



Sprinter

New Vehicle Limited Warranty Guide 2025

Mercedes-Benz



**MERCEDES-BENZ NEW VEHICLE LIMITED WARRANTY COVERAGE
MODEL YEAR 2025**

BASIC WARRANTY	3 YEARS / 60,000 KM
ADJUSTMENT PERIOD	1 YEAR / 20,000 KM
POWERTRAIN WARRANTY	5 YEARS / 100,000 KM
DIESEL ENGINE WARRANTY	5 YEARS / 160,000 KM
CERTAIN EMISSION PARTS	5 YEARS / 160,000 KM
SURFACE CORROSION	3 YEARS / 60,000 KM
PERFORATION CORROSION	
SHEET METAL	3 YEARS / UNLIMITED KM
OUTER PANELS	5 YEARS / 160,000 KM
ROADSIDE ASSISTANCE	BASIC WARRANTY/ ELW TERM

Additional coverage may be available under an Extended Limited Warranty or Prepaid Maintenance contract.

AS A MERCEDES-BENZ OWNER you deserve service unparalleled in the industry.

To meet your every possible service need, your authorized Mercedes-Benz Vans dealer employs factory trained staff using the latest diagnostic and service techniques. Whether it is a small adjustment or a major service, your Authorized Mercedes-Benz Vans dealer will accommodate you quickly and efficiently.

Finally, should you ever experience an emergency repair situation, our 24-Hour Around the Clock Roadside Assistance Program is only a toll-free call away. (1-800-387-0100).

Contents

- 06** To the Owner
- 07** New Vehicle Limited Warranty – Basic Coverage
- 11** New Vehicle Limited Warranty – Things you should know
- 14** Emission Control System Warranty
- 16** Emission Performance Warranty – Things you should know
- 17** Corrosion Warranty
- 18** If You Have Questions Regarding Warranty or Service
- 19** To purchasers of pre-owned Mercedes-Benz vehicles
- 20** Roadside Assistance

Vehicle Warranty Information

Model _____

VIN _____

Delivery / Warranty: _____

Day _____ Month _____ Year _____

Selling Dealer _____

To the Owner

General

The subsequent pages of this Warranty Information guide describe some service requirements and the warranties you receive as a Mercedes-Benz owner.

Your vehicle is covered under the terms of these “Warranties” and your Authorized Mercedes-Benz Van Dealer will exchange or repair any defective parts in accordance with the terms of such warranties within stated limits.

Replacement parts for your Mercedes-Benz Van

Genuine Mercedes-Benz parts, exchange units and factory approved accessories are the recommended replacement parts for your Mercedes-Benz vehicle and are available through your authorized Mercedes-Benz Vans dealer.

These parts meet the same exacting quality control standards as the original equipment on your vehicle and comply with all applicable Federal and Provincial safety regulations. Mercedes-Benz does not warranty non-Mercedes-Benz parts, units and accessories and their use may affect warranty coverage for certain repairs relating to such parts, units and accessories.

Consult your authorized Mercedes-Benz Vans dealer for warranty and other details. Also ask your dealer about exchange parts under the Mercedes-Benz Exchange Program. These parts cost less than new parts but carry the same warranty terms.

New Vehicle Limited Warranty – Basic Coverage

Items which are covered:

DEFECTS: Mercedes-Benz warrants to the original and each subsequent owner of a new Mercedes-Benz vehicle that any authorized Mercedes-Benz Vans dealer will make any repairs or replacements necessary, to correct defects in material or workmanship, but not design, arising during the warranty period.

Mercedes-Benz's administrator for warranty claims in Canada is Mercedes-Benz Canada Inc. ("**MBC**").

ANY AUTHORIZED MERCEDES-BENZ VANS DEALER: To make a warranty claim you must present your vehicle to an authorized Mercedes-Benz Van Dealer ("**Dealer**") so a diagnosis can be performed to determine whether it is necessary to correct a defect in material or workmanship. Any Authorized Mercedes-Benz Vans Dealer of the owner's choice will perform warranty repairs or replacements. The vehicle should be delivered to the Dealer during normal service hours. A reasonable time should be allowed after taking the vehicle to the Authorized Mercedes-Benz Vans Dealer for performance of the repair. Occasionally, delays in repairs occur due to back-ordered parts and other circumstances outside MBC's control. Delays occurring for such circumstances will not be considered an unreasonable performance of the repairs.

WARRANTY PERIOD: This warranty is for the first to occur of 36 months or 60,000 km, which ever comes first, from the vehicle's date of delivery or when placed into service if earlier.

ADJUSTMENT PERIOD: The following items are exceptions; they are only covered (if defective) for 1 year or 20,000 kilometers, whichever occurs first:

- light bulbs and fuses
- wiper blades
- clutch discs
- brakes (rotors, pads, linings and drums)
- wheel alignment and wheel balancing (*note: Wheel alignment and balancing are covered one time only under adjustments. (Adjustments for road crown are not covered.)*)

WARRANTY STARTS: The warranty period starts on the date the vehicle is delivered to the first retail purchaser or put in service as a Mercedes-Benz Vans dealer demonstrator or MBC company vehicle or MBC company vehicle but no later than 24 months from the vehicle production date. Warranty coverage will be adjusted to reflect the actual warranty period start date.

New Vehicle Limited Warranty

WARRANTY AVAILABLE: This warranty is only available through authorized Mercedes-Benz Vans dealers within Canada. THIS WARRANTY IS NOT AVAILABLE FOR VEHICLES EXPORTED FROM CANADA. The only exception is for vehicles taken to the United States or Mexico on a short-term, temporary basis, such as for vacation purposes, where warranty service may be requested from an authorized Mercedes-Benz dealer in the United States or Mexico. Any repairs must be completed at your cost, but reimbursement may be sought after the return of the vehicle to Canada, upon request to a Dealer. You will receive only the amount payable for a Canadian warranty claim.

THE BASIC COVERAGE, EMISSION AND CORROSION WARRANTIES IN THIS GUIDE ARE THE ONLY WARRANTIES GIVEN WITH THE PURCHASE OF A MERCEDES-BENZ VEHICLE. TO THE EXTENT PERMITTED BY LAW, THESE WARRANTIES ARE SUBJECT TO THE LIMITATIONS PROVIDED THEREIN AND THERE ARE NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHER. NEITHER MERCEDES-BENZ, NOR THE AUTHORIZED MERCEDES-BENZ VANS DEALER ASSUMES OR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR THEM ANY OTHER LIABILITY IN CONNECTION WITH SUCH VEHICLE. 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 provinces do not allow the exclusion or limitation of incidental or consequential damages or limitation on how long an implied warranty lasts, so the above limitations may not apply to you.

New Vehicle Limited Warranty

Items which are NOT covered:

TIRE DAMAGE: Tires are subject to the warranty of the tire manufacturer. Damage to the tires such as punctures, cuts, snags, bruises, impact damage and breaks resulting from pothole impact, curb impact or from other objects, are not covered. Damage from incorrect inflation, excessive axle load, high speed spinning (when stuck on ice or in snow), tire chains, racing or competitive driving events, incorrect mounting or demounting, improper puncture repair, misuse, racing or competitive driving events, use on a closed-circuit race track, off-road trails and tracks, negligence, alteration and misapplication, are not covered. Rapid or irregular tread wear due to lack of tire rotation according to the tire manufacturer's recommendations or incorrect wheel alignment or tire balance is not covered. Tread wear out is also not covered.

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

WHEEL ALIGNMENT: Adjustments for road crown (a side-to-side arch for drainage) are not covered.

WIPER BLADES AND INSERTS: Damaged or worn wiper blades and wiper blade inserts are not covered after 12 months or 20,000 km, whichever occurs first.

DAMAGE DUE TO ACCIDENTS, MISUSE OR NEGLIGENCE: Damage due to negligence, fraud, improper adjustments, modification, alterations, disconnection, or tampering. 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; over-loading, driving through high standing water or flooded areas, 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 Service Information booklet. Use of service parts or fluids, such as paper oil filters or improper engine oil, which are non-approved by MBC, will cause engine damage not covered by the warranty. Changing the engine oil within the intervals set forth in the Service Information booklet is critical for engine performance and preservation. Failure to change the engine oil within the intervals set forth in the Service Information booklet can cause severe engine damage and is considered lack of proper maintenance.

NORMAL MAINTENANCE IS OWNER'S RESPONSIBILITY: Cleaning and polishing, checking, adding and, when necessary, changing 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 vehicles require and are not covered by this warranty. For service information, please refer to the Service Booklet posted on our website at [here](#).

Damage caused by the use of improper filters (including oil filters), engine oils, fluids, cleaners, polishes, or waxes is not covered. Original equipment remote control key batteries are covered for the first 90 days from the vehicle warranty start date.

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

DAMAGE CAUSED BY REPAIR PARTS AND MISFUELING: MBC strongly warns against the introduction of fuels with anti-knock index less than 91 octane or ethanol blends greater than E10 in non flex-fuel capable gasoline engine equipped vehicles. 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 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's operator's manual) by MBC are not covered.

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

DAMAGE CAUSED BY OUTSIDE INFLUENCES AND THE ENVIRONMENT: Damage from accidents or acts of nature or other events beyond the control of MBC is not covered (ie. fire, flood, earthquake). 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, driving through high water, flooded areas and extreme storm conditions, 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 except as outlined in the Roadside Assistance Program (ROADSIDE ASSISTANCE).

CHANGES IN DESIGN: Improvements and changes in design or additions to Mercedes-Benz vehicles occur regularly and in the normal course of product development. 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.

VEHICLE MODIFICATIONS: The warranties in this booklet do not cover repairs required because of non-Mercedes-Benz modifications, installation of special equipment or accessories, or use of special materials, fuels or additives. This includes items such as special bodies, body conversions, fuel system conversions, trailer hitches, window tints, sunroofs, theft alarms, etc.

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 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.

New Vehicle Limited Warranty – Things you should know

General

Our intention is to make any repairs or replacements necessary to correct defects in material or workmanship, but not design, arising during the warranty period without charge to you. All we ask is that you properly maintain and care for the vehicle and that you have warranty repairs or adjustments performed by an authorized Mercedes-Benz Vans Dealer.

This warranty does not mean that your vehicle is free from defects. Please note the difference between “defects” and “damage” as used in the warranty. Defects are covered since we, the manufacturer or distributor are responsible. Conversely, we have no control over damage caused by such things as, but not limited to collision, misuse, and lack of maintenance. Therefore, damage for whatever reason is not covered by the warranty. Do not assume that an issue you may experience with your vehicle is due to a defect. Parts can fail for many different reasons not attributable to a defect. In addition, vehicle symptoms you may hear, feel or see can be due to many different things unrelated to a defect. MBC is committed to customer satisfaction, which is why it is important for you to take your vehicle to an authorized Mercedes-Benz Van Dealer where trained professionals can make the appropriate diagnosis and, if necessary, repair.

MAINTENANCE SERVICES ARE ALSO NOT COVERED BY THE WARRANTY SINCE IT IS THE OWNER’S RESPONSIBILITY TO MAINTAIN THE VEHICLE ACCORDING TO THE SERVICE SCHEDULE PROVIDED.

All maintenance services must be accomplished to keep your warranty coverage valid. When requesting service or repair work under warranty, the owner must present to the authorized Mercedes-Benz Van Dealer, evidence that the periodic servicing requirements have been accomplished. Receipts covering completion of regular servicing should be retained, in the event a question arises concerning maintenance.

These receipts should be transferred to each subsequent owner of the vehicle.

If the owner has a warranty claim and can show through receipted invoices that the vehicle has received the required servicing, the dealer will perform the warranty work without charging for parts and labour. It is the responsibility of the owner to prove and the dealer to judge whether the required maintenance service has been performed.

MBC’s obligation is limited to the authorization to exchange or repair at its option such parts which are acknowledged by it to be defective. In case of defective assemblies, factory rebuilt units can be used in exchange instead of their repair. The replaced defective parts or assemblies shall become the property of MBC. Warranty repairs do not constitute an extension of the original warranty period for the vehicle or a part thereof.

The term “adjustments” as used in the warranty relates to minor repairs normally not connected with the replacement of parts. The warranty covers adjustments necessary to correct defects.

For example, if a part should become loose or misaligned during normal use or service, it will be corrected without charge any time during the 12 months or 20,000 km adjustment period.

NOTE: If these parts are damaged or worn due to racing or competitive driving events, accident, misuse or lack of maintenance, which is beyond our control, these damage parts are not covered under this term.

Depending on your model, it is equipped with one or two main batteries. The service life of the battery(s) is dependent on their condition of charge.

If you use the vehicle less than 300 km per month, mostly for short distance trips or if it is not used for more than three (3) weeks at a time, it is your responsibility to have the battery charge checked and corrected. In such cases we also recommend the use of an approved Mercedes-Benz trickle charger which is available at your authorized Mercedes-Benz Van Dealer. Please observe the battery charging instructions in your vehicle's operator's manual.

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 these warranties. This includes but is not limited to vehicles issued as "salvage", "scrap", "dismantled" or similar title under any provinces 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 9**), 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.

Theft Relevant Parts

Certain theft relevant parts require special training and tools to ensure proper installation and calibration. Improper installation and/or control of these parts can result in an increased risk of vehicle theft and/or other fraudulent acts. Therefore, for the security of our customers and their vehicles, these parts are only available from authorized Mercedes-Benz Vans dealers.

Paint and Other Appearance Items

Defects in paint, trim or other appearance items are normally taken care of during our new vehicle preparation or by the dealer during new vehicle inspection. We suggest that if you find any paint or appearance problems that you advise your dealer as soon as possible since deterioration due to use and exposure is not covered by the warranty.

The instructions in your Operator's Manual regarding the care of paint, upholstery, trim items and convertible tops, as applicable, must be followed explicitly to maintain your warranty coverage.

Customer Repair Orders

Your servicing dealer will give you a copy of the Repair order on all warranty repairs performed. Please keep this copy with your vehicle records.

Body Repair Information

Due to the materials and assembly procedures used in the production of Mercedes-Benz vehicles, it is strongly recommended that any paint work/body repairs be performed only by those repair facilities which have been authorized by MBC as having the tools, equipment and training necessary to perform such repairs. MBC has certified a network of body repair facilities which are qualified to perform both cosmetic and structural repairs to your vehicle.

While the vehicle owner may elect to have repairs (collision damage / paint repair work) performed by any automobile body repair establishment or individual, damage or malfunction caused by body repairs not performed in accordance with Mercedes-Benz specified repair procedures are not covered by the Mercedes-Benz New Vehicle Limited Warranty.

Should your vehicle need paint work/body repair or if you have any questions please contact your authorized Mercedes-Benz dealer or call 1-800-387-0100.

Tires

Tires are warranted by the tire manufacturer; many authorized Mercedes-Benz Van Dealers are also tire dealers and can assist you obtaining tire adjustments

Emission Control System Warranty – Vehicles

General

Mercedes-Benz Canada warrants to the original and each subsequent owner of an OM642 engine that emission related components of such engines are free from defects in material and workmanship at the time of initial sale which would cause it not to conform with applicable regulations issued by Environment and Climate Change Canada.

This Warranty Does Not Apply To:

1. The repair or replacement of warranted parts which are scheduled to be replaced prior to 160,000 km. These parts are no longer covered once they have been replaced at the first required replacement interval during a regular maintenance service.
2. Any vehicle on which the odometer km has been altered and the vehicle's actual km cannot be readily determined.
3. Loss of time, inconvenience, loss of the use of the vehicle or similar incidental or consequential damages.

"Total loss", "write off" or equivalent, is not covered by these warranties. This includes but is not limited to vehicles issued as "salvage", "scrap", "dismantled" or similar title under any provinces law.

The warranty will be performed by any authorized Mercedes-Benz Vans dealer of the owner's choice – repairing, replacing or adjusting at the dealer's discretion, upon dealer of the vehicle to the dealer's place of business without charge for parts and labour (including diagnosis), using Genuine Mercedes-Benz service parts, to assure compliance with applicable regulations. Parts replaced under this warranty become the property of the warrantor. This warranty is available only on vehicles purchased and operated in Canada.

In all other countries, defective parts will be repaired or replaced free of charge only in accordance with the terms and limitations of the warranty for new Mercedes-Benz vehicles in effect at the time in such countries.

The law requires your vehicle to conform to exhaust emission standards. To provide the best vehicle performance and lowest vehicle emissions, you are responsible to see that all recommended maintenance procedures detailed in the Service Information booklet are performed at the specified times and km. The emission control system warranty does not cover failures due solely to owner abuse or lack of proper maintenance.

More frequent maintenance may be needed for vehicles under severe operating conditions such as dusty areas, very short trip driving or trailer towing.

We recommend that all maintenance services be performed by your authorized Mercedes-Benz Vans dealer who is equipped with the tools, instruments, and literature necessary for correct and systematic performance of these services. We recommend the use of Genuine Mercedes-Benz spare parts for service and repairs, since they have been made according to the manufacturer's specifications. It is also important to use only fuels and lubricants meeting factory specifications, since the emission control systems warranty does not cover repair or replacement of parts necessitated by failure of such items.

Emission Control System Maintenance – Vehicles

General

The law requires your vehicle to conform to exhaust emission standards. To provide the best vehicle performance and lowest vehicle emissions, you are responsible to see that all recommended maintenance procedures detailed in the Service Booklet are performed at the specified times and km. The emission control system warranty does not cover failures due solely to owner abuse or lack of proper maintenance. More frequent maintenance may be needed for vehicles under severe operating conditions such as dusty areas, very short trip driving or trailer towing.

More frequent maintenance may be needed for vehicles under severe operating conditions such as dusty areas, very short trip driving or trailer towing.

We recommend that all maintenance services be performed by your authorized Mercedes-Benz Vans dealer who is equipped with the tools, instruments, and literature necessary for correct and systematic performance of these services. We recommend the use of Genuine Mercedes-Benz spare parts for service and repairs, since they have been made according to the manufacturer's specifications. It is also important to use only fuels and lubricants meeting factory specifications, since the emission control systems warranty does not cover repair or replacement of parts necessitated by failure of such items.

For detailed information concerning emission control system maintenance, please refer to your Service Booklet

Emission Performance Warranty – Things you should know

General

You may present a claim under this warranty immediately after your vehicle failed an applicable emission test if, as a result of that failure, you are required by law to repair the vehicle to avoid the imposition of a penalty or sanction. You do not need to suffer the loss of the right to use the vehicle, pay a fine, or incur repair expenses before bringing this claim.

Your warranty claim may be presented to any authorized Mercedes-Benz Vans Dealer of your choice in Canada.

The dealer will honour or deny your claim within a reasonable time not to exceed (30) days, from the time at which your vehicle is initially presented for repair or within any time period specified by applicable law, whichever is shorter, except when a delay is caused by events not attributable to MBC or your Authorized Mercedes-Benz Vans Dealer. You will be notified in writing by your Authorized Mercedes-Benz Van Dealer of the reason for any denial of your claim.

You may obtain further information concerning the emission performance warranty by contacting your authorized Mercedes-Benz Vans Dealership.

Corrosion Warranty

This Warranty Not Cover:

1. Surface corrosion or perforation to Vehicle Body components that were repaired, replaced or refinished after the vehicle was first sold at retail, other than (i) repairs, replacements or refinishes performed under this warranty; or (ii) replacements due to accident or damage ONLY WHERE SUCH REPLACEMENTS ARE GENUINE MERCEDES-BENZ PARTS, AND ARE RETREATED WITH GENUINE MERCEDES-BENZ BODY CAVITY RUST-PROOFING AND REFINISHING MATERIALS.
2. Surface corrosion or perforation to the Vehicle Body caused by abuse or improper maintenance.
3. Surface corrosion or perforation where paint has been damaged by road hazards, such as stones and debris.
4. Surface corrosion or perforation caused by any part of the Vehicle Body being submerged in water, sand or mud, or exposed to corrosive gas or airborne fallout, such as chemicals and tree sap, or by road salt, hail, windstorm or other environmental factors.
5. Paint matching. (MBC reserves the right to decide whether painting the repaired or replaced panel to match the original finish is practicable. MBC is not liable under any circumstances for the costs of painting the entire vehicle solely for paint matching.)

NOTE: THE INSTRUCTIONS IN YOUR OPERATOR'S MANUAL REGARDING CLEANING AND CARE OF THE VEHICLE MUST BE FOLLOWED EXPLICITLY TO MAINTAIN YOUR CORROSION WARRANTY COVERAGE.

TO ENSURE FULL WARRANTY COVERAGE, ANY REPAIR OR REPLACEMENT MUST BE PERFORMED ACCORDING TO THE MANUFACTURER'S REPAIR INSTRUCTIONS

If You Have Questions Regarding Warranty or Service

The satisfaction and goodwill of Mercedes-Benz owners is of primary concern to Authorized Mercedes-Benz Vans Dealers and MBC. In the event a warranty or service matter is not handled to your satisfaction, the following steps are suggested:

FIRST –

Discuss the problem with your Authorized Mercedes-Benz Vans Dealer management. Talk to the Service Manager, then if you still have questions, discuss them with the Authorized Mercedes-Benz Vans Dealership's owner.

THEN –

Request Clarification – if unanswered questions remain ask your dealer to contact the Regional Service Manager.

FINALLY –

If you have additional comments or questions regarding your Mercedes-Benz after discussion with your dealer and Regional Service Manager, please email us: cs.can@cac.mercedes-benz.com or call 1-800-207-0685.

To Purchasers of Pre-Owned Mercedes-Benz Vehicles

If you purchased a pre-owned Mercedes-Benz vehicle before the expiration of its original warranty, you are entitled to the unexpired portion of the warranty provided you establish your ownership and purchase date of the vehicle. Please contact our Customer Assistance Centre at cs.can@cac.mercedes-benz.com for further information.

Such notification is likewise necessary for your own safety after expiration of the original warranty. The Canadian Environmental Protection Act requires Mercedes-Benz AG to be in a position to contact Mercedes-Benz owners if a correction of a product defect becomes necessary.

Should your address change, please do not fail to notify us by contacting our Customer Assistance Centre at cs.can@cac.mercedes-benz.com

Roadside Assistance

Beyond the services and assistance provided through the Authorized Mercedes-Benz Van Dealer network, which is strategically located across the country, Mercedes-Benz has put in a nationwide auxiliary support network in place. The sole purpose of this network is to provide you, the Mercedes-Benz owner, with the assurance and peace of mind of knowing that help is near should you ever need it, 24 hours a day, virtually anywhere in Canada or the continental United States.

Important Information

- Roadside Assistance services are included at no additional charge for the duration of the basic warranty coverage, extended limited warranty (ELW), if purchased, and the pre-owned limited warranty (PLW), if applicable.
- No responsibility can or will be assumed for delays in service caused by severe weather conditions.

Roadside Assistance Service Provided

In order to receive Roadside Assistance, you must remain with your disabled vehicle. In addition, your vehicle must be plated and insured and on a regularly travelled road to receive Roadside Assistance.

- **Battery Boost Service** – If your battery has run down, a service operator will provide a boost in an attempt to enable your vehicle to proceed under its own power.
- **Fuel Delivery** – If your vehicle runs out of fuel, an emergency supply of up to 5 litres of fuel (where available) will be delivered. Multiple fuel deliveries for the same vehicle will be at the discretion of Mercedes-Benz Roadside Assistance.
- **Flat Tire Service** – If your vehicle has a flat tire, its serviceable inflated and mounted spare tire (where applicable) will be installed. Otherwise, the vehicle will be towed to the nearest Authorized Mercedes-Benz Vans Dealership.
- **Winching and Extrication Service** – Your vehicle will be extricated/winched when it can be safely reached from a cleared, normally travelled road (vehicle must be able to proceed under its own power). This benefit does not apply to vehicles immobilized in a snow-covered driveway or parking lot. *Due to the nature of this service, no responsibility can or will be assumed for vehicle damage.*
- **Towing Service** – In the event of a mechanical breakdown, the vehicle will be towed to the nearest Mercedes-Benz dealership (charges may apply for toll bridges or ferries). If towing is required due to a collision, there may be a charge for the service if the vehicle is more than 80 km away from an Authorized Mercedes-Benz Collision Centre. Charges will be determined by the service operator at the scene of the collision.
- **Lockout Assistance** – If you have locked your keys in your vehicle, we will dispatch a service facility to attempt to gain entry into your vehicle. The cost of labour and/or replacement keys is not included. In the event that access cannot be gained, your vehicle will be towed to the nearest Authorized Mercedes-Benz Vans Dealership.

You must have your vehicle identification number (VIN) available when calling Roadside Assistance. Your 17 digits VIN can be found in the driver's side bottom corner of the windshield, or on the driver's side door pillar below the latch. It is usually also located on your ownership papers or insurance slip.

Trailer Towing

Trailer towing service is included but is limited to one tow per breakdown and does not include winching.

Mercedes-Benz Roadside Assistance and its service provider will not assume any responsibility for any contents and/or personal items contained in the trailer damaged as a result of service provided or for any costs associated with trailer storage while your Mercedes-Benz vehicle is under repair.

Mercedes-Benz Roadside Assistance and its service provider reserve the right to deny service if the contents of the trailer exceed that of the “cargo insurance” carried by the particular facility performing the towing service.

How to claim for reimbursement (exclusive zones only*)

*Exclusive zones are restricted towing zones which can only be accessed by authorized towing companies.

1. Claims must be submitted to Mercedes-Benz Roadside Assistance within thirty (30) days of the date of the breakdown.
2. Indicate the cause and the location of the breakdown. Towing claims must be accompanied by the **original** towing bill and submitted to <https://roadsideclaims.xperigo.com>
3. Enclose a photocopy of the detailed repair bill, and the **original** invoices/receipts of the costs incurred. This benefit applies to expenses incurred by you within seventy-two (72) hours of your Mercedes-Benz breakdown. We recommend that you retain a copy of all receipts for your records.
4. The vehicle must be towed to a Certified Authorized Mercedes-Benz Vans Dealership to qualify for towing reimbursement or Trip Interruption.
5. A cheque is sent upon receipt and confirmation of information (please allow 4-6 weeks for processing).
6. Reimbursement applies for breakdowns occurring anywhere in Canada or the continental United States and is subject to the terms and conditions set forth by Mercedes-Benz AG.
7. For reimbursement, please submit claims online at <https://roadsideclaims.xperigo.com>

What To Do In The Event Of A Collision

In case of personal injury, call 911 or the police immediately. If there is any doubt whether your Mercedes-Benz vehicle can be operated safely or without incurring further damage, please call Roadside Assistance at 1-800-387-0100. They will dispatch a tow truck to your location and bring the vehicle to an Authorized Mercedes-Benz Collision Centre. Charges may apply if the vehicle needs to be towed elsewhere or to a non-Mercedes-Benz facility.

Liability and Limitations

Mercedes-Benz reserves the right to limit Roadside Assistance and reimbursement to an owner or driver when, in the sole judgment of Mercedes-Benz, the claims become excessive in frequency or type of occurrence. Mercedes-Benz also reserves the right to revise or discontinue the described benefits/services at any time, without notice, at its sole discretion.

All service operators providing Roadside Assistance are independent contractors and are not employees of Mercedes-Benz AG. Therefore, the Mercedes-Benz Roadside Assistance Program cannot and does not assume any liability or responsibility for any loss or damage to your Mercedes-Benz or your personal property resulting from the rendering of such service. Service operators may decline providing service if the vehicle is unattended. Should service be rendered, the service operator will not be liable for any theft or damage of the vehicle and/or its contents while it is left unattended.

Service and Literature

Reprinting, translation and copying, even of excerpts, are not permitted without our prior authorization in writing.

Edition A 2025

© 2025 Mercedes-Benz Canada Inc.

Models

Sprinter 3500XD CabChassis 144" AWD 907153
Sprinter 3500XD CabChassis 144" I4 H 907153
Sprinter 4500 CabChassis 144" I4 H 907153
Sprinter 3500XD CabChassis 170" AWD 907155
Sprinter 3500XD CabChassis 170" I4 H 907155
Sprinter 4500 CabChassis 170" I4 H 907155
Sprinter 2500 Cargo Van 144" I4 H 907643
Sprinter 2500 Cargo Van 144" AWD Duedo 907643
Sprinter 2500 Crew Van 144" I4 H 907643
Sprinter 2500 Crew Van 144" AWD 907643
Sprinter 2500 Cargo Van 144" I4 S 907643
Sprinter 2500 Crew Van 144" I4 S 907643
Sprinter 2500 Cargo Van 144" I4 S CHS 907643
Sprinter 2500 Cargo Van 170" I4 H 907645
Sprinter 2500 Cargo Van 170" AWD Duedo 907645
Sprinter 2500 Crew Van 170" I4 H 907645
Sprinter 2500 Crew Van 170" AWD 907645
Sprinter 2500 Cargo Van 170" I4 S 907645
Sprinter 2500 Crew Van 170" I4 S 907645
Sprinter 2500 Cargo Van 170" I4 S CHS 907645
Sprinter 2500 Cargo Van 170"EXT I4 H 907647
Sprinter 2500 Cargo Van 170"EXT AWD 907647
Sprinter 2500 Cargo Van 170"EXT I4 S 907647
Sprinter 3500 Cargo Van 144" I4 H 907653
Sprinter 3500XD Cargo Van 144" I4 H 907653
Sprinter 3500XD Cargo Van 144" AWD 907653
Sprinter 4500 Cargo Van 144" I4 H 907653
Sprinter 3500 Cargo Van 170" I4 H 907655
Sprinter 3500XD Cargo Van 170" I4 H 907655
Sprinter 3500XD Cargo Van 170" AWD 907655
Sprinter 4500 Cargo Van 170" I4 H 907655
Sprinter 3500 Cargo Van 170"EXT I4 H 907657
Sprinter 3500XD Cargo Van 170"EXT I4 H 907657
Sprinter 3500XD Cargo Van 170"EXT AWD 907657
Sprinter 4500 Cargo Van 170"EXT I4 H 907657
Sprinter 2500 Passenger Van 144" I4 H 12-Seater 907743
Sprinter 2500 Passenger Van 144" AWD 12-Seater 907743
Sprinter 2500 Passenger Van 144" I4 S 12-Seater 907743
Sprinter 2500 Passenger Van 144" I4 H 12-Seater 907743
Sprinter 2500 Passenger Van 144" AWD 12-Seater 907743
Sprinter 2500 Passenger Van 170" I4 H 15-Seater 907745
Sprinter 2500 Passenger Van 170" AWD 12-Seater 907745
Sprinter 2500 Passenger Van 170" I4 H 12-Seater 907745
Sprinter 2500 Passenger Van 170" I4 S 15-Seater 907745
Sprinter 2500 Passenger Van 170" I4 S 12-Seater 907745
Sprinter 2500 Passenger Van 170" I4 H 15-Seater 907745