



Service information



Mercedes-Benz




9075842413

Order no. T907 0494 13 Part no. 907 584 24 13 Edition A-2024


Symbols

You will find the following symbols in this service booklet:

 **WARNING** Danger due to failure to observe the warning notices


Warning notices draw your attention to hazards that may endanger your health or life, or the health or life of others.

► Observe the warning notices.

 **ENVIRONMENTAL NOTE** Environmental damage due to failure to observe environmental notes


Environmental notes include information on environmentally responsible behavior or environmentally responsible disposal.

► Observe environmental notes.

 **NOTE** Damage to property due to failure to observe notes on material damage

Notes on material damage inform you of risks which may lead to your vehicle being damaged.

► Observe notes on material damage.

 These symbols indicate useful instructions or further information that could be helpful to you.

(→ page) Further information on a topic

Vehicle sales, vehicle warranty issuer, replacement part sales

Mercedes-Benz Canada, Inc.

2680 Matheson Blvd. East, Suite 500

Mississauga, Ontario

L4W 0A5

<https://www.mercedes-benz.ca>

Customer Relations Department:

1-800-387-0100

Publication details

Internet

Further information about Mercedes-Benz vehicles and about Mercedes-Benz AG can be found on the following websites:

<https://www.mercedes-benz.com>

<https://www.mercedes-benz.ca>

Documentation team

Should you have any questions or suggestions regarding this service booklet, you can reach the technical documentation team at the address listed on the inside cover page.

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Vehicle manufacturer

Mercedes-Benz AG

Mercedesstraße 120

70372 Stuttgart

Germany

Vehicle dealers

Mercedes-Benz Canada, Inc.

2680 Matheson Blvd. East, Suite 500

Mississauga, Ontario

L4W 0A5

Customer Relations Department:

1-800-387-0100

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Welcome to the world of Mercedes-Benz

Thank you for choosing Mercedes-Benz. With ownership of a Sprinter comes our promise to support you whenever and wherever necessary. We look forward to assisting you with our world-wide service network, our products, services and warranties for the duration of your vehicle's service life.

Please read this Maintenance Booklet and the Operator's Manual carefully to ensure that your vehicle runs properly.

Vehicle safety and operational reliability are two very important factors. Regular maintenance services are required to ensure these.

We continuously strive to improve our products and ask for your understanding that we reserve the right to make changes to the regular service and maintenance work for our vehicles.

The information in this Maintenance Booklet is accurate at time of printing. Scheduled service and maintenance work carried out by authorized Sprinter dealers is 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 regular servicing and maintenance work on your vehicle from an authorized Sprinter dealer.

PLEASE OBSERVE

WE STRONGLY RECOMMEND THAT YOU HAVE YOUR VEHICLE SERVICED AT AN AUTHORIZED SPRINTER DEALER THAT IS FULLY EQUIPPED TO PROVIDE THIS SERVICE AND THAT WILL ENSURE GENUINE MERCEDES-BENZ PARTS ARE USED.

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Service information

⚠ WARNING Risk of accident due to malfunctions or system failures

If you do not have the prescribed service/maintenance work or any required repairs carried out, this could result in malfunctions or system failures.

▶ Always have the prescribed service and maintenance work or any required repairs carried out in a qualified specialist workshop.

Always observe the service display on the instrument display. Have the specified service carried out within the remaining time period or the remaining distance.

You can find information on the ASSYST PLUS service interval display in the Operator's Manual.

Additional maintenance work is considered depending on the time and distance driven. Additional maintenance work includes maintenance work carried out due to technical requirements, cases of wear or any optional equipment that might require service. This work is carried out and invoiced separately.

- ① You can obtain up-to-date information concerning the servicing of your vehicle at any time from a qualified specialist workshop, e.g. an authorized Sprinter Dealer. This could include, for example, an overview of maintenance work or possible additional maintenance work.

Always have the specified service and maintenance work carried out on schedule and documented according to requirements. This is the only way to ensure that your warranty rights are not affected.

We are continually working to improve and further develop our vehicles. Therefore, please appreciate that we must reserve the right to modify the scope of service and maintenance work.

Service work at your authorized Sprinter dealer

A comprehensive and well-equipped network of authorized Sprinter dealers is available to perform maintenance work. Your authorized Sprinter dealer can ensure that your vehicle is professionally and thoroughly maintained and repaired.

You can find detailed information on the warranty terms and conditions and scope of cover in the service and warranty information booklet.

Please observe the instructions for service and maintenance work, even if you allow a third party to use the vehicle and entrust them with the care of the vehicle. This is the only way to ensure that your warranty rights are not affected.

We strongly recommend that your vehicle be serviced by an authorized Sprinter dealer who is fully equipped to provide this service.

Special service measures

Special service measures may be necessary, for example, for specific components after a breaking-in period.

More frequent or additional service and maintenance work will need to be performed if the vehicle is operated under arduous operating conditions or increased loads. Take great care when assessing the operating conditions under which your vehicle is primarily used.

- ① You can obtain up-to-date information concerning your vehicle's particular service requirements and service intervals at any time from a qualified specialist workshop, e.g. an authorized Sprinter dealer.

Digital service report

Digital Service Booklet (DSB)

The service and maintenance work carried out is confirmed in our central database. You receive a printout of the service report; keep it until the next service. In addition to the most recent service report, the complete service history of your vehicle can also be called up at any time.

Your vehicle's service data is documented consistently and can no longer be lost. Every authorized Service Partner can provide you with information on your vehicle's service data. This means you can receive assistance as quickly as possible, wherever you are.

Tire rotation

The tires are essential to the total performance and stability of the vehicle. The service life of tires depends on tire type, speed rating, environmental conditions, tire load, tire pressure, road surface characteristics and individual driving style. For this reason, we recommend checking the tires regularly for wear and the correct tire pressure as well as the proper tire configuration, i.e. regular wheel rotation.

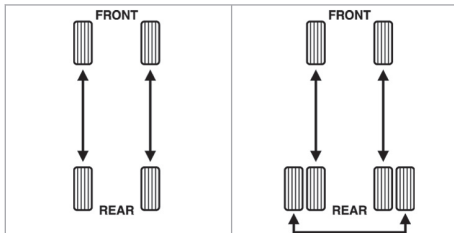
Wheel rotation may only be performed on vehicles with identical tire size on the front and rear axles. If the tire configuration of your vehicle permits wheel rotation, this should be carried out at the recommended intervals or at the first signs of uneven treadwear. Adherence to this recommendation means that the wheels will be rotated at least at every maintenance service.

Rear single tires

If your vehicle is equipped with tires of the same size, the wheels on the front axle and the rear axle can be rotated in pairs, allowing the intended direction of rotation of the tires to be maintained (unidirectional tires have an arrow on the tire sidewall indicating the intended direction of rotation of the tire).

Rear twin tires

If your vehicle is equipped with tires of the same size, the wheels on the front axle and the inner wheels on the rear axle can be rotated in pairs, allowing the intended direction of rotation of the tires to be maintained. For non-unidirectional tires, the outer wheels on the rear axle can be rotated.



Wheel rotation diagram

This Maintenance Booklet contains a useful wheel rotation record page, on which the date and mileage for when the wheels were rotated can be recorded (→ page 5).

Regular checks

Check the following regularly, e.g. weekly, when refueling or prior to long journeys:

- **coolant level:** you can find further information on checking the coolant level in the vehicle Operator's Manual.
- **brake fluid level:** if the brake fluid needs to be topped up, consult an authorized Sprinter Dealer immediately and have the cause determined, e.g. leakage or worn brake pads.

- **windshield washer system:** add windshield washer fluid mixed with an approved windshield washer solution/concentrate. Check the function of the system and the wiper blades.
- **lighting system**
- **tire condition and pressure:** check these at least once a month. Information on guidelines and the correct method of checking tire condition and pressure can be found in the "Tires and wheels" chapter in the Operator's Manual.

Service records

Confirmation that the service and maintenance work has been carried out is entered in the Digital Service Booklet (DSB) (→ page 3).

No other repair work that may have been performed on your vehicle is recorded or documented in this Maintenance Booklet. Therefore, keep these receipts together with the documents for your vehicle.

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

Your authorized Sprinter dealer will be happy to provide you with all necessary information regarding the maintenance of your vehicle.

