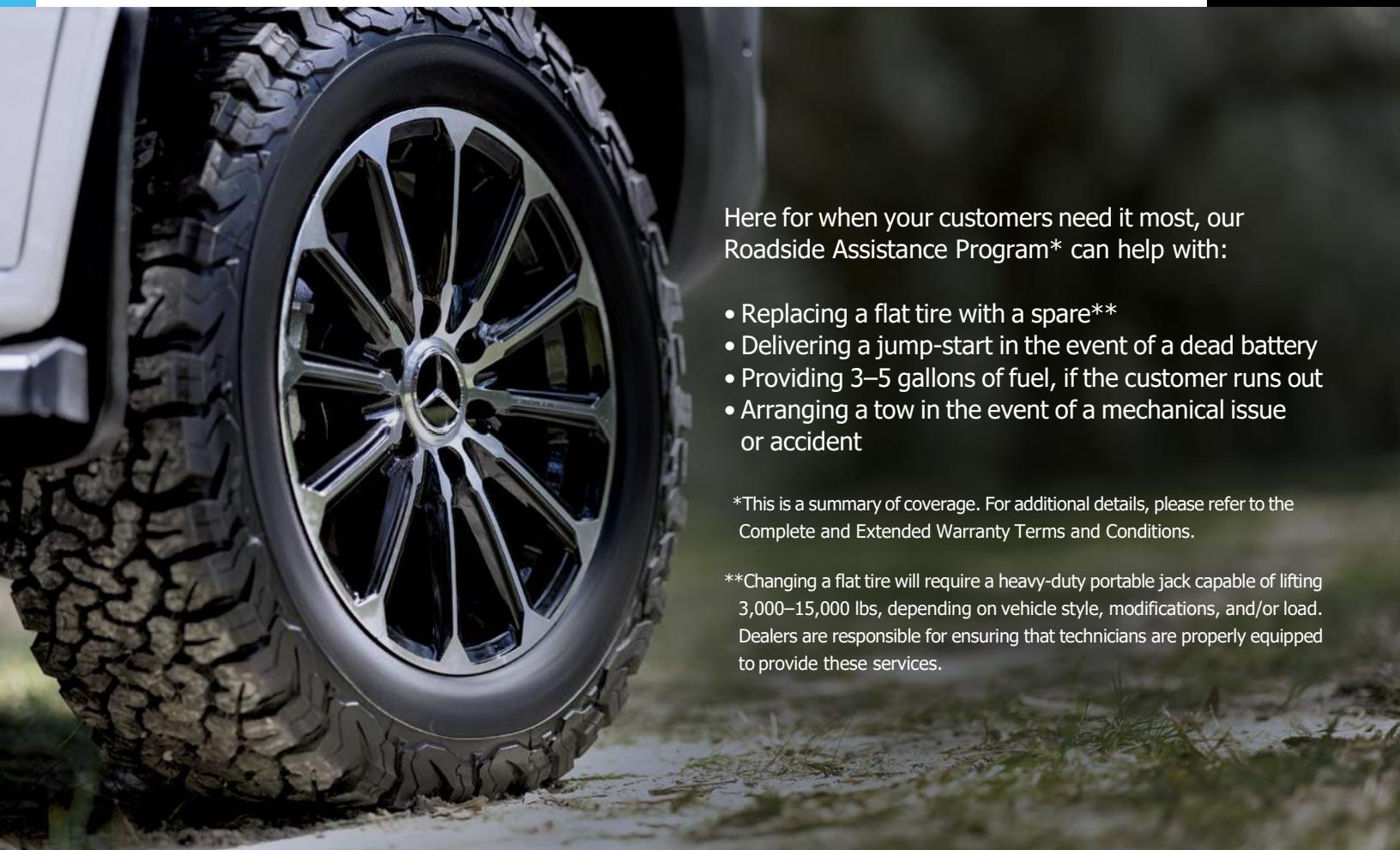
The all-inclusive service package.

The all-inclusive service package for your customers who don't like leaving things to chance, and who rely on maximum transparency and predictability.

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

The Complete/eComplete package combines the advantages of the Extended Warranty/eWarranty and Maintenance/eMaintenance packages, and, additionally, covers the wear and tear of components. Only tires are excluded.

# Roadside Assistance

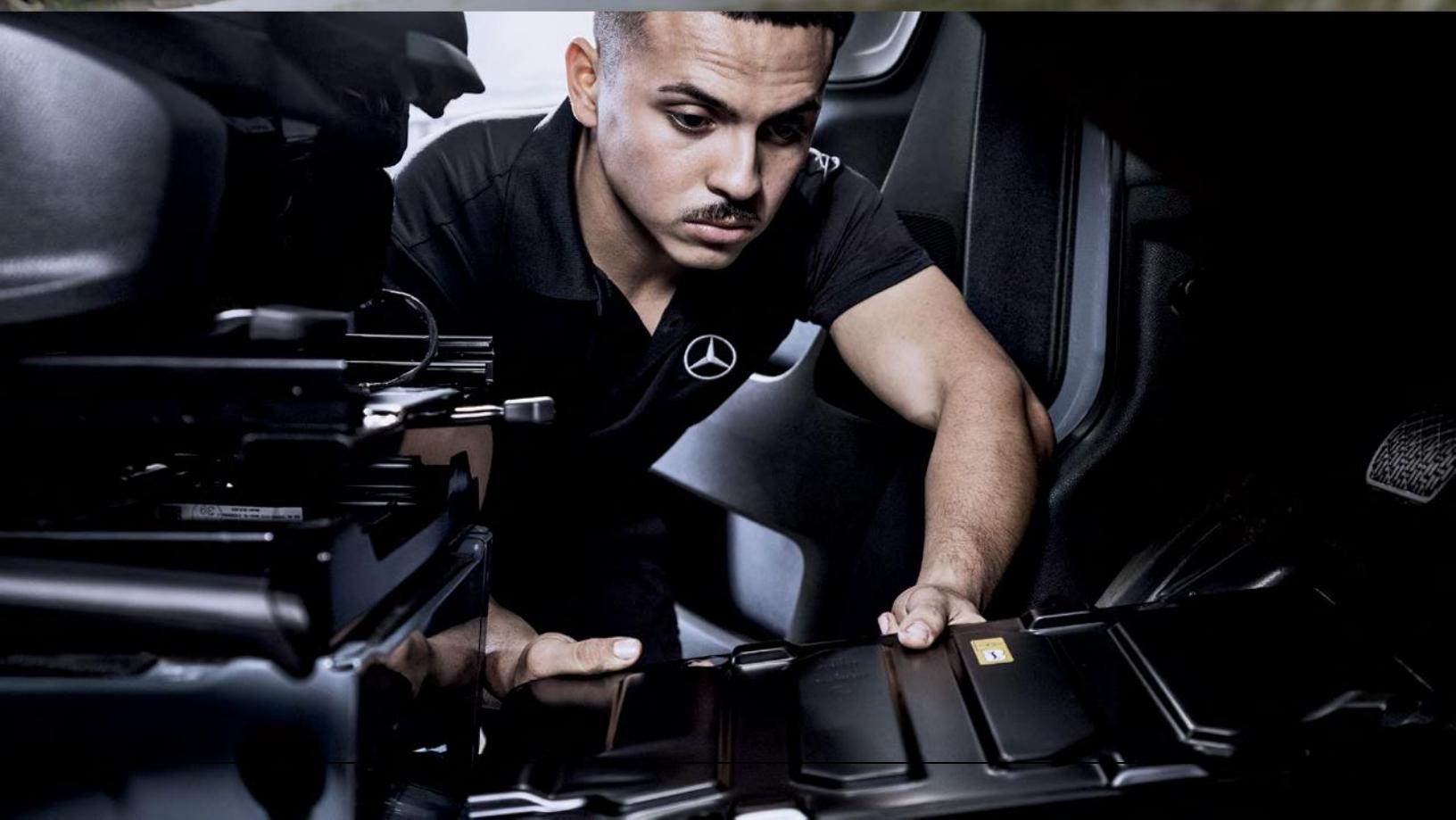


Here for when your customers need it most, our Roadside Assistance Program\* can help with:

- Replacing a flat tire with a spare\*\*
- Delivering a jump-start in the event of a dead battery
- Providing 3–5 gallons of fuel, if the customer runs out
- Arranging 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 and Extended Warranty Terms and Conditions.

\*\*Changing a flat tire 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 that technicians are properly equipped to provide these services.



# ServiceCARE Plans Overview



## Extended Warranty/eWarranty

More warranty. More certainty.

Service  Repair  Wear & Tear

The Extended Warranty/eWarranty packages offer you greater coverage for mechanical, electrical, and electronic components. They protect you against unforeseen repair costs and, without any deductibles, you get the benefit of predictable and attractive conditions.

### SPRINTER Diesel

Package Term*
5 Years/100,000 Miles
6 Years/120,000 Miles

### SPRINTER Gas

Package Term*
5 Years/100,000 Miles
6 Years/120,000 Miles

### eSPRINTER

Package Term*
5 Years/100,000 Miles
6 Years/120,000 Miles

\*The term reflects the 3-year/36,000-mile Manufacturer's Warranty plus the Extended Warranty term. Extended Warranty can be purchased at any time prior to expiration of the OEM Manufacturer's Warranty (3 years or 36,000 miles, whichever comes first). All maintenance work must be carried out in accordance with the service booklet and manufacturer's specifications.



## Maintenance/eMaintenance

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

Package Term
2 Services
4 Services

### SPRINTER Gas

Package Term
2 Services
4 Services

### eSPRINTER

Package Term
2 Services without Battery Extension
4 Services without Battery Extension

### eSPRINTER

Package Term
2 Services with Battery Extension
4 Services with Battery Extension

### METRIS

Package Term
2 Services
4 Services

\*With the included battery certificate, Mercedes-Benz AG, following the statutory liability for material defects and the Mercedes-Benz New Vehicle Warranty, guarantees that the maximum remaining capacity of the high-voltage batteries in the battery network will not be less than 70% of the starting capacity for a total of 8 years from delivery or initial registration or up to 100,000 miles. The Battery Extension extends the already-included battery certificate (8 years/100,000 miles) by an additional 85,000 miles for a total of 8 years/185,000 miles. eMaintenance with Battery Certificate Extension can be purchased any time prior to expiration of the OEM Manufacturer's Warranty (3 years/36,000 miles). The prerequisite is compliant with the maintenance, charging, and storage specifications for the high-voltage batteries in the battery network.

# ServiceCARE Plans Overview (cont'd)



## Complete/eComplete

The all-inclusive service package.

Service  Repair  Wear & Tear

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

### SPRINTER Diesel

Package Term*
5 Years/100K Miles/5 Services

### SPRINTER Gas

Package Term*
5 Years/100K Miles/5 Services

### eSPRINTER

Package Term
5 Years/100K Miles + 1 Additional Service & Battery Extension **

### METRIS

Package Term
5 Years/100K Miles/5 Services

\*The term reflects the 3-year/36,000-mile Manufacturer's Warranty plus the Complete term. Complete can be purchased at any time prior to expiration of the OEM Manufacturer's Warranty (3 years or 36,000 miles, whichever comes first). All maintenance work must be carried out in accordance with the service booklet and manufacturer's specifications.

\*\*Includes: eWarranty + Wear and Tear + 1 service for selected term; Battery Extension max: 8 years/185,000 miles. With the included battery certificate, Mercedes-Benz AG, following the statutory liability for material defects and the Mercedes-Benz New Vehicle Warranty, guarantees that the maximum remaining capacity of the high-voltage batteries in the battery network will not be less than 70% of the starting capacity for a total of 8 years from delivery or initial registration or up to 100,000 miles. The Battery Extension extends the already-included battery certificate (8 years/100,000 miles) by an additional 85,000 miles for a total of 8 years/185,000 miles. eComplete can be purchased any time prior to expiration of the OEM Manufacturer's Warranty (3 years/36,000 miles). The prerequisite is compliant with the maintenance, charging, and storage specifications for the high-voltage batteries in the battery network.

## Certified Pre-Owned Extended Limited Warranty (ELW)

More warranty. More certainty.

Service  Repair  Wear & Tear

### SPRINTER

CPO Extended Limited Warranty within OEM Warranty*
Package Term 2 Years/100K Miles

### SPRINTER

CPO Extended Limited Warranty out of OEM Warranty*
Package Term 1 Year/100K Miles

### METRIS

CPO Extended Limited Warranty within OEM Warranty*
Package Term 2 Years/100K Miles

### METRIS

CPO Extended Limited Warranty out of OEM Warranty*
Package Term 1 Year/100K Miles

\*Please see CPO Guide for more details on vehicle eligibility.

# Service Plans – Inclusions & Exclusions



## Standard Coverage

	EXTENDED WARRANTY	MAINTENANCE	COMPLETE
Maintenance works		•	•
Repair powertrain	•		•
Repair vehicle	•		•
Wear & Tear			•

## Maintenance

	EXTENDED WARRANTY	MAINTENANCE	COMPLETE
Air/dust combination filter, heating, and ventilation system		•	•
Air filter element	•		•
Brake fluid change	•		•
Check/lubricate trailer hitch	•		•
Clean/lubricate sliding roof	•		•
Engine coolant	•		•
Engine timing V-belt (Citan) (check and replacement according to maintenance sheet)	•		•
Front axle gear oil	•		•
Maintenance documentation and registration in the DSB (Digital Service Booklet)	•		•
Maintenance Service A	•		•
Maintenance Service B	•		•
Maintenance work, diesel particulate filter, check volumetric efficiency	•		•
Maintenance work, diesel particulate filter, replace filter	•		•
Oil, automatic transmission	•		•
Oil change, engine oil, engine oil filter, grease vehicle	•		•
Oil, manual transmission	•		•
Rear axle gear oil	•		•
Regular maintenance work as per service booklet and manufacturer's specifications	•		•
Spark plugs	•		•
Transfer case oil	•		•
Water separator, fuel system	•		•

## Repair Powertrain – Engine

	EXTENDED WARRANTY	MAINTENANCE	COMPLETE
Connecting rod	•		•
Crankcase	•		•
Crankshaft	•		•
Dual mass flywheel	•		•
Engine timing	•		•
Injection system	•		•
Piston, engine	•		•

(continued on next page)

# Service Plans – Inclusions & Exclusions (cont'd)



## Repair Powertrain – Engine (cont'd)

	EXTENDED WARRANTY	MAINTENANCE	COMPLETE
A/C compressor	•		•
Accelerator pedal	•		•
Air intake, turbocharging	•		•
Alternator, starter motor	•		•
Charge air cooler	•		•
Diesel particulate filter	•		•
Electrical system – engine	•		•
Engine cooling system, coolant pump, coolant hoses, fan	•		•
Engine suspension	•		•
Exhaust aftertreatment Euro 5/6 (catalytic converter, NOx storage catalytic converter, AdBlue® unit)	•		•
Exhaust manifold, emissions control system	•		•
Glow plug	•		•
Power steering	•		•
Radiator	•		•

## Repair Powertrain – Manual Gearbox

	EXTENDED WARRANTY	MAINTENANCE	COMPLETE
Crown wheel	•		•
Driveshaft	•		•
Drive gears	•		•
Gear wheels	•		•
Synchronization	•		•
PTO (Power Take-Off)	•		•
Transmission housing	•		•

## Repair Powertrain – Automatic Gearbox

	EXTENDED WARRANTY	MAINTENANCE	COMPLETE
Bearing, planetary gear set	•		•
Clutch plate	•		•
Disc brakes	•		•
Electric controller unit	•		•
Primary pump	•		•
Secondary pump	•		•
Shift unit	•		•
Rear planetary gear set	•		•
Torque converter, automatic transmission	•		•

# Service Plans – Inclusions & Exclusions (cont'd)



## Repair Powertrain – Transfer Case

	EXTENDED WARRANTY	MAINTENANCE	COMPLETE
Ball bearing	•		•
Drive gears	•		•
Driveshaft, output shaft	•		•
Gears	•		•
Gear set (bevel/spur gear)	•		•
Housing, transfer case	•		•
Planet gears	•		•
Planetary gear set	•		•
Oil cooler	•		•
Ring gear	•		•
Roller bearing	•		•

## Repair Powertrain – Propeller Shaft

	EXTENDED WARRANTY	MAINTENANCE	COMPLETE
Bracket, propeller shaft, intermediate bearing	•		•
Center support bearing, propeller shaft	•		•
Driveshaft, transmission, intermediate bearing	•		•
Propeller shaft/front axle	•		•
Propeller shaft, intermediate bearing, rear axle	•		•
Propeller shaft, transmission/rear axle	•		•
Universal joint propeller shaft	•		•
Vibration damper	•		•

## Repair Powertrain – Front Axle, Rear Axle

	EXTENDED WARRANTY	MAINTENANCE	COMPLETE
Bearing universal joint	•		•
Crown wheel	•		•
Differential case	•		•
Differential pinion	•		•
Driveshaft, right	•		•
Front and rear axle differentials	•		•
Front and rear axle housings	•		•
Front and rear axle shafts	•		•
Ring gear, bevel gear	•		•
Seal boot, front axle shaft	•		•
Steering knuckles	•		•
Tapered roller bearing, needle bearing	•		•
Wheel hub	•		•

# Service Plans – Inclusions & Exclusions (cont'd)



## Repair Vehicle – Suspension

	EXTENDED WARRANTY	MAINTENANCE	COMPLETE
Air bellows	•		•
Air suspension	•		•
Bearing, axle spring	•		•
Bearing bracket, frame, stabilizer bar/stabilizer	•		•
Bearing bracket, torsion bar, frame	•		•
Bearing, shock absorbers	•		•
Boot, strut shock absorbers	•		•
Center bolt	•		•
End stop, axle spring	•		•
Front and rear axle springs	•		•
Leaf spring	•		•
Rubber mount rear spring/auxiliary spring	•		•
Rubber mount, torsion bar	•		•
Sleeve, bearing, torsion bar	•		•
Spring bearing	•		•
Spring element	•		•
Spring U-bolt/leaf spring	•		•
Stabilizer bar, front and rear axle	•		•
Support bushing, damper/suspension strut	•		•
Trailing arm	•		•
Transverse leaf spring, front axle spring	•		•
Vibration damper, leaf spring	•		•
Wishbone	•		•

## Repair Vehicle – Body and Cockpit

	EXTENDED WARRANTY	MAINTENANCE	COMPLETE
AdBlue® tank	•		•
Brake calipers	•		•
Brake lines	•		•
Central locking system	•		•
Electrical components	•		•
Electrical systems, body	•		•
Electronic control units	•		•
Electronic key/spare key	•		•
Fuel filter/strainer, filter neck	•		•
Fuel lines	•		•
Fuel tank	•		•
Heating and air conditioning	•		•
Pump, lines, AdBlue®	•		•
Rack-and-pinion steering, mechanical/hydraulic/electric	•		•
Safety systems	•		•
Seats (fabric and leather excluded)	•		•
Steering	•		•
Wiring harnesses	•		•

# Service Plans – Inclusions & Exclusions (cont'd)



## Wear & Tear

	EXTENDED WARRANTY	MAINTENANCE	COMPLETE
Battery, additional battery			•
Brake pads			•
Central clutch operator			•
Clutch lining, clutch plate			•
Disc brakes			•
Exterior lights: light source, bulbs, Xenon burner			•
Interior lights: light source, bulbs			•
Muffler (end/main/center)			•
Shock absorbers, front and rear (wheel alignment included)			•
Spark plugs			•
V-belt, poly V-belt, toothed belt			•
Wiper blades, front and rear			•

## Exclusions

• AdBlue® refill	• Housing lamp unit	• Rims
• Bodybuilder superstructure	• Loss of key	• Seats, fabric
• Body parts	• Refueling	• Wheel alignment (camber, caster, toe-in)
• Glass and mirrors	• Damage Types: Noise, Stiff, Sluggish (covered under Complete only)	

# eService Plans – Inclusions & Exclusions



## Standard Coverage

	eWARRANTY	eMAINTENANCE	eCOMPLETE
Maintenance works		•	•
Repair powertrain	•		•
Repair vehicle	•		•
Wear & Tear			•

## Maintenance

	eWARRANTY	eMAINTENANCE	eCOMPLETE
Air/dust combination filter, heating, and ventilation system		•	•
Brake fluid change	•		•
Check/lubricate trailer hitch		•	•
Clean/lubricate sliding roof		•	•
Electric motor coolant		•	•
Engine timing V-belt (Citan) (check and replacement according to maintenance sheet)		•	•
Grease vehicle	•		•
High-voltage batteries check	•		•
High-voltage batteries coolant		•	•
High-voltage components visual check	•		•
Maintenance documentation and registration in the DSB (Digital Service Booklet)		•	•
Maintenance Service A	•		•
Maintenance Service B	•		•
Maintenance work, diesel particulate filter, check volumetric efficiency		•	•
Maintenance work, diesel particulate filter, replace filter	•		•
Regular maintenance work as per Service Booklet and manufacturer's specifications		•	•
Single stage transmission oil	•		•
Spark plugs	•		•
Water separator, fuel system	•		•

## Repair Powertrain

	eWARRANTY	eMAINTENANCE	eCOMPLETE
Bracket, coolant pump, electric	•		•
Connection, coolant line, electric motor	•		•
Electric motor	•		•
Engine suspension	•		•
Switchover valve, cooling system, high-voltage batteries	•		•
Temperature sensor, coolant, electric drive	•		•
Thermostat valve, coolant	•		•

(continued on next page)

# eService Plans – Inclusions & Exclusions (cont'd)



## Repair Powertrain (cont'd)

	eWARRANTY	eMAINTENANCE	eCOMPLETE
Accelerator pedal	•		•
Coolant expansion reservoir, cooling system, high-voltage batteries	•		•
Coolant hose, heating element, high-voltage batteries	•		•
Cooling system, high-voltage batteries	•		•
Desiccant cartridge, cooling system, high-voltage batteries	•		•
Expansion valve, heat exchanger, high-voltage batteries	•		•
Front axle shafts, left and right	•		•
Heat exchanger, high-voltage batteries	•		•
High-voltage battery charger	•		•
High-voltage battery management system	•		•
High-voltage DC/DC converter	•		•
High-voltage power distributors	•		•
High-voltage wiring harness	•		•
Park pawl, single stage transmission	•		•
Power electronics	•		•
PTC heater, cooling system, high-voltage batteries	•		•
Refrigerant line, branch-off line, condenser – expansion valve, air conditioning, high-voltage batteries	•		•
Single stage transmission	•		•
Switchover valve, cooling system, high-voltage batteries	•		•
Temperature sensor, coolant, electric motor	•		•
Vent line/hose, coolant, high-voltage batteries	•		•

## Repair Vehicle – Axles

	eWARRANTY	eMAINTENANCE	eCOMPLETE
Air bellows	•		•
Bearing bracket, frame, stabilizer bar/stabilizer	•		•
Bearing bracket, torsion bar, frame	•		•
Bearing, shock absorbers	•		•
Boot, shock absorbers and strut	•		•
End stop, axle spring	•		•
Front and rear axle springs	•		•
Rubber mount, torsion bar	•		•
Stabilizer bar, front and rear axle	•		•
Support bushing, damper/suspension strut	•		•
Wishbone	•		•

# eService Plans – Inclusions & Exclusions (cont'd)



## Repair Vehicle – Body and Cockpit

	eWARRANTY	eMAINTENANCE	eCOMPLETE
A/C compressor, electrical	•		•
Brake calipers	•		•
Brake lines	•		•
Central locking system	•		•
Condenser, heat exchanger, air conditioning	•		•
Coolant hose, PTC heater booster, high-voltage batteries	•		•
Electrical components	•		•
Electrical systems, body	•		•
Electronic control units	•		•
Electronic key/spare key	•		•
Emissions sensor	•		•
Heating and air conditioning	•		•
Pressure sensor, temperature sensor upstream of air conditioning condenser	•		•
Rack-and-pinion steering, mechanical/hydraulic/electric	•		•
Refrigerant line, refrigerant compressor, condenser, air conditioning, pipe system	•		•
Safety systems	•		•
Seats (fabric and leather excluded)	•		•
Shutoff valve, evaporator, air conditioning	•		•
Steering	•		•
Wiring harnesses	•		•

## Repair Vehicle – Wear & Tear

	eWARRANTY	eMAINTENANCE	eCOMPLETE
Battery 12V			•
Brake pads			•
Disc brakes			•
Exterior lights: light source, bulbs, Xenon burner			•
Interior lights: light source, bulbs			•
Shock absorbers, front and rear (wheel alignment included)			•
Wiper blades, front and rear			•

## Exclusions

• Body parts	• Housing lamp unit	• Vehicle charging cable
• Bodybuilder superstructure	• Loss of key	• Wheel alignment (camber, caster, toe-in)
• Glass and mirrors	• Rims	• Damage Types: Noise, Stiff, Sluggish (covered under Complete only)
• High-voltage batteries (the high-voltage batteries are covered by the battery certificate)	• Seats, fabric	

# Manufacturer's Warranty



The Mercedes-Benz Vans Manufacturer's Warranty now provides even more security to our customers, complementing the New Vehicle Warranty with a Powertrain Warranty.

## **SPRINTER** Warranty Coverage Overview\*

	3 Yr/36K Miles	5 Yr/100K Miles
New Vehicle Warranty	██████████	██████████
Powertrain Warranty	██████████	██████████
Diesel Engine Limited Warranty	██████████	██████████
Federal Emissions Warranty – Diesel	██████████	██████████

## **SPRINTER** Special Extended Warranty Coverage\*

	1 Yr/ 12K Miles	2 Yr/ 24K Miles	3 Yr/ 36K Miles	3 Yr/ 50K Miles	3 Yr/ Unltd Miles	5 Yr/ 50K Miles	5 Yr/ 100K Miles	7 Yr/ 70K Miles
Anti-Corrosion Perforation Limited Warranty:								
All Panels	██████████							
Outer Panels	██████████							
Federal Emissions Warranty – Diesel	██████████							
Federal Emissions Warranty – Gas	██████████							
California Emissions Warranty – Diesel (CA, CT, DE, MA, MD, ME, NJ, OR, PA, RI, VT, and WA):								
Short Term	██████████							
Long Term	██████████							

## **METRIS** Warranty Coverage Overview\*

	3 Yr/36K Miles	5 Yr/60K Miles	8 Yr/80K Miles
New Vehicle Warranty	██████████	██████████	██████████
Powertrain Warranty	██████████	██████████	██████████
Federal Emissions Performance Control	██████████	██████████	██████████

## **METRIS** Special Extended Warranty Coverage\*

	1 Yr/ 12K Miles	2 Yr/ 24K Miles	3 Yr/ 36K Miles	3 Yr/ 50K Miles	3 Yr/ Unltd Miles	5 Yr/ 50K Miles	5 Yr/ 100K Miles	7 Yr/ 70K Miles	8 Yr/ 80K Miles
Anti-Corrosion Perforation Limited Warranty:									
All Panels	██████████								
Outer Panels	██████████								
Federal Emissions Performance	██████████								
Federal Emissions Control	██████████								
Emissions Performance (CA, CT, DE, MA, MD, ME, NJ, OR, PA, RI, VT, and WA)	██████████								
Emissions Control (CA, CT, DE, MA, MD, ME, NJ, OR, PA, RI, VT, and WA)	██████████								

# Manufacturer's Warranty (cont'd)



The Mercedes-Benz Vans Manufacturer's Warranty now provides even more security to our customers, complementing the New Vehicle Warranty with a Powertrain Warranty.

## **eSPRINTER** Warranty Coverage Overview\*

3 Yr/36K Miles

New Vehicle Warranty

## **eSPRINTER** Special Extended Warranty Coverage\*

1 Yr/ 12K Miles	2 Yr/ 24K Miles	3 Yr/ 36K Miles	3 Yr/ 50K Miles	3 Yr/ Unltd Miles	5 Yr/ 50K Miles	5 Yr/ 100K Miles	8 Yr/ 100K Miles
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Anti-Corrosion Perforation Limited Warranty:

All Panels

Outer Panels

Battery Limited Warranty

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

# ServiceCARE Resources



For more information, please visit:  
[www.mbvans.com/en/partsservices](http://www.mbvans.com/en/partsservices)

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