



Sprinter

Maintenance Booklet



Thank you for choosing a 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-EQUIVALENT PARTS CAN RESULT IN YOUR EMISSIONS 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.

 Helpful tips or other useful information.

▷ Page This symbol informs you where you 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

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

Replacement part sales

Daimler Vans USA, LLC
One Mercedes-Benz Drive
Sandy Springs, GA 30328

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Vehicle 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

Protection of the environment

Natural resources form the basis of our existence on this planet. The objective is to use the natural resources which form the basis of our existence on this planet sparingly and in a manner which takes the requirements of both nature and humanity into account.

Our declared policy is one of integrated environmental protection, starting at the root causes and encompassing in its management decisions all the consequences for the environment which could arise from production processes or the products themselves.

You too can help protect the environment by operating your Sprinter in an environmentally responsible manner.

- Fuel consumption and the wear of your engine, brakes and tires largely depend on the 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 weight.
 - remove ski and roof racks once you no longer need them.
 - do not warm up the engine while the vehicle is stationary.
 - shift gears in a timely manner so that each gear is used only up to $\frac{2}{3}$ of its maximum engine speed.
 - monitor the fuel consumption.
- A regularly serviced vehicle will also help protect the environment. Comply with 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 service is shown in the multifunction display in the instrument cluster.

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

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 without Approved Emission

Modification (AEM): Services are carried out in a series defined as A-B. The first oil service plus (Service A) is due after 15,000 miles. The first maintenance service (Service B) is due after 30,000 miles.

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.

- i** 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 Due 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 display during the service appointment.



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

A warning tone also sounds.

Vehicles without steering wheel buttons

If the service due date has been exceeded, ten seconds after switching on the ignition the  or  symbol flashes for the service. 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, starting from (▷ page 9). 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 service will confirm the work has been carried out using the confirmation pages in this Maintenance Booklet (▷ page 15).

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 for your vehicle.

- ❗ 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 New Vehicle Limited Warranty.

Tire rotation

Your vehicle's tires are a critical component to overall vehicle performance and stability. The useful life of tires will vary and is proportional to tire type, speed rating, ambient conditions, tire loads, 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 the first signs of irregular (uneven) tread wear. Tire rotation recommendations will likely necessitate a tire rotation at least at every maintenance service.

Single tires at rear

If your vehicle is equipped with tires of the same size, tires can be rotated by following 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).

Dual tires at the rear

If your vehicle is equipped 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 remains the same. If the tread pattern on the tires is not unidirectional, the outer tires on the rear axle can be rotated from one side to the other.

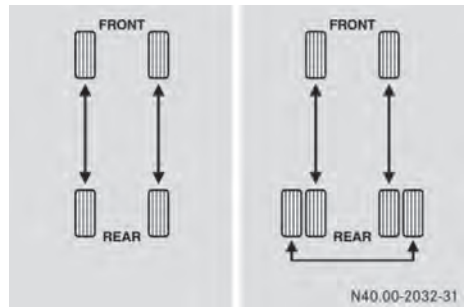


Diagram showing tire rotation for single and dual tires

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 12).

Arduous operating conditions

The maintenance intervals have been determined so that under normal operating conditions the vehicle should operate properly between maintenance services. Arduous 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/anti-freeze 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 anti-corrosion/antifreeze products that are approved for your vehicle.

Wear parts

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

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 more information on 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 refilled, 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 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 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.

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 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 records

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

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/service products

We recommend using only genuine Mercedes-Benz parts for service and repair work, since these conform to our specifications. In addition, use only fuels, lubricants and corrosion inhibitors/antifreeze agents that correspond to the factory specifications. Please see your authorized Sprinter Dealer for more information on this subject.

Exhaust system maintenance

Warning: exhaust gas aftertreatment system – 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. Follow our recommended maintenance instructions in order to ensure the proper operating state of your vehicle.

Note the following:

a) Diesel engines require diesel fuel with extremely low sulfur content for road vehicles (maximum 15 ppm sulfur), in compliance with ASTM D975 standard. 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 that 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 more information. If the B5 bio-diesel blend is not clearly labeled to indicate that it meets the ULSD standard, it should not be used. The New Vehicle Limited Warranty does not cover damage caused by the use of fuels that do not meet our approved fuel standards.

c) The prescribed engine maintenance work must be carried out fully and at the required intervals.

d) The 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 be a malfunction in the engine control system or in the exhaust gas aftertreatment system.

We recommend having the malfunction 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 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 every 15,000 miles. 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

In normal dust conditions, replace the air filter every 45,000 miles. Clean the air filter cap and housing before removing the air filter.

Replacing the fuel filter

Replace the fuel filter every 30,000 miles

Checking the diesel particle filter

The saturation level of the diesel particle filter must first be checked at 90,000 miles.

If the saturation level is still below the threshold value at 90,000 miles, the saturation level of the diesel particle filter must be checked again at each subsequent oil service plus/ 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 checking cycle starts again after 90,000 miles.

Checking and adding DEF

Check and add DEF every 15,000 miles.

Maintenance service

Vehicle maintenance work (including exhaust system maintenance)

i 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 (> page 9).

You can find a description of the scope of maintenance for the exhaust system here (> page 8).

Description of maintenance work**Oil service plus/maintenance service**

	Oil service plus	Maintenance service
Check by service advisor		
Check vehicle for corrosion, accident and paint damage	•	•
Brake test	•	•
Oil service		
Engine: oil and filter change	•	•
Lubrication work		
Lubricating the trailer hitch		•
Lubricate the hinges on the rear door		•
Maintenance		
Check function and condition		
Indicators, indicator lamps		•
Headlamps, exterior lighting		•
Windshield wipers, rear windshield wiper, windshield washer system, headlamp cleaning system		•
Front and rear seat belts, seat belt buckles, seat belt buckle extensions	•	•
Integrity test and condition check		
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	•	•
Supplementary 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/anti-freeze		•
Hydraulic brake system	•	•
Power steering		•
Auxiliary battery in the engine compartment		•
Windshield washer system		•
DEF reservoir	•	•
Engine		
Replace fuel filter with water separator		•
Check poly-V-belt for signs of wear and damage	•	•
Chassis and body		
Replace the dust filter for the heating/ventilation or the activate charcoal/combination filter for the air-conditioning system (after 2 years at the latest, observe the installation date)		•
Replace the dust filter for rear compartment air conditioning (after 2 years at the latest, observe installation date)		•
Test trailer 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 expiration date, replace (separate invoice)		•
Check thickness of the brake pads and condition of the brake discs. Vehicles with twin tires and super-wide tires: rear wheels must be removed and remounted (separate invoice)		•

	Oil service plus	Maintenance service
Parking brake: check lever travel		•
Service indicator		
Reset the maintenance computer	•	•

Additional work

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

Once as part of the first Service A

Retighten nuts and bolts

Rear axle: retighten u-bolts

Every third engine oil change

Replace air filter element (at least every 4 years, observe installation date!)

Every fourth engine oil change

Automatic transmission: oil and filter change

Replace the poly-V-belt

For the first time at 90,000 miles

Check saturation level of the diesel particle filter (observe installation date!)

Every 2 years (J2)

Hydraulic brake system: renew brake fluid

Every sixth maintenance Service B/every 10 years (J10)

Rear axle: oil change

Every sixth maintenance Service B/every 15 years (J15)

Renew coolant (observe coolant mixture ratio)

Tire rotation

Maintenance Booklet

[illegible]

Date:	Mileage:
Date:	Mileage:
Date:	Mileage:
Date:	Mileage:
Date:	Mileage:
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

Date

Mileage

Repair order no.

☐ Service A

☐ Service B

Work in addition to the maintenance service

☐ J2 ☐ J10 ☐ J15

Oil change

Engine

Viscosity

Sheet No.

Automatic transmission

Sheet No.

Rear axle

Sheet No.

Replaced:

☐ Air filter element

☐ Fuel filter with water separator

☐ Dust filter: heating/ventilation

☐ Coolant

☐ Brake fluid

☐ DEF

Diesel particle filter

☐ Diesel particulate filter checked

☐ Diesel particulate filter replaced

Signature/stamp from an authorized Sprinter dealer

Date

☐

Service A

Mileage

☐

Service B

Repair order no.

Work in addition to the maintenance service

☐

J2

☐

J10

☐

J15

Oil change

Engine

Viscosity

Sheet No.

Automatic transmission

Sheet No.

Rear axle

Sheet No.

Replaced:

☐

Air filter element

☐

Fuel filter with water separator

☐

Dust filter: heating/ventilation

☐

Coolant

☐

Brake fluid

☐

DEF

Diesel particle filter

☐

Diesel particulate filter checked

☐

Diesel particulate filter replaced

Signature/stamp from an authorized Sprinter dealer

Date

Mileage

Repair order no.

☐ Service A

☐ Service B

Work in addition to the maintenance service

☐ J2

☐ J10

☐ J15

Oil change

Engine

Viscosity

Sheet No.

Automatic transmission

Sheet No.

Rear axle

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Diesel particle filter

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Signature/stamp from an authorized Sprinter dealer

Date

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Service A

Mileage

☐

Service B

Repair order no.

Work in addition to the maintenance service

☐

J2

☐

J10

☐

J15

Oil change

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Sheet No.

Automatic transmission

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Replaced:

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Fuel filter with water separator

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Dust filter: heating/ventilation

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Coolant

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Brake fluid

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DEF

Diesel particle filter

☐

Diesel particulate filter checked

☐

Diesel particulate filter replaced

Signature/stamp from an authorized Sprinter dealer

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Service B

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J15

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Air filter element

☐

Fuel filter with water separator

☐

Dust filter: heating/ventilation

☐

Coolant

☐

Brake fluid

☐

DEF

Diesel particle filter

☐

Diesel particulate filter checked

☐

Diesel particulate filter replaced

Signature/stamp from an authorized Sprinter dealer

Date

Mileage

Repair order no.

☐ Service A

☐ Service B

Work in addition to the maintenance service

☐ J2

☐ J10

☐ J15

Oil change

Engine

Viscosity

Sheet No.

Automatic transmission

Sheet No.

Rear axle

Sheet No.

Replaced:

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☐ Dust filter: heating/ventilation

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Publication details

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Further information on Freightliner Vans can be obtained on the Internet at

<https://www.freightlinersprinterusa.com>

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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