

## ▼ Maintenance and servicing

**Warning**

Before carrying out maintenance operations and repairs, please make sure that you read the relevant sections of the technical documentation, such as:

- Operating instructions and workshop information

Familiarize yourself in advance in particular with legal requirements, such as:

- Safety at work and accident prevention regulations.

You may otherwise fail to recognize dangers and could injure yourself or others.

When working underneath the vehicle, you must place the vehicle on stands with sufficient load-bearing capacity.

Never use the vehicle jack instead. There is a risk that the vehicle jack could give way and the vehicle could drop, seriously injuring yourself or others, or causing damage to property.

The jack is only designed to raise the vehicle for a short time.

Always have the maintenance work carried out and checked at an authorized Sprinter Dealer which has the necessary specialist knowledge and tools to carry out the work required.

The manufacturer recommends that you use an authorized Sprinter Dealer for this purpose. In particular, work relevant to safety or on safety-related systems must be carried out at an authorized Sprinter Dealer.

**Service products**

Mechanical elements and the lubricants used for them must be carefully matched.

For this reason, only brands tested and approved by the manufacturer should be used. Please contact your Sprinter Dealer to obtain the necessary information. No lubricant additives should be used.

The use of such additives could affect your warranty rights. Information is available from any authorized Sprinter Dealer.

For specifications of engine oils, coolant and brake fluid, see "Service products and capacities" (▷ page 355) and contact your authorized Sprinter Dealer.

Observe the information on spare parts in the "Technical data" section (▷ page 352).

### Warning



If handled incorrectly, service products can constitute a health risk for people and an environmental hazard.

Always observe relevant guidelines for handling, storing and disposing of service products.

### Active Service System (ASSYST)\*

ASSYST, the Active Service System, informs you when the next service is due.

A service that is due is displayed about a month or 1900 miles (3000 km) in advance. A message is then displayed while the vehicle is in motion or the ignition is switched on.

### ! CAUTION

Periods when the battery is disconnected will not be recorded by ASSYST. To make sure that you have the vehicle serviced at the correct time, you should therefore subtract periods when the battery is disconnected from the days shown.

The service indicator does not provide information about the engine oil level. The service indicator should not, therefore, be confused with the  engine oil level display.



The service due date is displayed in days or kilometers, depending on the total distance driven.

The time between the individual service due dates depends on your style of driving. You can increase this by:

- driving with care and at a moderate engine speed
- avoiding short journeys where the engine does not reach the operating temperature

### Service due date display

#### *Vehicles with steering wheel buttons*

The following messages may be displayed:

-  Service A in .. days
-  Service A in .. miles (km)
-  Service A due now

The letters A or B indicate the type of service that is due.

**Vehicles without steering wheel buttons**

The following messages may be displayed:

-  for service A
-  for service B

The following are also shown, depending on the style of driving:

- the remaining distance in kilometers, e.g. 1900 miles (3000 km)
- the remaining time in days, e.g. 30 days.

**Missing the service due date**

An authorized Sprinter Dealer, can reset the service indicator when the service has been carried out.

**! CAUTION**

If you fail to have the specified service carried out, you could be in breach of relevant regulations and warranty and goodwill settlements could be invalidated.

**Vehicles with steering wheel buttons\***

If you have missed the service due date, one of the following messages appears in the display:

-  Service A overdue by .. days
-  Service A overdue by .. miles (km)

A signal also sounds.

**Vehicles without steering wheel buttons**

If you have missed the service due date, the following symbol flashes in the display for 10 seconds after the ignition is switched on:

-  for service A
-  for service B

You will also see a minus sign before the service due date.

**Calling up the service due date**

- ▶ Switch on the ignition (▷ page 67).  
The display is activated.

**Vehicles with steering wheel buttons\***

- ▶ Press the  or  button on the steering wheel repeatedly until you see the standard display (▷ page 89) .
- ▶ Press the  or  button on the steering wheel repeatedly until you see the following in the display, for example:  
  -  Service A in .. days
  -  Service A in .. miles (km)
The letters A or B indicate the type of service that is due. ▷▷

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### Vehicles without steering wheel buttons

- ▶ Press the **M** menu button on the instrument cluster repeatedly until you see the following in the display:

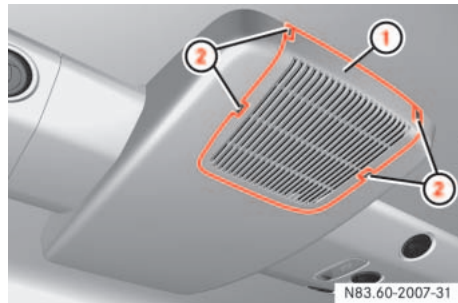
-  for service A
-  for service B

The following are also shown, depending on the style of driving:

- the remaining distance in miles (kilometers)
- the remaining time in days

### Air cleaner for the air-conditioning system in the rear compartment\*

An increased amount of sand or dust may collect in the air cleaner when you drive on dusty or sandy roads.



### Air cleaner in the roof in the rear compartment

- ① Cover
- ② Recesses

#### ! CAUTION

You must clean visible dirt from the air cleaner or replace it if necessary. The dirt can otherwise damage the air conditioning, which is not covered by warranty.

For this reason, check the air cleaner regularly for visible damage.

### Removing the air cleaner element

- ▶ Carefully pry cover ① out of recesses ② and remove it.
- ▶ Remove the filter mat.

### Cleaning the filter mat

- ▶ Wash the filter mat with clean water.
- ▶ Leave the filter mat to dry.

#### ! CAUTION

The filter mat must not be cleaned or dried in a machine.

### Installing the air cleaner element

- ▶ Insert the filter mat.
- ▶ Attach cover ①.

## ▼ Cleaning and care of the vehicle

Regular and proper care will help to maintain the value of your vehicle. The best way to protect your vehicle from harmful environmental influences is to wash it and use protective treatments regularly.



It is recommended that you use Mopar care products. These have been specially adapted to Sprinter vehicles and are state of the art. Mopar care products are available from any authorized Sprinter Dealer.

Scratches, corrosive deposits, areas affected by corrosion and damage caused by neglect or inadequate care cannot always be completely remedied. In such cases, visit an authorized Sprinter Dealer.

Repair damage caused by loose chippings and remove the following substances immediately:

- Insect remains
- Bird droppings
- Tree resin
- Oils and grease
- Fuel
- Tar stains

Wash the vehicle more frequently in winter to remove salt residue.

### Warning



Always follow the instructions for using the care products.

Always keep care products sealed and out of the reach of children.

Do not use fuel as a cleaning agent. Fuel is flammable and constitutes a health hazard.

### Environmental note



Only clean the vehicle in a suitable place for washing vehicles. Dispose of empty containers and used cleaning materials in an environmentally responsible manner.



If you need to clean the areas towards the top of the vehicle, always use

- suitable ladders
- secure steps

### ! CAUTION

Under no circumstances should you affix unsuitable stickers, films, magnets or similar to painted surfaces. You could otherwise damage the paintwork.