



# Service and Warranty Information 2016



Mercedes-Benz

# WARRANTY COVERAGE AT A GLANCE

(Complete warranty coverage starts on (▷ Page 4))

DESCRIPTION	Years:	1	2	3	3	3	5	5	7
Miles (thousands):		12	24	36	50	UNL	50	100	70
<b>New Vehicle Limited Warranty Coverage</b>									
<b>Special Extended Warranty Coverage</b>									
Anti-Corrosion Perforation Limited Warranty:									
All Panels									
Outer Panels									
Federal Emission Warranty - Diesel									
California Emission Warranty - Diesel (California, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington)									
Short Term									
Long Term									
Diesel Engine Limited Warranty									

The following terms are referred to in this booklet as:

**Vehicle Distributor / Vehicle Warrantor / Parts Distributor**

Mercedes-Benz USA, LLC  
 303 Perimeter Center North  
 Atlanta, GA 30346

Mercedes-Benz USA, LLC is a Daimler company.

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 Original Owner's Name

---

 Street Address

---

 City and State

---

 Zip Code

---

 Vehicle Identification Number (VIN)

---

 Warranty Start Date (In-Service Date)

---

 Mileage at Delivery

---

 Selling Authorized Van Dealer

---

 Code

---

 City

---

 State

---

 Second Owner's Name

---

 Third Owner's Name

---

 Street Address

---

 Street Address

---

 City and State

---

 Zip Code

---

 City and State

---

 Zip Code

---

 Date of Second  
Purchase

---

 Mileage at Purchase

---

 Date of Second  
Purchase

---

 Mileage at Purchase

Warranty Coverage applies to all vehicle owners during the warranty coverage period. To protect you in the event of a recall or any questions concerning your limited warranty, please fill out and return the business reply card included in this booklet to inform us about ownership or address changes.

***IMPORTANT***

*This booklet contains the warrantor's limited warranties. It should be kept in your vehicle and presented to your authorized Van Dealer if any warranty service is needed. The limited warranty text begins on (▷ Page 4) of this booklet.*

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The limited warranties contained in this booklet are the only express warranties that the vehicle warrantor makes for your vehicle. These limited warranties give you specific legal rights. You may also have other rights that vary from state to state.

For example, you may have some implied warranties, depending on the state where your vehicle was sold or is registered.

These implied warranties are limited, to the extent allowed by law, to the time periods covered by the express written warranties contained in this booklet.

If you use your vehicle primarily for business or commercial purposes, then these implied warranties do not apply and the vehicle warrantor completely disclaims them to the extent allowed by law. And the implied warranty of fitness for a particular purpose does not apply if your vehicle is used for racing, even if the vehicle is equipped for racing.

**Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.**

NO PAYMENT OR OTHER COMPENSATION WILL BE MADE FOR INDIRECT OR CONSEQUENTIAL DAMAGE SUCH AS DAMAGE OR INJURY TO PERSON OR PROPERTY OR LOSS OF REVENUE WHICH MIGHT BE PAID, INCURRED OR SUSTAINED BY REASON OF THE FAILURE OF ANY PART OR ASSEMBLY WHICH MAY BE REPAIRED OR REPLACED IN ACCORDANCE WITH THE TERMS OF THIS WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation on how long an implied warranty lasts, so the above limitation may not apply to you.

**CALIFORNIA SUPPLEMENT**

EXCEPT FOR THE EMISSIONS SYSTEMS WARRANTIES, THIS IS THE ONLY EXPRESS WARRANTY PROVIDED IN CONNECTION WITH THE PURCHASE OF A SPRINTER VEHICLE. THE STATE OF CALIFORNIA ALSO PROVIDES AN IMPLIED WARRANTY OF MERCHANTABILITY, AND WHERE APPLICABLE, AN IMPLIED WARRANTY OF FITNESS. THE DURATION OF THESE IMPLIED WARRANTIES, HOWEVER, SHALL BE LIMITED TO ONE (1) YEAR FROM THE DATE THE VEHICLE IS DELIVERED TO THE FIRST RETAIL PURCHASER OR PUT IN SERVICE AS AN AUTHORIZED VAN DEALER DEMONSTRATOR OR MERCEDES-BENZ USA, LLC OR DAIMLER VANS USA LLC OR DAIMLER VANS MANUFACTURING, LLC COMPANY VEHICLE. OTHER THAN THE EXPRESS WARRANTIES CONTAINED IN THIS BOOKLET AND THE IMPLIED WARRANTY OF MERCHANTABILITY, AND WHERE APPLICABLE, THE IMPLIED WARRANTY OF FITNESS, AS LIMITED IN DURATION ABOVE, MERCEDES-BENZ USA, LLC OR DAIMLER VANS USA LLC DISCLAIM ANY AND ALL OTHER IMPLIED WARRANTIES. NEITHER DAIMLER AG, MERCEDES-BENZ USA, LLC, DAIMLER VANS USA LLC, DAIMLER VANS MANUFACTURING, LLC, NOR ANY AUTHORIZED VAN DEALER CAN ASSUME OR AUTHORIZE ANY PERSON TO ASSUME FOR THEM ANY OTHER LIABILITY IN CONNECTION WITH A SPRINTER VEHICLE. NO PAYMENT OR OTHER COMPENSATION WILL BE MADE FOR INDIRECT OR CONSEQUENTIAL DAMAGE SUCH AS DAMAGE OR INJURY TO PERSONS OR PROPERTY OR LOSS OF REVENUE WHICH MIGHT BE PAID, INCURRED, OR SUSTAINED BY REASON OF THE FAILURE OF ANY PART OR ASSEMBLY WHICH MAY BE REPAIRED OR REPLACED IN ACCORDANCE WITH THE TERMS OF THIS WARRANTY.

## New Vehicle Limited Warranty:

### A. Who Is Covered?

The subsequent pages of this Service and Warranty Information booklet describe some service requirements and the warranties you receive as an owner. Your vehicle is covered under the terms of these “Warranties” and your nearest authorized Van Dealer will exchange or repair any defective parts in accordance with the terms of such warranties within stated limits.

Please keep this booklet together with the Operator’s Manual, Maintenance Booklet and other documents concerning your vehicle so that future owners will have access to this literature if you should sell the vehicle.

### B. What’s Covered

The New Vehicle Limited Warranty warrants to the original and each subsequent owner of a new Sprinter vehicle that any authorized Van Dealer will make any repairs or replacements necessary to correct defects in material or workmanship arising during the warranty period.

ANY AUTHORIZED VAN DEALER: Any authorized Van Dealer of the owner’s choice will perform warranty repairs or replacements. The vehicle should be delivered to an authorized Van Dealer during normal service hours. A reasonable time should be allowed after taking the vehicle to an authorized Van Dealer for performance of the repair.

### C. Items Covered by Other Warranties

The following are covered by separate warranties offered by their makers. They are **not covered** by the Basic Limited Warranty:

- tires; or
- items added or changed after your Sprinter vehicle left the manufacturing plant, such as accessories or protection products, or items changed because of customization or van conversion (except Genuine Mercedes-Benz accessories designed for Sprinter, and installed by an authorized Van Dealer). Be sure you get a copy of any warranty that applies to these items from your authorized Van Dealer, or from the maker of the product. You can find the tire warranty statements in your Owner’s Literature Package.

### D. Towing Costs Are Covered Under Certain Circumstances

The New Vehicle Limited Warranty, the Diesel Engine Limited Warranty, and the Spare Parts Warranty cover the cost of towing your vehicle to the nearest authorized Van Dealer if your vehicle cannot be driven because a covered part has failed, see (> Page 22).



## New Vehicle Limited Warranty: (cont'd)

### E. When It Begins

The New Vehicle Limited Warranty begins on either of the following dates, whichever is earlier:

- the date you take initial delivery of the vehicle;
- or
- the date when the vehicle was first put into service as an authorized Van Dealer “demo” or as a company vehicle of the vehicle distributor;

but no later than 18 months from the vehicle production date. Warranty coverage will be adjusted to reflect the actual warranty period start date.

### F. When It Ends

The New Vehicle Limited Warranty is for 36 months or 36,000 miles, whichever occurs first.

Not all components or adjustments carry a 36 month or 36,000 mile warranty. Warranty coverage for specific components or adjustments is based on the vehicle's time in service or mileage and should always be verified with your authorized Van Dealer prior to any repairs. Examples include, but are not limited to, the following:

- Wheel alignment and balancing
- Brake pads
- Brake discs
- Glass
- Wiper blades and inserts

### G. Registration and Operation Requirements

The New Vehicle Limited Warranty covers your vehicle only if:

- it was built for sale in the U.S.;
- it's registered in the U.S.;
- it's driven mainly in the U.S. or Canada, see (▷ Page 21); and
- it's operated and maintained in the manner described in your Operator's Manual and Maintenance Booklet.

### H. If Your Vehicle Leaves the United States (We Include U.S. Possessions and Territories as Part of the United States for Warranty Purposes):

EXCEPT WHERE SPECIFICALLY REQUIRED BY LAW, THERE IS NO WARRANTY COVERAGE ON THIS VEHICLE IF IT IS SOLD IN OR REGISTERED IN COUNTRIES OTHER THAN THE UNITED STATES.

This policy does not apply to vehicles that have received authorization for export from the vehicle distributor. Authorized Van Dealers may not give authorization for export. You should consult an authorized Van Dealer to determine this vehicle's warranty coverage if you have any questions.

This policy does not apply to vehicles registered to U.S. government officials or military personnel on assignment outside of the United States.

## Diesel Engine Limited Warranty

### A. Who Is Covered?

You are covered by the Diesel Engine Limited Warranty for up to 5 years or 100,000 miles on the odometer, whichever comes first.

### B. What's Covered

In vehicles equipped with a Diesel Engine, **ONLY** the following engine parts and components are covered by the Diesel Engine Limited Warranty:

- cylinder block and all internal parts
- cylinder head assemblies
- core plugs
- fuel injection pump & injectors
- gaskets and seals for listed components
- intake and exhaust manifold
- oil pan
- oil pump
- timing gear drive belts and/or chains and cover
- turbocharger housing and internal parts
- valve covers
- water pump and housing

### C. When It Begins

The Diesel Engine Limited Warranty begins on either of the following dates, whichever is earlier:

- the date you take delivery of the vehicle;
- or
- the date when the vehicle was first put into service as a dealer "demo" or as a company vehicle of the vehicle distributor.

### D. Towing Costs Are Covered

The Diesel Engine Limited Warranty covers the cost of towing your vehicle to the nearest authorized Van Dealer if your vehicle cannot be driven because a covered part has failed. For information on how to get towing service in the United States and Canada, see (▷ Page 21).

## Corrosion Warranty

### A. What's Covered

This corrosion warranty covers the cost of all parts and labor needed to repair or replace any sheet metal panels that get holes from rust or other corrosion. If a hole occurs because of something other than corrosion, this corrosion warranty does not apply. Cosmetic or surface corrosion - resulting, for example, from stonechips or scratches in the paint - is not covered. For more details on what is not covered by this corrosion warranty, see (▷ Page 11).

### B. How Long It Lasts

The Corrosion limited warranty starts when your New Vehicle Limited Warranty begins, see (▷ Page 6). This limited warranty has two time-and-mileage limits:

- For sheet metal panels, the limit is 36 months, with no mileage limit.
- For an outer-body sheet metal panel-one that is finish-painted and that someone can see when walking around the vehicle - the limits are 5 years or 100,000 miles on the odometer, whichever occurs first.

## Restraint System Limited Warranty (Vehicles sold and registered in the State of Kansas only)

For vehicles sold and registered in the State of Kansas, seatbelts and related seatbelt components are warranted against defects in workmanship and materials for 10 years, regardless of mileage. This limited warranty does not cover replacement of seatbelts and related components required as the result of collision.

**Items Which Are Not Covered:**

**TIRE AND RIM DAMAGE:** Damage to the tires such as punctures, cuts, snags, bruises, impact damage and breaks resulting from pothole impact, curb impact, or from other objects/road hazards is not covered. Damage from incorrect inflation, excessive axle load, high speed spinning (when stuck in ice, mud or snow), tire chains, racing or competitive driving events, incorrect mounting or demounting, improper puncture repair, misuse, negligence, alteration and misapplication is not covered. Rapid or irregular tire tread wear due to lack of tire rotation according to the recommended intervals specified in your vehicle's maintenance booklet or incorrect wheel alignment or tire balance is not covered. Tire tread wear is also not covered.

Damage to the rims resulting from pothole impact, curb impact, or from other objects/road hazards is not covered.

**WHEEL ALIGNMENT:** Adjustments for road crown issues are not covered.

**BRAKE PADS AND DISCS:** Replacement due to normal wear or as part of regular maintenance is not covered.

**WIPER BLADES AND INSERTS:** Damaged or worn wiper blades and wiper blade inserts are not covered.

**DAMAGE DUE TO ACCIDENTS, MISUSE OR NEGLIGENCE:** Accidents or damage from objects striking the vehicle. Misuse of the vehicle such as driving into or over potholes, curbs, or other objects/road hazards; overloading, improper operation, storage or transport (Proper use is described in the Operator's Manual).

**DAMAGE DUE TO LACK OF MAINTENANCE:** Lack of proper maintenance as described in the Maintenance Booklet. Use of service parts or fluids, such as paper oil filters or improper engine oil, which are non-approved by MBUSA, will cause engine damage not covered by the warranty.

**NORMAL MAINTENANCE IS OWNER'S RESPONSIBILITY:** Cleaning and polishing, fluids and filters, replacing worn wiper blades, wiper rubber inserts, brake pads and discs, and clutch discs and pressure plates are some of the normal maintenance services required and are not covered by this warranty. See Maintenance Booklet for details.

Damage caused by the use of improper filters (including oil filters), engine oils, fluids, cleaners, polishes, or waxes is not covered.

**Items Which Are Not Covered: (cont'd)****DAMAGE DUE TO ALTERATIONS:**

Alterations by changing or adding to the vehicle can adversely affect its performance, reliability and longevity and are not covered by this warranty.

**DAMAGE CAUSED BY REPAIR PARTS**

**AND MISFUELING:** MBUSA strongly warns against the introduction of fuels with an anti-knock index less than 91 octane or ethanol blends greater than E10 in non flex-fuel capable gasoline engine equipped vehicles, and in vehicles equipped with a diesel engine, strongly warns against the introduction of biodiesel blends greater than B5. Malfunctions caused by the use of other than Genuine Mercedes-Benz parts and accessories and damages or malfunctions resulting from incorrect fuel usage, poor fuel quality (including biodiesel blends not meeting ASTM D6751 or EN590 quality standards) or from blending additional fuel additives other than those expressly approved for use in exceptional circumstances (see vehicle operator's manual) by MBUSA are not covered.

**DAMAGE CAUSED BY IMPROPER BODY**

**REPAIRS:** Damage or malfunctions caused by body repairs not performed in accordance with Mercedes-Benz specified repair procedures or otherwise improperly performed are not covered by this warranty.

**ALTERED ODOMETER:** No warranty coverage shall apply to any vehicle on which the odometer has been altered and the actual mileage cannot be determined.

**DAMAGE FROM THE ENVIRONMENT:**

Parts made from cloth or leather (upholstery, convertible tops, trim items), wood, paint or chrome which have been affected by airborne fallout, such as chemical and tree sap, or by road salt, hail, windstorm or other environmental factors are not covered by this warranty.

**DAMAGE TO GLASS:** Glass breakage or scratches are not covered unless positive physical proof of a manufacturing defect can be established.

**EXTRA EXPENSES:** This warranty does not cover payment for loss of use of the vehicle during warranty repairs nor lodging bills, substitute transportation rentals, or other travel costs, telephone calls, loss of pay, or other economic loss or consequential damages.

**CHANGES IN DESIGN:** The manufacturer has reserved the right to make any changes in design or to make additions to, or upon its products without incurring any obligations to install the same equipment on motor vehicles previously built.

**Items Which Are Not Covered: (cont'd)**

**RACING OR COMPETITIVE EVENTS:** This warranty does not cover the costs of repairing damage or conditions caused by racing, nor does it cover the repair of any defects that are found as the result of participating in a racing event.

**DAMAGE TO INTERIOR SURFACES:** Damage to finished interior surfaces such as upholstery, wood, leather, suede, plastic, chrome, glass, rug, and paint caused by external influence, misuse, or negligence is not covered. Some examples include, but are not limited to, spills, chafe marks, scratches, and impressions from heavy objects or clamping force (such as a strap or mounting device). Damage from the use of third party accessories such as steering wheel locks or vent-mounted air fresheners is also not covered..

**Insurance Write-Off; or Repaired or Replaced Parts**

Any vehicle which has been damaged to such an extent that the owner, insurer, financing institution or leasing company determined the vehicle to be a "total loss", "write off" or equivalent, is not covered by this warranty. This includes but is not limited to vehicles issued a "salvage", "scrap", "dismantled" or similar title under any state's law.

Any parts repaired or replaced under an insurance claim or required as a result of events which are not covered under this warranty (see "Items Which Are Not Covered", (▷ Page 10)), for example, damages due to accidents, misuse, or negligence, and in either case, any subsequent consequential damage to the vehicle are not covered by this warranty.

**Restricted Warranty**

Your warranties can also be restricted by the vehicle warrantor.

The vehicle warrantor may restrict the warranty on your vehicle if the vehicle is not properly maintained, or if the vehicle is abused or neglected, and the abuse or neglect interferes with the proper functioning of the vehicle. If the warranty is restricted, coverage may be denied or subject to approval by the vehicle warrantor before covered repairs are performed.

## Exchanged Parts May Be Used in Warranty Repairs

In the interest of customer satisfaction, the vehicle warrantor may offer exchange service on some vehicle parts. This service is intended to reduce the amount of time your vehicle is not available for your use because of repairs. Parts used in exchange service may be new, remanufactured, reconditioned, or repaired, depending on the part involved.

All exchange parts that might be used meet new parts standards and have the same limited warranties.

Examples of the kinds of parts that might be serviced in this way are:

- engine assemblies;
- transmission assemblies;
- instrument cluster assemblies;
- radios, tape and CD players;
- speedometers; and
- powertrain control modules.

To help control suspected ozone-depleting agents, the EPA requires the capture, purification, and reuse of automotive air conditioning refrigerant gases. As a result, a repair to the sealed portion of your air conditioning system may involve the installation of purified reclaimed refrigerant.

## Pre-Delivery Service

A defect in or damage to the mechanical, electrical, sheet-metal, paint, trim, and other components of your vehicle may have occurred at the factory or while it was being shipped to the authorized Van Dealer.

Such a defect or damage is usually detected and corrected at the factory. In addition, authorized Van Dealers must inspect each vehicle before delivery. They repair any defects or damage detected before the vehicle is delivered to you.

## Production Changes

Changes may be made in vehicles sold by the vehicle distributor and its authorized Van Dealers at any time without incurring any obligation to make the same or similar changes on vehicles previously built or sold.

## Federal Emission Warranty - Diesel Heavy Duty Vehicle

### A. Parts Covered for 5 Years or 100,000 Miles

Diesel equipped heavy duty vehicles have a diesel engine Emission Warranty which warrants the following emission parts for 5 years or 100,000 miles, whichever occurs first. These limits are counted from the time when your New Vehicle Limited Warranty begins, see (▷ Page 6).

The covered parts are:

#### I. Air Induction System

Air Cleaner Housing  
Charge Air Cooler  
Intake Manifold / Boost Air Distribution Line  
Electric Intake Air Throttle (with Throttle Valve Step Motor)  
Intake Port Shutoff  
Turbocharger

#### II. Fuel Metering System

Fuel Injector  
Fuel Pump (Electric)  
Fuel Rail (with Pressure Regulator)  
Fuel Rail Pressure Sensor  
High Pressure Pump

#### III. Ignition System

Glow Plug  
Glow Time Control Module

#### IV. Exhaust Gas Recirculation System

EGR Cooler  
EGR Line  
EGR Valve

#### V. Positive Crankcase Ventilation

Crankcase Ventilation Valve/Line  
Oil Filler Cap

#### VI. Fuel Evaporative Control

Fuel Tank (with Integrated Vent Valve and/or Fill Neck)

#### VII. Exhaust/Diesel Exhaust Fluid (DEF) System

DEF Delivery Pump (with Pressure Sensor)  
DEF Injection Valve  
DEF Line  
DEF Tank (with Pressure/Temperature Sensors and Fluid Level Gauge)  
Diesel Oxidation Catalyst (and/or Diesel Particulate Filter)  
Exhaust Manifold  
Exhaust Pipe (Front)  
Selective Catalytic Reduction Catalyst



## Federal Emission Warranty - Diesel Heavy Duty Vehicle

### VIII. Engine Emissions Control Systems/Sensors

Camshaft Position Sensor  
Charge Air Temperature Sensor  
Crankshaft Position Sensor  
DEF Control Module  
Engine Control Module  
Engine Coolant Temperature Sensor  
Exhaust Back Pressure Sensor  
Exhaust Differential Pressure Sensor  
Exhaust Gas Temperature Sensor  
Fuel Temperature Sensor  
Heated Cooling Water Thermostat  
Intake Air Temperature Sensor  
Manifold Air Pressure Sensor  
Mass Air Flow Sensor  
NO<sub>x</sub> Sensor  
O<sub>2</sub> Sensor  
Transmission Control Module  
Vehicle Speed Sensor (Front Wheels)  
Vehicle Speed Sensor (Rear Wheels)

### IX. On-Board Diagnostics

Instrument Cluster (Malfunction Indicator  
Lamp)

## California Emission Warranty

### Diesel Engine Medium Duty Vehicles

#### Products Warranted

This Emission Control System Warranty applies to Diesel Engine Medium Duty Vehicles certified with the California Air Resources Board beginning with the 2016 model year, marketed by the vehicle distributor, and registered in California, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington for use in Medium Duty Vehicle applications.

#### Your Warranty Rights and Obligations

The California Air Resources Board and the vehicle distributor, are pleased to explain the emission control system warranty on your 2016 vehicle. In California, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington, new motor vehicles, must be designed, built, and equipped to meet the State's stringent anti-smog standards. The vehicle warrantor must warrant the emission control system on your vehicle for the periods of time listed below provided there has been no abuse, neglect or improper maintenance on your vehicle.

Your emission control system may include parts such as the fuel injection system and engine electronic control module. Also included may be hoses, connectors and other emission-related assemblies. Where a warrantable condition exists, the vehicle warrantor will repair your vehicle at no cost to you including diagnosis, parts and labor.

#### WARRANTY COVERAGE

##### **For 5 years or 100,000 miles, whichever first occurs:**

1. If an emission-related part on your vehicle is defective, the part will be repaired or replaced by the vehicle warrantor. This is your **SHORT-TERM EMISSION CONTROL SYSTEM DEFECTS WARRANTY**.

##### **For 7 years or 70,000 miles, whichever first occurs:**

1. Where a warrantable condition exists on a long-term emission-related part, the vehicle warrantor will repair your vehicle at no cost to you including diagnosis, parts and labor. This is your **LONG-TERM EMISSION CONTROL SYSTEM DEFECTS WARRANTY**.

## California Emission Warranty (cont'd)

### OWNER'S WARRANTY RESPONSIBILITIES:

As the vehicle owner, you are responsible for the performance of the required maintenance listed in your Maintenance Booklet. The vehicle warrantor recommends that you retain all receipts covering maintenance on your vehicle, but the vehicle warrantor cannot deny warranty solely for the lack of receipts or for your failure to substantiate the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to an authorized Van Dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed **30 days**.

As the vehicle owner, you should also be aware that the vehicle warrantor may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights, and responsibilities, you should contact the  
Customer Assistance Center  
Three Mercedes Drive  
Montvale, New Jersey 07645-0350  
1-877-762-8267  
or  
California Air Resources Board  
Mobile Source Operations Division  
P.O. Box 8001  
El Monte, CA 91731-2990.

A warranted part which is scheduled for replacement as required maintenance is warranted up to the first scheduled replacement point.

Prior to the expiration of the applicable warranty, the owner must give notice of any warranted emission control failure to an authorized Van Dealer and deliver the vehicle to such facility for repair.

Owner is responsible for incidental costs such as: communication expenses, meals, lodging incurred by Owner or employee of Owner as a result of a Warrantable Condition.

Owner is responsible for "downtime" expenses, cargo damage, fines, all applicable taxes, all business costs, and other losses resulting from a warrantable condition.

## California Emission Warranty (cont'd)

### Coverage

#### SHORT-TERM EMISSION-RELATED PARTS (CA, CT, DE, MA, MD, ME, NJ, OR, PA, RI, VT and WA Only):

##### I. Air Induction System

Air Cleaner Housing  
 Charge Air Cooler  
 Intake Manifold / Boost Air Distribution Line  
 Electric Intake Air Throttle (with Throttle Valve Step Motor)  
 Intake Port Shutoff  
 Turbocharger

##### II. Fuel Metering System

Fuel Injector  
 Fuel Pump (Electric)  
 Fuel Rail (with Pressure Regulator)  
 Fuel Rail Pressure Sensor  
 High Pressure Pump

##### III. Ignition System

Glow Plug  
 Glow Time Control Module

##### IV. Exhaust Gas Recirculation System

EGR Cooler  
 EGR Line  
 EGR Valve

##### V. Positive Crankcase Ventilation

Crankcase Ventilation Valve/Line  
 Oil Filler Cap

##### VI. Fuel Evaporative Control

Fuel Tank (with Integrated Vent Valve and/or Fill Neck)

##### VII. Exhaust/Diesel Exhaust Fluid (DEF) System

DEF Delivery Pump (with Pressure Sensor)  
 DEF Injection Valve  
 DEF Line  
 DEF Tank (with Pressure/Temperature Sensors and Fluid Level Gauge)  
 Diesel Oxidation Catalyst (and/or Diesel Particulate Filter)  
 Exhaust Manifold  
 Exhaust Pipe (Front)  
 Selective Catalytic Reduction Catalyst

##### VIII. Engine Emissions Control Systems/Sensors

Camshaft Position Sensor  
 Charge Air Temperature Sensor  
 Crankshaft Position Sensor  
 DEF Control Module  
 Engine Control Module  
 Engine Coolant Temperature Sensor  
 Exhaust Back Pressure Sensor  
 Exhaust Differential Pressure Sensor  
 Exhaust Gas Temperature Sensor  
 Fuel Temperature Sensor  
 Heated Cooling Water Thermostat  
 Intake Air Temperature Sensor  
 Manifold Air Pressure Sensor  
 Mass Air Flow Sensor  
 NO<sub>x</sub> Sensor  
 O<sub>2</sub> Sensor  
 Transmission Control Module  
 Vehicle Speed Sensor (Front Wheels)  
 Vehicle Speed Sensor (Rear Wheels)

##### IX. On-Board Diagnostics

Instrument Cluster (Malfunction Indicator Lamp)

## California Emission Warranty (cont'd)

### Coverage

#### LONG-TERM EMISSION-RELATED

PARTS (CA, CT, DE, MA, MD, ME, NJ, OR, PA, RI, VT and WA Only):

Part Description	Models	
	Sprinter 2500/3500 (Engine 651/SULEV)	Sprinter 2500/3500 (Engine 642/4X4)
Charge Air Cooler	•	
Intake Manifold / Boost Air Distribution Line	•	•
DEF Control Module	•	•
DEF Delivery Pump (with Pressure Sensor)	•	•
DEF Tank (with Pressure/Temperature Sensors and Fluid Level Gauge)	•	•
Diesel Oxidation Catalyst (and/or Diesel Particulate Filter)	•	•
EGR Cooler	•	•
EGR Valve	•	•
Electric Intake Air Throttle (with Throttle Valve Step Motor)	•	•
Engine Control Module	•	•
Exhaust Manifold		•
Exhaust Pipe (Front)		•
Fuel Injector	•	•
Fuel Pump (Electric)	•	
Fuel Rail (with Integrated Pressure Regulator)	•	•
Fuel Tank (with Integrated Vent Valve and/or Fill Neck)	•	•
High Pressure Pump	•	•
Instrument Cluster (Malfunction Indicator Lamp)	•	•
Intake Port Shutoff	•	•
Selective Catalytic Reduction Catalyst	•	•
Transmission Control Module	•	•
Turbocharger	•	•

## California Emission Warranty (cont'd)

### Emergency Repairs

In the case of an emergency where an authorized Van Dealer is not available, certain warranty related repairs may be performed by any available repair location or by any individual using any replacement parts. A part not being available within 30 days or a repair not being complete within 30 days constitutes an emergency. The vehicle warrantor will reimburse the owner for expenses (including diagnosis), not to exceed the vehicle warrantor's suggested retail price for all warranted parts replaced and labor charges based on the vehicle warrantor's recommended time allowance for the warranty repair and the geographically appropriate hourly labor rate. Replaced parts and paid invoices must be presented as a condition of reimbursement for emergency repairs not performed by an authorized Van Dealer.

### Warranty Limitations

The vehicle warrantor is not responsible for failures or damage resulting from what the vehicle warrantor determines to be abuse or neglect, including, but not limited to: operation without adequate coolants or lubricants; overfueling; overspeeding; lack of maintenance of cooling, lubricating or intake systems; improper storage, starting, warm-up, run-in or shut down practices; unauthorized modifications to the engine. The vehicle warrantor is also not responsible for failures caused by incorrect oil or fuel or by water, dirt or other contaminants in the fuel or oil. The vehicle warrantor is not responsible for failures resulting from improper repair or the use of parts which are not Genuine Mercedes-Benz approved parts.

The vehicle warrantor is not responsible for the material and labor costs of emission control parts and assemblies replaced during scheduled maintenance of the vehicle as specified in the Maintenance Booklet.

THIS WARRANTY, TOGETHER WITH THE EXPRESS LIMITED WARRANTIES ARE THE SOLE AND EXCLUSIVE WARRANTIES MADE BY THE VEHICLE WARRANTOR. THERE ARE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, OR OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

## Where to Take Your Vehicle

### **A. In the United States (We Include U.S. Possessions and Territories as Part of the United States for Warranty Purposes):**

Warranty service repairs or replacements must be done by an authorized Van Dealer of the owner's choice.

If you have difficulty locating a convenient authorized Van Dealer, please contact the Customer Assistance Center (▷ Page 26). They can help you find the closest authorized Van Dealer.

### **B. In Canada and Mexico:**

If you are traveling temporarily in Canada or Mexico, and your vehicle remains registered in the United States, your New Vehicle Limited Warranty still applies. Service may be requested at any authorized Van Dealership.

### **C. In a Foreign Country Outside of North America:**

If you are traveling temporarily outside of North America, and your vehicle remains registered in the United States:

- You should take your vehicle to an authorized Van Dealer. They should give you the same limited warranty service you receive in the United States.
- If the authorized dealership charges you for repairs which you feel should be covered under your limited warranty, please get a detailed receipt for the work done. Make sure that this receipt lists all warranty repairs and parts that were involved. (This receipt will be similar to the one used by the dealer who normally services your vehicle.)
- When your vehicle returns to the United States, contact the Customer Assistance Center (▷ Page 26) for reimbursement consideration. You will need to provide a copy of the receipt, your vehicle registration and any other relevant documents.
- Reimbursement will not be considered if the vehicle does not return to the United States.

### **D. If You Move:**

If you move to another country, be sure to contact the Customer Assistance Center (▷ Page 26) and the customs department of the destination country before you move. Vehicle importation rules vary considerably from country to country. You may also be required to obtain documentation from the vehicle warrantor in order to register your vehicle in your new country.

## How To Get Tow Service - U.S. or Canada Only

### A. What To Do:

If your vehicle requires towing due to a defect covered under the New Vehicle Limited Warranty or the Diesel Engine Limited Warranty, dial toll-free 1-877-762-8267. Provide your name, vehicle identification number, model year and color of vehicle, telephone number where you can be reached, disabled location of vehicle, and a description of the problem.

You will be given the name of the service provider and an estimated time of arrival. If you feel you are in an “unsafe situation”, please let us know. With your consent, we will contact local police or safety authorities.

### B. If Unable to Contact 24-Hour Towing Assistance:

If you are unable to contact 24-Hour Towing Assistance and you obtain towing services on your own, you may submit your original receipts from the licensed towing or service facility, for services rendered within 30 days of the occurrence. Be sure to include your vehicle identification number, odometer mileage at the time of service and current mailing address. We will process the claim based on vehicle and service eligibility. If eligible, we will reimburse you for the reasonable amounts you actually paid, based on the usual and customary charges for that service in the area where they were provided. The vehicle distributor’s determination relating to reimbursement are final. Correspondence should be mailed to:

**Customer Assistance Center  
Three Mercedes Drive  
Montvale, New Jersey 07645-0350  
1-877-762-8267**

### Emergency Warranty Repairs

If you have an emergency and have to get a warranty repair made by someone other than an authorized Van Dealer, follow the reimbursement procedure on (▷ Page 21) (C).



## Further Steps You Can Take and How to Get More Information

If you think your authorized Van Dealer has wrongly denied you emission-warranty coverage, follow the steps described on (▷ Page 25). The vehicle warrantor will reply to you in writing within 30 days after receiving your complaint (or within the time limit required by local or state law). If the owner is not notified within 30 days that a performance warranty claim is denied, the vehicle warrantor must repair the vehicle free of charge.

If you want more information about getting service under the Federal Emission Warranty, or if you want to report what you think is a violation of these warranties, you can contact:

Manager, Certification and Compliance  
Division Warranty Claims  
Environmental Protection Agency  
1200 Pennsylvania Avenue, NW  
Mail Code 6403J  
Washington, D. C. 20460

## Getting Service Under the California Emission Warranty

### A. What to Do If You Fail a Smog Check

If a vehicle fails a state Smog Check test during the coverage period, the vehicle warrantor will repair the vehicle so that it will pass a State Smog Check retest. The owner should take the vehicle to any authorized Van Dealer for warranty repairs and give a copy of the failed Smog Check test report to the authorized Van Dealer. If the owner is not notified within 30 days that a performance warranty claim is denied, the vehicle warrantor must repair the vehicle free of charge.

### B. What to Do to Get Warranty Service

To get warranty service - even if you're traveling - take your vehicle to any authorized Van Dealer. (The vehicle warrantor recommends that you take your vehicle to an authorized Van Dealer who sells the same make of vehicle as yours.) That authorized Van Dealer will perform any warranty service without charging you for diagnosis, parts or labor.

## Getting Service Under the California Emission Warranty (cont'd)

### C. Emergency Emission Warranty Service

If you need emergency service under this limited warranty and an authorized Van Dealer is not readily available, you may have your vehicle repaired by anyone using any brand of repair parts. However, the vehicle warrantor recommends that you do the following before having repairs made:

- Contact the Customer Assistance Center and ask for help with emission warranty service. You'll find the address and telephone number of the Customer Assistance Center on (▷ Page 26).
- The Customer Assistance Center will recommend an authorized servicing Sprinter Dealer or help you find a qualified independent servicing dealer.
- If you are going to have to use an independent servicing dealer, make arrangements during your first contact with the Customer Assistance Center for getting reimbursed for emergency repairs (including labor and diagnosis). You will need to get and keep the replaced parts, as well as the original invoice marked "paid".
- You should review with the Customer Assistance Center any questions you have about the emission warranty.

Reimbursement for parts will be based on the parts distributor's suggested retail price. Reimbursement for labor will be based on the vehicle warrantor's recommended time allowance for the repair and on the appropriate hourly labor rate in the geographic area where you had the work done.

Before the vehicle warrantor will reimburse you for emergency repairs under this warranty, you will have to provide the vehicle warrantor with details on why the situation was an emergency and why authorized Van Dealer service was unavailable. Under this warranty, an emergency occurs if a part will not be available within 30 days or if a repair cannot be completed within 30 days.

### D. How to Get More Information

If you want more information about getting service under the California Emission Warranty, you can contact one of the following:

Customer Assistance Center  
Three Mercedes Drive  
Montvale, NJ 07645-0350  
1-877-762-8267

or

California Air Resources Board  
Mobile Source Operations Division  
P.O. Box 8001  
El Monte, CA 91731-2990.

## Steps to Take

### A. In General

Normally, warranty problems can be resolved by your authorized Van Dealer's sales or service departments. That's why you should always talk to your authorized Van Dealer's service manager or sales manager first. But if you're not satisfied with your authorized Van Dealer's response to your problem, the vehicle warrantor recommends that you do the following:

Step 1: Discuss your problem with the owner or general manager of the dealership.

Step 2: If your dealership still cannot resolve the problem, contact the Customer Assistance Center. You'll find the address on (▷ Page 26).

### B. What The Vehicle Warrantor Will Do

Once you have followed the two steps described on (▷ Page 25) (A), the vehicle warrantor will review your situation. If it's something that the vehicle warrantor can help you with, the vehicle warrantor will provide your authorized Van Dealer with the information and assistance necessary to resolve the problem. Even if the vehicle warrantor cannot help you, the vehicle warrantor will acknowledge your contact and explain its position.

### C. If Your Problem Still Is Not Resolved\*

If you cannot resolve your warranty problem after following the two steps described on (▷ Page 25) (A), and you live in Arkansas, Idaho, Kentucky or Minnesota ONLY, you can contact the Better Business Bureau AUTO LINE® in your area.

### D. Notice Under State Lemon Laws

Some states have laws allowing you to get a replacement vehicle or a refund of the vehicle's purchase price under certain circumstances. These laws vary from state to state. If your state law allows, the vehicle warrantor requires that you first notify us in writing of any service difficulty that you may have experienced so that we can have a chance to make any needed repairs before you are eligible for remedies provided by these laws.

In all other states, we ask that you give us written notice of any service difficulty. Send your written notice to the Customer Assistance Center at the address on (▷ Page 26).

\* For Customers Residing in Arkansas, Idaho, Kentucky and Minnesota ONLY: (NOTE: This Process is not available for residents of other states).

## Steps to Take (cont'd)

### Helpful Addresses and Telephone Numbers

Here is the address and telephone number of the Customer Assistance Center that can help you wherever you happen to be.

Contact:

Customer Assistance Center  
Three Mercedes Drive  
Montvale, NJ 07645-0350  
1-877-762-8267

Optional service contracts available through the vehicle distributor offer valuable protection against repair costs when these warranties do not apply. They complement but do not replace the warranty coverages outlined in this booklet. Several plans may be available, covering various time-and-mileage periods. (Service contracts are not available if you live in a U.S. possession or territory.) Ask your authorized Van Dealer for details.

## General Information

It's your responsibility to properly maintain your new vehicle. Follow the instructions contained in the Maintenance Booklet. Regular, scheduled maintenance is essential to trouble-free operation. If there is a dispute between you and the vehicle warrantor concerning your maintenance of your vehicle, the vehicle warrantor will require you to provide proof that your vehicle was properly maintained.

For your convenience, the vehicle's Maintenance Booklet contains a confirmation section. It is included in the Owner's Literature Package. You should use the maintenance confirmation pages to keep track of scheduled maintenance, either by routinely having the repairs entered in the confirmation pages, or by keeping receipts or other documentation of work you've had done on your vehicle in your Maintenance Booklet.

## Where to Go For Maintenance

The vehicle warrantor recommends that you return to an authorized Van Dealer for all maintenance service both during and after the warranty periods. The dealership technicians are specifically trained to proficiently perform maintenance and repair procedures on your vehicle.

Authorized Van Dealers will help ensure that all your service needs are met and that you're completely satisfied. The vehicle warrantor strongly recommends you use Genuine Mercedes-Benz parts to maintain your vehicle.

## **Service and Literature**

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## **Models**

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Sprinter 3500 (Engine 651/SULEV)  
Sprinter 2500 (Engine 642/4X4)  
Sprinter 3500 (Engine 642/4X4)

