



Mercedes-Benz Vans: The new Sprinter

Press Information

Intelligent, interactive and innovative

February 2018

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The descriptions and information contained in this press kit apply to the international Mercedes-Benz model range. Country-specific variations are possible.

- **Integral system solution based on a holistic approach:**
Mercedes-Benz Vans is undergoing a transformation from a vehicle manufacturer into a provider of comprehensive transport and mobility solutions. The new Sprinter is the first model series to embody the adVANce philosophy and put the first solutions from this future initiative on the road.
- **Internet connection yields leap forward in efficiency:** with state-of-the-art connectivity hardware and the Mercedes PRO connect services, the new Sprinter becomes part of the Internet of Things. Simpler fleet controlling and optimised communications between fleet manager and driver are among the innovations designed to make everyday work easier and more efficient. This makes a completely new level of vehicle management possible for fleets.
- **Eight packages of connectivity services are going online:**
Eight packages available ex factory with central fleet, vehicle, driver and location-based services will be introduced on the market launch of Mercedes PRO connect. These include e.g. Vehicle Supervision, Vehicle Operations, Fleet Communication, Maintenance and Repair Management and a digital Driver's Logbook. The new services are used e.g. with the completely new MBUX **multimedia system**, which has an up to 10.25-inch HD display, touchscreen control and intuitive voice control.
- **Adaptable down to the last detail:** More than 1700 different Sprinter variants can be generated using only body type, drive concept, cab design, body length, tonnage and load compartment height. This variability makes the new Sprinter the perfect vehicle for a wide range of transport needs and sectors. The bandwidth ranges from a construction site vehicle with an attractive entry price to a luxuriously equipped shuttle-bus.
- **Front-wheel drive and new transmissions:** The well-proven drive concept with rear and all-wheel drive is now supplemented with a new, entry-level front wheel drive system. For reasons inherent to the design, the payload of this version increases by 50 kilograms compared to the rear-wheel drive, and an 80 millimetre lower loading sill makes

loading/unloading and access/egress considerably more convenient.

The technical highlights of the new Sprinter include two newly developed transmissions for front-wheel drive – a 9-speed automatic torque converter transmission as a first in the large van segment and a likewise newly developed 6-speed manual transmission.

- **Driver cockpit that sets standards:** Ergonomically optimised and comfortable - these aspects turn the cab into a perfect workplace. The improvements include ergonomically shaped seats, keyless start and an improved air conditioning system. A variable stowage concept ensures that everything has its place.
- **Practical and with a high load capacity:** loadable wheel arches and fully usable load compartment heights in combination with front-wheel drive increase the versatility of the load compartment. The maximum load capacity is 17 cu. m., with tonnages up to 5.5 tonnes. LED lighting strips ensure optimum visibility in the load compartment, and the rear doors can be opened to the side walls even more easily.
- **The absolute leader in safety:** Once again, Mercedes-Benz Vans is fulfilling its role as an innovation driver in the introduction of modern safety technologies in the large van segment. The assistance and control systems available for the new Sprinter include e.g. a reversing camera showing its image in the rear-view mirror, a modern Parking package with a 360-degree all-round view, a rain sensor and an integrated Wet Wiper system. The washer fluid is passed through the wiper arms, sprayed directly ahead of the wiper blades and wiped away with no delay – for optimum visibility even during the wiping process.
- **Blending of form and function:** With the third generation, the exterior of the Sprinter is entering a new era in which not only its qualities in solving transport problems are in demand. The vehicles in modern fleets are increasingly also being given the role of company representatives, and especially in smaller and medium-size business they are very much a business card. The Mercedes-Benz design strategy established in the car sector creates the basis for this, and stands out with a clear yet sensual design.

- **Between two and 19 passengers:** The portfolio ranges from two individual seats in the cab of a commercially used van to up to 20 seats for 19 passengers plus the driver. With Easy Mounting, Mercedes-Benz Vans has also developed a new system with which seat rows can install and remove easier from the Sprinter Tourer. In the luxury variant, the Sprinter has USB charging sockets and stowage space for smartphones in every rear seat row.
- **Volker Mornhinweg, Head of Mercedes-Benz Vans:** "In the logistics and transport world of the future, variability and the availability of customer-specific solutions are the essential success factor. Just offering customers a good vehicle is no longer enough. As an all-rounder, the new Sprinter must be more than just the sum of its parts. With an unprecedented number of variants, new connectivity services and a new telematics generation, it is a tailor-made end-to-end system meeting an enormous range of commercial transport and mobility requirements. This means that the new Sprinter achieves precisely what its preceding generations demonstrated before it: once again, it redefines the van segment. This makes it the ultimate in smart hardware, and it will raise its segment, the business of our customers and our own business to the next level."
- **Dr. Ulf Zillig, overall Sprinter project manager at Mercedes-Benz Vans:** "More than 3.4 million units delivered in 130 countries is a proud record for the first two generations of the Sprinter. This unequivocally confirms that the Sprinter is a global player, and must cover an unbelievable bandwidth of country and industry-specific requirements. This is why we have therefore expanded the already broad Sprinter portfolio even further. We are able to service specific market segments even better with a multitude of new product features. In combination with its connectivity, the new Sprinter opens up more possibilities in efficiency and process optimisation than any previous model from Mercedes-Benz Vans."

The new Sprinter - Intelligent, interactive and innovative

- **Strong performer in all sub-disciplines: the Sprinter defines the premium class in its segment**
- **New connectivity solutions: Mercedes PRO connect services ensure a quantum leap in the efficiency of fleet management**
- **Equal to any transport requirement: number of variants increased yet again**
- **Clever overall system solution: a combination of different attributes makes the Sprinter the perfect vehicle for tradespeople**
- **Important mounting points retained: bodybuilders can rely on a well-established basis**

A fascinating design, safety features at a very high level, maximum cost-effectiveness, customer and sector-oriented details and a connectivity package that takes infotainment systems and telematics applications into a new era: in every sub-discipline, the third generation of the Sprinter defines the top class in the large van segment. However, where the founder of this segment actually shows its true strengths is in combining its individual attributes into an overall system solution.

"In the logistics and transport world of the future, variability and the availability of customer-specific solutions are the essential success factor. Just offering customers a good vehicle is no longer enough. As an all-rounder, the new Sprinter must be more than just the sum of its parts. With an unprecedented number of variants, new connectivity services and a new telematics generation, it is a tailor-made end-to-end system meeting an enormous range of commercial transport and mobility requirements. This means that the new Sprinter achieves precisely what its preceding generations demonstrated before it: Once again, it redefines the van segment. This makes it the ultimate in smart hardware, and it will raise its segment, the business of our customers and our own business to the next level", says Volker Mornhinweg, Head of Mercedes-Benz Vans

Together with the likewise completely new telematics generation, which celebrates its parallel premiere in the A-Class, the new connectivity solutions of Mercedes PRO connect provide the perfect basis for all conceivable logistical and transport requirements, from the complex management of a large fleet to a small company fleet. The Sprinter not only demonstrates its outstanding adaptability in terms of connectivity and the services based on it, but can also be perfectly tailored to the relevant sector and customer requirements. This also includes an attractive price level from 19,990 euros in Germany (price excludes VAT) for the entry-level version with front-wheel drive. The new Sprinter can be ordered now, and from June it will be available from Mercedes-Benz commercial vehicle centres in Europe.

"More than 3.4 million units delivered in 130 countries is a proud record for the first two generations of the Sprinter. This unequivocally confirms that the Sprinter is a global player, and must cover an unbelievable bandwidth of country and industry-specific requirements. This is why we have therefore expanded the already broad Sprinter portfolio even further. We are able to service specific market segments even better with a multitude of new product features. In combination with its connectivity, the new Sprinter opens up more possibilities in efficiency and process optimisation than any previous model from Mercedes-Benz Vans", says Dr. Ulf Zillig, overall Sprinter project manager at Mercedes-Benz Vans

More than 1700 different Sprinter variants available

Panel van, Tourer, pickup, chassis, bus or tractor head as body types, three drive configurations – with front-wheel drive as an option for the first time – cab design, body lengths, tonnages and load compartment heights: these parameters alone allow a further increase in the number of possible Sprinter variants. More than 1700 different versions can be put together, far more than with the preceding model. This maximised modularity defines the core of the new Sprinter concept, reflecting both sector-specific requirements and different customer segments. The sector-specific solutions cover a range from classic courier services over the last delivery mile to goods transport over longer distances and right up to service technicians who use their vehicle as a mobile replacement parts store. The new Sprinter can also be put to work as a camper van or bus, and is used as an ambulance by rescue services. The target groups are just as diverse as the applications. The Sprinter supplies the

answers to all transport needs for both tradition-conscious owners and cost-conscious fleet managers. The relatively young group of start-up managers e.g. providing delivery services in the urban environment, and also future-oriented career changers with a clear objective of sustainable mobility, will also find a home at Mercedes-Benz Vans.

Less paperwork for very small or very large fleets

The Sprinter opens up completely new fleet and vehicle management possibilities as well. Innovative connectivity solutions ensure a leap in efficiency and a noticeable reduction in the administrative tasks relating to the fleet. All the optional connectivity services are grouped under Mercedes PRO connect. The web-based service for fleet customers, from small trade enterprises to key accounts, links up the fleet manager with all vehicles and drivers in the fleet via the vehicle management tool. This enables assignments to be managed online and vehicle information such as location, fuel level or maintenance intervals to be retrieved virtually in real time. Clearly laid out and easy to use, the Vehicle Management Tool provides the fleet manager with a full overview of the fleet in a fast and straightforward manner.

Eight packages on market launch of Mercedes PRO connect

Eight packages available ex factory with central fleet, vehicle, driver and location-based services will be introduced on market launch of Mercedes PRO connect. These include e.g. Vehicle Supervision, Vehicle Operations, Fleet Communication, Maintenance Management and Accident Recovery and a digital Driver's Logbook. Vehicle Supervision displays all relevant vehicle data such as status and its usage over a defined period. Vehicle Operations include accessing the location of vehicles almost in real time or providing information about when a vehicle enters or leaves a defined area (geofencing). Sending messages, addresses or contact details between the Vehicle Management Tool and the Mercedes PRO connect app improves fleet communication, while information about upcoming vehicle servicing facilitates maintenance management. Moreover, dynamic route guidance ensures significant advantages over static route planning in advance of a delivery tour.

All in all, the connectivity solutions of Mercedes PRO connect not only improve financial controlling, but also lower operating costs and optimise fleet utilisation. The first services will be available in 19 European markets from

June 2018, with the USA following in in the fourth quarter of 2018. With the market launch of these first services, Mercedes-Benz is setting the first milestone in its ex factory solutions under Mercedes PRO connect.

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Front-wheel drive and tractor head create further possibilities

There are another two new features that smooth the path to further innovations where conversions and retrofitting are concerned: the well-proven drive concept with rear and all-wheel drive is now supplemented with a new front-wheel drive system. For reasons inherent to the design, the payload of this version increases by 50 kilograms compared to the rear-wheel drive, and an 80 millimetre lower loading sill makes loading/unloading of commercially used vehicles and access/egress from the living and sleeping area of camper vans considerably more convenient. The growing market for travel couriers is also served by the Sprinter as a tractor head variant, which can only be ordered by bodybuilders. In combination with front-wheel drive, this allows maximum scope when designing and using bespoke bodies.

Test phase: Prototypes absolved over nine million kilometres

The classic attributes of this segment founder were well catered for during the development of the new Sprinter. Safety, reliability, robustness and cost-effectiveness are as natural to the Sprinter as the Mercedes star integrated into the radiator grille. To ensure high product quality right from the start of production, the prototypes with their three engines and seven transmission variants underwent test cycles totalling over nine million kilometres. The vehicles were tested in eight locations in four countries, and under very different conditions ranging from intense cold in Finland and high altitudes in the Andes to extreme heat in the USA.

Bodybuilder Centre consolidates in-house and external expertise

Thanks to the increased model variety and enormous adaptability of the new Sprinter, practically any customer requirements can be met down to the last detail. In these cases the Bodybuilder Centre founded by Mercedes-Benz Vans in 2006 will come up with an individual solution. This is where Mercedes-Benz technicians work together closely with leading conversion partners. This combined effort produces e.g. refrigerated delivery vehicles, box bodies for dry goods, tippers, platform bodies and tailgates for the

panel van. Plus luxurious camper vans that fulfil the dream of a home on wheels.

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50 percent of all newly registered Sprinter worldwide are fitted out or converted by a specialist bodybuilder, and in Europe the figure is no less than 60 percent – these figures show how important the work of the Bodybuilder Centre is for the role of the third Sprinter generation as a market-leader and innovation driver. Accordingly, attention was paid during development to ensure that important dimensions and anchoring points e.g. for the installation of shelving or complex bodies remain unchanged. The results show suppliers of special solutions can also continue working with the new Sprinter with no time delay.

The new Sprinter brings the future initiative adVANce onto the roads

- **The Sprinter stands for the transformation from a pure vehicle manufacturer to a developer and provider of comprehensive mobility solutions**
- **Future-oriented adVANce areas of innovation place the focus of the initiative on customer and industry benefits**
- **Joint projects with customers and cooperation with start-ups expand the horizons and increase development speed**

The strategic realignment adVANce presented in autumn 2016 means nothing less than the far-reaching transformation of Mercedes-Benz Vans from a pure vehicle manufacturer into a provider of comprehensive mobility solutions. The new Sprinter is highly symbolic of this future initiative by Mercedes-Benz Vans, and reflects the change of strategy. The key elements to cater for customers' wide range of needs in the commercial transport sector are tailor-made solutions that help to increase efficiency and productivity throughout the value chain. The new Sprinter is the first Mercedes-Benz vehicle to embody this new aspiration and make adVANce solutions tangible in practice.

As a bestselling large van, the Sprinter was and is still the dominant force in this segment

"The new Sprinter is a trailblazer for this development, and for the first impressively shows how the different aspects of adVANce work together. We have improved it even further in its classic strengths, and added intelligent products and services to them. It is the first van of a new type, positioning itself as a fully networked end-to-end solution and becoming an integral part of the entire added value chain. We are offering our customers genuine added value that has never before been available. With adVANce we are once more redefining the future of the industry, and the Sprinter as a shining symbol of our strategic future initiative is once again ushering in a new van era", says Volker Mornhinweg, Head of Mercedes-Benz Vans.

For the benefit of customers: systematic integration of intelligent technologies

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The future initiative adVANce concentrates on areas of innovation that will decide future success in the transport and logistical sector: in the case of "connectivity and Internet of Things (IoT) applications", the object is optimum integration of a wide range of digital technologies into the vehicles of Mercedes-Benz Vans (**DIGITAL@VANS**). The aim of "innovative hardware solution" (**SOLUTIONS@VANS**) is continuous improvement of load capacity and logistics, and adaptation to changing expectations in the transport sector. Mercedes-Benz Van Rental is the first time a brand has concentrated solely on renting out vans (**RENTAL@VANS**). One initial example of the development of innovative sharing services is the joint venture with the US start-up Via (**SHARING@VANS**). The innovation field **eDRIVE@VANS** concerns itself with the electrification of the powertrain.

Anticipating industry and transport needs

Where the electrification of fleets is concerned, (**eDRIVE@VANS**) Mercedes-Benz Vans is following a course of strategic partnerships and optimised e-drive solutions for specific use cases. The systematic electrification of fleets is part of the comprehensive strategy. The eVito, which became available for ordering in November 2017, will kick off the process this year, followed by the eSprinter in 2019. The cooperation with Hermes is an example of a strategic partnership. The pilot project with this logistics company envisages the addition of 1500 electric vans to the fleet in Germany by 2020. Technical development is accompanied by a comprehensive approach to the day-to-day applications: For example, the new concepts for the use of battery-electric vans also include creation of the necessary charging infrastructure and the integration of electromobility into existing company procedures.

DIGITAL@VANS consolidates all activities relating to the Internet of Things that intelligently network apps and services with the van. The basis for this is concentration on the respective sector and transport requirements, and the resulting customer benefits. In the service technician and tradespeople sectors, for example, the integration of part of the goods transport sector into the transport and logistical processes is on the agenda. Future topics such as an automated reordering process or overnight deliveries directly to the van will ensure tangible improvements in working efficiency and in fleet utilisation.

Optimisation of the load compartment is the superordinate aim of **SOLUTIONS@VANS**. During the further development of shelving systems and vehicle bodies, the focus is however not only on load capacity and payload. Here too, adVANce means thinking beyond the status quo and the next evolutionary phases. An important development focus in the future will be intelligent integration of the load compartment into the already substantially automated logistical chains of customers. For couriers, for example, this work will pay off in the form of a much faster loading and unloading process, while service technicians will be able to carry more tools or replacement parts and complete their mobile assignments more rapidly and frequently.

The Mercedes-Benz Van Rental brand presented in September 2017 as a part of Mercedes-Benz Mobility GmbH specialising in van rental will expand the possibilities for fleet operators in the innovation field **RENTAL@VANS**. This will allow very busy periods to be managed by temporarily enlarging the vehicle fleet. Maximum time flexibility is guaranteed by variable rental periods ranging from 24 hours to several months. Different rental charges allow an uncomplicated change of vehicles or flexible adjustment of the return time. Moreover, the available range also includes sector-specific vehicles such as refrigerated vans.

And not least, in the passenger transport sector, the strategic cooperation with the New York based start-up "Via" is pointing the way to the future with an on-demand mobility system. As a part of **SHARING@VANS**, Mercedes-Benz Vans and Via plan to introduce the innovative Via technology – the operating system for the on-demand ride-sharing service – in Europe, and have formed the joint venture "ViaVan" to this end. For the first time this will make it possible to dynamically and optimally route vans between thousands of virtual stops in urban areas, and to significantly reduce traffic density – without any investment in the infrastructure.

External expertise expands the horizon to new areas of aspiration

Customers and their needs are the focus of all development activities – both for highly advanced products and innovative services. Under adVANce, this maxim, which has always been a core value of Mercedes-Benz Vans, is supplemented by another important aspect. For the first time, customers and users will also be involved in the development process by Customer Co-Creation. Their specific industry or logistical expertise plays an important

role in the development process, and opens up new perspectives on future areas of aspiration.

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Mercedes-Benz Vans is also putting on a new turn of speed: innovations are to be brought to market maturity more rapidly by cooperation with start-ups, for example. The primary aim is this: they must make a demonstrable and significant contribution to the increased efficiency of the vehicle, fleet or driver, and therefore for our customers.

Volker Mornhinweg explains: "Innovative and competitive pressure, as well as the increasing speed of development, will shape the future – both for us and for our customers. We not only want to accompany this process successfully, but also actively help to shape it. Together with our customers, we therefore want to create mobility packages relating to the new Sprinter which meet the challenges of tomorrow and the day after both in goods and passenger transport."

Connectivity, ergonomics, safety and functionality at passenger car level

- **New telematics generation combines easy, multi-modal operation with outstanding digital design and self-learning software**
- **Control concept: Everything to hand with a touch-capable multifunction steering wheel, 10.25-inch touchscreen, natural voice control and a clearly laid-out instrument panel**
- **Features: ergonomic seats, wireless charging for smartphones, 115/230 V connection and high-quality safety features**

More than ever before, Mercedes-Benz Vans is using the technology of the Daimler group to redefine the van sector in terms of comfort, ergonomics and functionality. The new Sprinter impresses with numerous equipment features and operating concepts that raise the large van segment to a new level. Outstanding new features include the new MBUX multimedia systems (Mercedes-Benz User Experience), the control and display concept in the cockpit, ergonomically shaped seats and the latest assistance systems.

Telematics system with 10.25-inch HD display

The third Sprinter generation sets completely new standards when it comes to telematics. The new multimedia systems leave no wish unanswered when it comes to connectivity and the latest technology. The **MBUX multimedia system (Mercedes-Benz User Experience)** has a 10.25-inch HD display, and is controlled either via the touch-capable steering wheel controls, the touchscreen or a completely new voice control system. The central display is the communication centre for all the information collated here.

Mercedes PRO connect services such as the dynamic route guidance function "Live Traffic" are refined by intelligent algorithms: the telematic system gets to know the user from previous behaviour, and makes suitable suggestions for e.g. destinations, contacts or radio stations. Personal points of interest (POIs) can also be added via a USB interface. This can also be done via Mercedes PRO connect. Additional information such as fuel prices at various filling stations in the vicinity, or weather data, can also be shown.

A technological quantum leap has also occurred with respect to voice control and voice output: The optimised voice control is activated by keywords, and also registers everyday speech. The infotainment system responds to the statement "The fuel tank is empty" by suggesting filling stations in the area or along the chosen route. Messages can also be dictated, and are reliably recognised. A high-speed (LTE-capable) internet connection integrated into the vehicle can either be used exclusively for the connectivity services of Mercedes PRO (see section on "Mercedes PRO connect"), or as a hotspot to connect separate mobile devices.

Intuitive control concept for the entire cockpit

The infotainment system is just one example of the completely new control and display logic in the cockpit. As is already familiar from the passenger car model series, the instrument cluster with a large display consolidates all the control lamps between the speedometer and rev counter. The display is controlled e.g. via the touch-capable controls on the left side of the multifunction steering wheel or the touchpad. This is also where the cruise control and distance assistant DISTRONIC are switched on and off. The touchpad that completely controls the MBUX multimedia system is located on the right side of the multifunction steering wheel. The controls for the air conditioning system are in a separate control panel below the display for the telematic system and its control bar. THERMOTRONIC automatically controls the fan, air distribution and temperature.

Power supplied by USB Type C or 12 and 115/230 V connections

The power supply for external devices has also been optimised. Using USB Type C connections, tablets or mobile phones can now be charged both above and below the instrument panel – with all the advantages of the USB Type C standard such as a higher charge current up to 1.5 A. Smartphones can also be charged wirelessly. The familiar 12 V connection is supplemented with a 115/230 V connection which can power e.g. a notebook.

The new, ergonomically shaped seats provide first-class comfort. They can be precisely adjusted to the individual needs of the driver, also allowing an ergonomically favourable posture on longer journeys. The memory function for electric seat adjustment is also available as an option.

Where assistance systems are concerned, the new Sprinter impresses with high-quality safety features. The radar-based distance control system DISTRONIC is on board, as are Active Brake Assist and Active Lane Keeping Assist. The Parking Pilot including a 360-degree camera makes manoeuvring easier (see section on "Safety and Assistance Systems").

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Efficient and well-conceived down to the last detail

- **Good value retention and easy maintenance: the new generation impresses with classic Sprinter strengths**
- **Ergonomic and comfortable: clever equipment features and maximum functionality support the driver as the most important resource of all**

Efficient vehicles with a high utility value are a basic precondition for success in the tough competitive environment of the transport and logistics sector. Some of the most important key figures making up the total operating costs of a fleet are e.g. the purchase price, fuel costs and maintenance and repair costs. Beyond these, a broader view of the total cost of ownership (TCO) also takes into account other factors such as vehicle/fleet administration and not least the driver's workplace, as ergonomics and performance enhancing comfort are also of central importance for people and their working efficiency. Minimising downtimes is also very important. The Sprinter is a master of all these disciplines, meeting every expectation of a perfect fleet vehicle.

The Total Cost of Ownership – where the new Sprinter scores points

Engineers at Mercedes-Benz Vans have made use of further optimisation potentials in the classic engine and transmission variants. The efficiency measures to improve fuel consumption range from reducing in-engine friction and optimising the injection system to the use of tyres with minimised rolling resistance. In addition, a particularly economical front-wheel drive variant has been added to the well-proven rear and all-wheel drive of the new Sprinter. Thanks to the modular construction, the wheel bearings and upper ball joints can be separately replaced to lower repair costs. Optimising the front axle kinematics to minimise tyre wear is a further contribution to lowering the TCO. Significant improvements to the springs and damping components are another example of the development principle that customer benefit is the driving force, where sector-specific expertise plays a decisive role. Customer trials reflecting day-to-day transport requirements also provided the basis for significantly improved long-term durability. As a second development stage, electrification of the powertrain and the market launch of the eSprinter are also planned in 2019.

Additional galvanising improves corrosion protection

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When it comes to value retention, the new Sprinter shines right from the start as the legitimate successor to the first two generations, with outstanding residual values. This positive assessment is the result of numerous individual measures that make the new Sprinter one of the best value-retaining vans. Examples of these optimisation measures include additional galvanising of the underbody and side walls for a lasting improvement to corrosion protection. The optional, robust underbody panelling also provides reliable protection against stone impact damage.

The clever detailed features also include "Hibernation Mode": Whenever a longer operating break is planned (e.g. garaging for the winter), the vehicle can be put into hibernation with energy consumption reduced to a minimum. Once Hibernation Mode is switched off, the Sprinter can be started without difficulty even after longer downtimes.

Service interval of up to 60000 kilometres or two years

For the Sprinter variants with a diesel engine and rear-wheel drive, maintenance intervals up to a maximum of 60000 kilometres or two years are envisaged in the European markets. The newly introduced front-wheel drive variant is due for a service after a maximum of 40000 kilometres or two years. Optimisation of the servicing process also brings a noticeable improvement in efficiency. Optional connectivity services can e.g. send information about the condition of wearing parts to the fleet manager while on the road, so that preventive servicing can be planned to avoid expensive downtimes.

The necessary software in the MBUX multimedia systems can be updated to the latest version online. This makes a workshop visit unnecessary. The connectivity services also establish direct contact with Customer Service after a breakdown or accident. Experienced large van professionals based at the Mercedes-Benz Commercial Vehicle Centre use their sector-specific expertise and advisory skills to ensure that not only the servicing process runs smoothly. When making the buying decision and choosing the right model, they precisely tailor the Sprinter with its more than 1700 possible variants to the customer's requirements and transport needs.

The newly developed service brake contributes to a reduction in maintenance costs. Low-wear brake linings and brake discs improve long-term durability.

Improved responsiveness and lower operating forces also make day-to-day use more comfortable.

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II. The cab as a workplace – intelligently conceived working environment with a feelgood factor

Ergonomically optimised and comfortable: All in all, these aspects make the cab a workplace in which the driver and co-driver can perform their duties efficiently and feel comfortable. Ergonomically the new Sprinter builds on the segment-defining standards set by its predecessors, and achieves further progress with new equipment features. There is no need to search for the key when entering the cab, for example, as the new Sprinter can be started at the touch of a button (Keyless Start). Optimised air conditioning systems ensure pleasant interior temperatures in all model variants – whether the Sprinter panel van, Tourer or bus.

Ergonomically shaped seats with memory function

The newly designed seats allow a posture that relieves back strain, and can be precisely adjusted to suit the needs of the driver. And not least, they have been awarded the seal of approval by "Aktion Gesunder Rücken (AGR) e.V." (a campaign promoting spinal health). The optional memory function for electric seat adjustments particularly shows its advantages in pool vehicles with several users.

Installation and removal of the rear seats is now more ergonomic, intuitive and efficient. Thanks to Easy Mounting in the new Sprinter Tourer, as rollers under the removed seats make handling much easier while preventing damage to trays and flooring. A locking indicator makes oversights during installation immediately visible.

More comfort in the cockpit is ensured by optional features such as a smartphone holder with a USB charging function, cupholder inserts in the centre console, a convenient centre console for the centre seat of the double front passenger bench seat and clothes hooks on the partition. The modular stowage concept can be adapted to the needs of the driver and the requirements of different business sectors. There is a choice of open and closed compartments plus a lockable compartment. Modern assistance systems and telematics also assist the fleet manager with route planning, e.g. reducing the

time requirement for delivery tours, thereby allowing improved efficiency in vehicle scheduling.

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The new 9G-TRONIC automatic transmission in combination with front-wheel drive not only noticeably improves cost-effectiveness, but also ride comfort. The smoothly shifting gears are graduated to give an optimum balance between low consumption and agile handling, and allow multiple gearshifts.

The wheel arches can be fully loaded with cargo for the first time

The new Sprinter guarantees major improvements in use of the load compartment. With a capacity of 17 cu. m. it is in the top rank in the large van segment. Thanks to robust cladding the wheel arches can now also be loaded with cargo, thus increasing the cargo area. Inside roof racks optimise use of the load compartment height. The Sprinter with the new front-wheel drive is also very convenient to load and unload. Loading and unloading are made easier by an 80 millimetres lower loading sill compared to the rear-wheel drive variant.

Customers seeking a better balance between loading width and tyres now have a further ex factory choice with the new Sprinter: super-single tyres as an alternative to twin tyres at the rear axle are now permitted for gross vehicle weights of up to five tonnes. In this combination, the smaller wheel arches increase the loading width from 978 to 1229 millimetres. Whatever the model and tyres, the rear doors of the new Sprinter can be opened to the side walls even more easily. There is no longer a mechanically released catch in the 90-degree position, and the door can be conveniently opened with one hand.

However, ergonomics and comfort do not come to an end in the interior or with the handling characteristics, for in the new Sprinter they also include areas that are seldom the focus of attention but can become extremely important. The vehicle jack support point is mounted further outside, the spare wheel is more easily accessible and the vehicle tool kit has been optimised – this makes it quicker and easier to change a wheel. There is also an optional feature that protects against filling diesel models with incorrect fuel, thereby preventing this troublesome and expensive mishap.

Premiere in the Sprinter class: the latest connectivity solutions on board ex factory for the first time

- **Eight packages with connectivity services make for greater efficiency, lower operating costs, improved vehicle availability and optimised communication**
- **Software packages consolidate the most important services for different needs and business sectors**

All existing and future service packages answering the mobility needs of van customers under one roof: With the new service brand Mercedes PRO, Mercedes-Benz Vans is creating the conditions for raising fleet management to a new level. A digital online platform seamlessly and efficiently integrates existing systems and services as well as recently developed applications into the day-to-day work of fleet managers and drivers. With the market launch of the new Sprinter, Mercedes PRO connect makes eight connectivity packages of connectivity solutions available that make for greater efficiency, lower operating costs, improved vehicle availability and optimised communication within the fleet. This considerably relieves the workload of managers, fleet management, controllers, dispatchers and drivers.

As a specific example, predictive maintenance management as part of Mercedes PRO connect reduces the downtimes of vehicles, while clearly presented data facilitate operational analyses. In the vehicle management tool the vehicles and drivers can be clearly coordinated and efficiently put to use. The new Sprinter is the first model from Mercedes-Benz Vans to allow direct use of the connectivity solutions with the MBUX multimedia systems.

Continuous expansion on the modular construction principle

"The services of Mercedes PRO connect work on the modular principle, so that fleet managers can choose precisely the connectivity services that make their day-to-day work and that of their drivers easier. Smaller and medium-size fleets also benefit from evaluations and analyses that were previously only affordable for large fleets with stand-alone solutions. The Sprinter is the first vehicle to have the technical preconditions deeply integrated into the vehicle structure. This ensures maximum operational safety, and also that we can use

the recorded vehicle data to optimally adapt the packages to the needs of the fleet. In the future this digital package will be continuously expanded with further releases", says Bjoern Sack, Head of Project Connectivity at Mercedes-Benz Vans.

The Vehicle Management Tool is the central tool for the fleet manager. It is quick and intuitive to use, and allows the manager to keep the fleet under control on-screen. To use the Vehicle Management Tool, all that is required is an internet connection and an up-to-date browser. The input and output of data by the driver is via a smartphone.

On market launch the services will be available in eight different packages, each meeting the needs of different customer segments and business sectors. They are as follows:

- **Optimised Assistance:**

The services of Mercedes PRO connect allow vehicles to be used more cost-effectively. Servicing and maintenance work can be planned in good time and carried out more efficiently. The result is maximum vehicle availability. Should assistance nonetheless be necessary on the road, customers receive rapid help.

- **Efficient Fleet Management:**

The connectivity and fleet solution Mercedes PRO connect supports fleet managers and helps them to maintain a clear view and plan tours quickly and flexibly. With these services, the vehicle's location and status can be ascertained at any time. In this way, predictive and flexible planning can optimise fleet utilisation and therefore improve the productivity of the company.

- **Improved Navigation:**

Relevant information such as traffic data in real time, always up-to-date map data and various multimedia and navigation functions make for optimised route planning and a more pleasant journey.

- **Efficient Driving Style Analysis:**

This package provides drivers and fleet managers with meaningful data on the driving style. With the help of these data, it is possible to optimise the driving style in terms of fuel consumption and wear. This lowers costs and leads to more cost-effective fleet operation.

- **Simplified Fleet Communication:**

The direct connection between the fleet manager and driver makes communication much more efficient, interactive, rapid and unmistakable. The fleet manager is able to send messages to the Mercedes PRO connect app via the Vehicle Management Tool, and allocate assignments. Thanks to the in-vehicle internet connection, other services such as the creation of an internet hotspot are possible.

- **Digital Records:**

Important data related to the fleet are rapidly available. For example, all the data of completed tours are stored in memory and can be accessed by the fleet manager and driver at any time. This helps to optimise routes, and also when separating business from private journeys.

- **Mobile Vehicle Access:**

Certain vehicle functions can be remotely controlled. Even if the vehicle is not in sight, it is possible to check whether the doors are locked or power windows are closed.

- **Mercedes-Benz Vans Data Interfaces:**

With these data interfaces, Mercedes-Benz Vans can be integrated into the already existing fleet management systems of customers. This ensures a clear overview of the entire fleet, even if it contains different vehicle brands. Relevant data can be processed for the vehicles.

From a vehicle manufacturer to a provider of complex mobility solutions

"With Mercedes-Benz User Experience, the new generation of our high-end infotainment system, we are setting a benchmark in the commercial segment and offering our customers a premium-class user experience: functional, efficient and intelligent. In conjunction with Mercedes PRO connect, which also celebrates its premiere with the new Sprinter, this is a first result of the strategic initiative adVANce, and shows how important digitisation is for our business", says Philipp Wex, responsible for "Connected Infotainment" at Mercedes-Benz Vans.

All the information relating to the Mercedes PRO mobility, connectivity, financial and fleet solutions can be found online at www.mercedes.pro.

Always online: with new connectivity solutions, the Sprinter becomes part of the Internet of Things

- The IT infrastructure for the recording of data and the use of mobility services is deeply integrated into the vehicle
- New infotainment systems and the communication module create the technical conditions ex factory

Digitisation and urbanisation are continuously and profoundly changing the requirements for commercial vehicle fleets. To be successful in the competition for efficient transport solutions, the fundamental precondition of vehicle quality with traditional attributes such as reliability, economy and versatility must be met. The new Sprinter can do far more, however: with a sophisticated IT infrastructure, internet connectivity and the blending of different technologies into an overall system solution, the bestselling large van has achieved an innovative leap for a very wide range of applications. Greater flexibility and integration of the vehicle into the IT infrastructure of companies generate added value along the entire value chain. The Sprinter has become part of the Internet of Things, and is the first model from Mercedes-Benz Vans to meet these requirements ex factory.

Superior to existing stand-alone solutions in all respects

Complex mobility solutions also make different demands on the onboard IT infrastructure than stand-alone solutions. For a more comprehensive approach and a high level of operating safety, Mercedes-Benz Vans has taken a new direction and intensively networked the vehicle. The data obtained make new services with direct added value possible in the first place. They are also clearly superior to stand-alone solutions where reliability and operating safety are concerned.

Infotainment, navigation and communication in one unit

The new MBUX multimedia system with a 7 or 10.25-inch touchscreen display is used for the first time in the new Sprinter. An LTE-capable module creates the necessary internet connection. As an alternative, and without a connection to the infotainment system, a communication module can be ordered for the

Sprinter which creates an internet connection. The permanently installed SIM card of the LTE-capable communication module gives the vehicle a reliable and fast internet connection as a technical prerequisite for the use of Mercedes PRO connect services. When the vehicle is not on the move, the input and output of data by the driver is via a smartphone.

Both options leave scarcely any wishes unfulfilled when it comes to onboard infotainment and communication. Control via the high-resolution HD screen or touch control buttons on the multifunction steering wheel is particularly innovative. Other highlights include smartphone connection via Android Auto or Apple CarPlay, and a Bluetooth interface with hands-free function for minimum distraction when telephoning on the move. The MBUX multimedia system with a 7 or 10.25-inch touchscreen also features fast hard-disc navigation with high-quality topographical 3D map representation. For the first three years the Mercedes PRO service "Live Traffic" is also available free of charge with the navigation system: this service follows the traffic situation practically in real time, and automatically adapts the route planning.

Use of the address system "what3words" is also new. Mercedes-Benz is the first automobile manufacturer to use this coordinate system, which assigns three words to any point on the earth's surface. This makes navigation even simpler and more precise.

From a construction site vehicle to a luxury camper van: the new Sprinter is at home everywhere

- **Modular structure: larger variety of models than ever in the history of this segment founder**
- **Adaptable down to the last detail: the load compartment design and the stowage concept in the cockpit can be perfectly tailored to the customers' purposes**

Panel van, Tourer, pickup, chassis or as the perfect passenger vehicle, a bus: on the basis of these vehicle types, the Sprinter sets new standards in modularity. Alongside the well-proven rear and all-wheel drive systems, the range is for the first time completed by a front-wheel drive system. The cab design as a classic single cab or crewcab, four different body lengths and adaptable tonnages and load compartment heights make the third edition of the Sprinter a world champion for individualisation. Right and left-hand drive models are available according to sales market, while the tractor head variant is produced exclusively for bodybuilders and additional body variants. The result is an unprecedented variety of variants, as the Sprinter can be configured in 1700 different versions using these parameters alone – not even counting classic features such as paint finishes, air conditioning or seat configurations.

"Modularity is not an end in itself, but rather a necessity, as the scope of applications covered by the new Sprinter has never been so diverse. Luxury camper vans, tourers for shuttle services or classic construction site vehicles which can be cleaned using a high- pressure spray at a pinch: that is the variety of customer requirements, and we meet them better than ever in the more than 20-year history of the Sprinter", says Norbert Kunz, head of Sprinter product management.

Low procurement price or high-quality materials and ambience: customers set priorities according to their requirements

The wide portfolio ranges from the basic version for customers who value well-proven Sprinter attributes, but are prepared to pay only the lowest possible price, to the high-end variant in which intelligent telematics with

high-resolution touchscreens and high-quality materials determine the visual impression and ambience.

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The stowage compartment concept exemplifies the adaptability of the interior. A choice of open or closed compartments, and a lockable compartment within the roof liner and in the cockpit, enable the configuration to be tailored precisely to the given requirements for the workplace behind the wheel. The centre section of the instrument panel is dominated by the large choice of infotainment systems. The upper end of the product range features the new MBUX multimedia system with a high level of internet connectivity, which is celebrating its parallel premiere in the new A-Class. However, it is also possible to dispense with an infotainment system entirely in the interests of additional stowage space. The co-driver's seat can be specially omitted for courier drivers - this reduces weight and makes it possible to get in and out on the co-driver's side.

The desire for maximum individualisation options is continued in the temperature regulation. The modular construction of the heating and ventilation system allows both the integration of a standard heating system and the use of a roof-mounted air conditioning system with a separate refrigeration circuit e.g. for passenger transport in hot countries. The powerful one-zone automatic climate control system THERMOTRONIC automatically regulates the fan, air distribution and temperature to the comfort level of a passenger car. In the Sprinter bus and Tourer, the cockpit and passenger compartment can also be regulated separately.

Load area: metal panelling, lightweight plastic flooring or heavy-duty wood flooring

When it comes to the load compartment, the most important decisions for subsequent areas of use not only involve the choice of vehicle model, cab design, body length and tonnage. Depending on the type of model, the load compartment too can be independently adapted to suit the purpose and business model of the user. In the panel van as the most popular model variant, the basic version with a metal loading floor, already suits the majority of customers. If the van is used e.g. by service technicians as a mobile parts store carrying heavy loads, then the heavy-duty wood flooring is the version of choice. This variant was principally developed for transport requirements where the load is distributed over just a few load-bearing points in the load compartment - for example when shelving is installed or in the case of

particularly heavy and bulky goods. If a more even load distribution is possible, a new, lightweight plastic floor shows its advantages and increases the scope with respect to payload. The Sprinter bus and Tourer come equipped with specially designed plastic flooring as standard.

Optional, load-carrying claddings on the wheel arches are another new feature. This means that the full width of the load compartment can be used above the wheel arches. Other innovations include optional, movable pallet supports with an integrated stowage compartment in the entry steps, and inside roof racks. If the cargo is particularly temperature-sensitive, an optional heating system for the load compartment ensures the right climate behind the cab.

Perfectly adapted: more combination options and choices of body, tonnage or wheelbase

- **Product DNA typical of the Sprinter: a solution for every transport requirement**
- **New front-wheel drive: more payload and optimised handling**
- **Range of tonnages: from 2.5 to 8.75 tonnes including trailer**

Bulky goods, Europool pallets, crates, heavy bulk materials or up to 20 occupants: ever since the presentation of the first generation, customers have appreciated the Sprinter's adaptability and model variety. Now the third generation is continuing the success story of its predecessors with the same basic virtues, and impressing with even more body, chassis and weight variants.

Front-wheel drive: lower entry level for both loading sill and price

One of the most important new features is the increased choice of drive configurations, as the new front-wheel drive particularly shows its advantages in transport applications where optimum access to the load compartment and increased payload are important. Compared to the rear-wheel drive at a permissible gross vehicle weight of 3.5 tonnes, the maximum payload with basic equipment increases by around 50 kilograms. The loading sill is 80 millimetres lower for design reasons and the handling is considerably improved when the vehicle is empty or only carrying a small load. Moreover, this drive option opens up a new customer segment with an attractive entry-level price of 19,990 euros (in Germany excluding VAT). The Sprinter with front-wheel drive is available in three weight variants between 3.0 and 4.1 tonnes permissible gross vehicle weight in combination with a 3259 or 3924 millimetre wheelbase.

Wheelbase from 3250 to 4325 millimetres

The new Sprinter is available in six different body variants. These are the panel van, Tourer, pickup, chassis with single or crewcab, and in some regions the Sprinter bus and the commercial tractor head. With rear-wheel drive the new Sprinter covers a tonnage range between 3.0 and 5.5 tonnes permissible

gross vehicle weight. Including the maximum permissible trailer load, the permissible gross combination weight increases to up to 8.75 tonnes for the semitrailer tractor. The wheelbase can be chosen to suit the relevant purpose, with five options between 3250 and 4325 millimetres. The bandwidth of possible Sprinter seating options ranges from one to 20 persons.

Tractor head as a basis for bodybuilders and greater variety

Mercedes-Benz Vans is also consolidating its strong market position in camper vans with the new Sprinter. In the class with a permissible gross vehicle weight up to 5.5 tonnes, the new tractor head, which is exclusively available to camper van manufacturers, creates additional scope for the development of new concepts in the high-quality, comfort-oriented camper van sector.

Specific equipment packages tailored to different applications facilitate the choice of exactly suitable features from the further extended range. When these were put together, the van expertise of Mercedes-Benz Vans was supplemented with "best cases" from the customer's point of view. The reduced complexity not only makes the choice easier, but also ensures that recommended features for specific transport needs are on board.

The new Sprinter also scores with a considerably improved noise level. When carrying passengers, the lower noise level not only benefits conversation between the occupants, but also improves the voice control options of the MBUX multimedia systems.

The whole spectrum of drive concepts is covered by the new Sprinter

- **New front-wheel drive: more traction for lightly loaded vehicles, additional load capacity and lower loading sill**
- **Well-proven rear-wheel drive: powerful progress even at the limits of payload and towing capacity**
- **Engageable all-wheel drive: full traction even in difficult driving and weather conditions**

Front-wheel, rear-wheel or all-wheel drive – for the first time the new Sprinter covers all three drive variants, and can therefore be optimally configured for the relevant transport requirement and operating profile. The front-wheel drive especially shows its inherent advantages when the vehicle is lightly loaded. The greater weight and therefore higher pressure on the front axle considerably improves traction and therefore handling. This means that the new Sprinter copes with difficult surfaces or ice and snow much better.

More payload, lower loading sill

Compared to rear and all-wheel drive, the load capacity increases by around 0.5 cu. m., and with a comparable equipment level the payload increases by 50 kilograms compared to the rear-wheel drive. The 80 millimetre lower loading sill makes loading/unloading of commercially used vehicles and access/egress from the living and sleeping area of camper vans considerably more convenient. In addition the interior rear door height is increased by 80 millimetres. The maximum towing capacity is two tonnes.

The newly developed front-wheel drive concept can be optionally combined with the likewise newly designed 6-speed manual transmission or the new 9-speed automatic torque converter transmission. Wheelbases of 3259 and 3924 millimetres are available for the body length variants. The tonnage spectrum ranges from 3.0 to 3.5 and 4.1 tonnes for the panel van, chassis with single cab and tractor head body variants.

In the rear-wheel drive variants, thanks to separation of the drive and steering, the classic advantages lie in optimum ride comfort, a smaller turning circle and more agile handling. Rear-wheel drive also allows more control when towing a trailer and at the limits of the maximum permissible gross vehicle weight. The available body variants are the panel van, chassis with single or crewcab and the Sprinter Tourer. Three different wheelbases and tonnages between 3.0 and 5.5 tonnes create further individualisation options. The maximum towing capacity is 3.5 tonnes.

The selectable all-wheel drive improves traction, particularly in difficult weather conditions or poor road conditions, thus enhancing driving safety and driving dynamics. Gear reduction is additionally available for demanding operations. The 7G-TRONIC PLUS automatic transmission is also available for the Sprinter for the first time, combining exceptionally smooth gearshifts with high fuel efficiency.

Effective electronic helpers: keeping a safe distance, remaining on track or effortlessly manoeuvring and parking

- **As an innovation driver, Mercedes-Benz Vans equips the new Sprinter with safety features that were previously the preserve of passenger cars**
- **Reversing camera showing its image in the rear-view mirror, or a modern Parking package with a 360-degree all-round view**
- **Control systems monitor the traffic and driver, and intervene in an emergency**
- **A rain sensor with an integrated Wet Wiper system ensures optimum visibility even when wiping**

The new Sprinter is completely dedicated to safety: once again, Mercedes-Benz Vans is fulfilling its role as a driver of innovation and a pioneer in the introduction of modern safety technologies in the large van segment too. This is because modern safety and assistance systems play a particularly important role in this segment, as commercially used vehicles are often in operation on a daily basis, cover long mileages and must remain controllable even at the limits despite their relatively large dimensions.

With the presentation of the new Sprinter, a whole range of optional safety and assistance systems is now available from Mercedes-Benz Vans that were previously the preserve of the passenger car series. These include the radar-based distance control system DISTRONIC, Active Brake Assist, Active Lane Keeping Assist and ATTENTION ASSIST. The optional Parking package with 360-degree camera makes another important contribution to relieving driver workload. Crosswind Assist is of course also on board as standard, as it makes van journeys considerably safer, especially at higher speeds and e.g. on motorways. Traffic Sign Assist draws additional attention to speed limits, no-entry and no-overtaking restrictions and their cancellation.

DISTRONIC is able to brake autonomously – to a standstill in an emergency

Active **Distance Control DISTRONIC** is celebrating its premiere in the Sprinter segment, and effectively eases the driver's workload in convoy traffic

on motorways and highways. The driver simply sets the desired speed from 20 km/h upwards, and the system automatically maintains an adequate safety distance from the vehicle ahead. The necessary data are obtained by a radar sensor housed in the front bumper. It enables the system to recognise lane-changes or braking manoeuvres by other road users, and can respond immediately: If the distance from the vehicle ahead lessens, the vehicle speed is reduced with up to 50 percent of the maximum brake force. If necessary the active distance control system will also brake the Sprinter to a standstill. If the standstill time is less than three seconds, the Sprinter moves off again automatically. If the standstill time is longer than three seconds, it is necessary to briefly nudge a pedal or "reactivate" DISTRONIC using the steering wheel buttons. When the system recognises that heavier braking is required, the driver receives a visual and audible warning. If the danger of a collision is recognised, Active Brake Assist intervenes to prevent an accident. As soon as the traffic situation allows, the vehicle is accelerated back up to the set speed. DISTRONIC is also available for fully integrated camper vans.

Improved visibility with the Wet Wiper system and LED headlamps

The **Wet Wiper system** with rain sensor is also new in the Sprinter. The system ensures optimum visibility even when wiping the windscreen. To this end the washer fluid is passed through the wiper arms, sprayed directly ahead of the wiper blades and immediately wiped away. This improves wiping efficiency and gives the driver an unobscured view. Especially in poor light conditions, this improves the safety level. It also reduces fluid consumption, and unintentional spraying of following vehicles or nearby pedestrians is substantially prevented.

The optionally available **LED High Performance headlamps** also ensure optimum visibility. The LED headlamps provide a more homogenous light distribution. There is less dazzling of drivers ahead and oncoming traffic. Another advantage is the longer operating life of LED headlamps compared to conventional or bi-xenon headlamps.

The driver is warned and the vehicle is brought back on course

For the new Sprinter, the Active **Lane Keeping Assist** was developed so that it reduces the risk of accidents caused by driver inattention or fatigue. From a speed of 60 km/h, the system recognises when the vehicle leaves its lane unintentionally. Radar sensors monitor the traffic around the vehicle, while a

camera checks whether the interrupted or solid lane markings are crossed. In the event of an unintentional lane departure, the driver is warned by the vibrating steering wheel. If the driver fails to react despite the vibration warning when a solid lane marking is crossed, Active Lane Keeping Assist guides the vehicle back into its lane by one-sided braking action.

Learn-capable system recognises the driver's limits

ATTENTION ASSIST particularly supports the driver on long journeys and at night. At the start of a journey, Attention Assist registers the driver's behaviour by e.g. the steering movements. During the first 15 to 20 minutes, a driver profile is generated and then continuously reconciled with the current driving behaviour. Should the analysis of over 70 parameters recognise certain patterns that indicate drowsiness or loss of concentration, the system gives an audible and visual warning and prompts the driver to take a break. A chart in the cockpit display with five bars from low to high shows the concentration level of the driver. The driving time since the last break is also shown.

ATTENTION ASSIST is active from a speed of 60 km/h, and can be adapted to personal preferences or manually deactivated.

Easier parking and safer exiting

Two different parking assistance packages are new in the Sprinter. Both support the driver in parking and manoeuvring situations by providing a better view with the help of ultrasonic sensors. The **Parking package with Parking Assist and reversing camera** warns the driver of obstacles with visual and acoustic signals. The sensors cover all areas in front of, next to and behind the vehicle. The visual warning by Parking Assist and the image of the reversing camera are shown in the multimedia display. Manoeuvring is also assisted by dynamic guide lines.

Drive Away Assist as a further part of the Parking package assists when moving off, helping to prevent collisions caused by engaging the wrong gear or confusing the brake pedal and accelerator. If an obstacle is detected as well, the system limits the speed to 3 km/h. If the optional Blind Spot Assist is on board in addition to the Parking package, this recognises traffic and pedestrians crossing behind the vehicle and can also brake autonomously in an emergency.

Even better all-round visibility is assured by the **Parking package with 360-degree camera**, which has four cameras installed at the rear end of the vehicle roof, on the two exterior mirrors and in the radiator grille. The multimedia display shows an all-round bird's-eye view of the vehicle, giving the driver a perfect overview in awkward parking and manoeuvring situations.

With the exception of all-wheel drive variants, the new Sprinter is equipped with **speed-sensitive electric power steering (EPS)** as standard. This allows very easy manoeuvring and parking, and also feels reassuringly safe at high speeds. It assists the driver in holding the vehicle on course in crosswinds or on inclined road surfaces by actively reducing the countersteering effort. Mercedes-Benz is the first manufacturer in the Sprinter segment to also offer EPS for vehicles up to 5.5 tonnes.

Impressive business card for fleets and businesses

- **The Mercedes design idiom creates a bridge between alluring design and day-to-day practicality**
- **The well-proven proportions of the preceding models have been retained, and are modernised by flowing contours**

Blending of form and function: With the third generation, the exterior of the Sprinter is entering a new era in which not only its qualities in solving transport problems are in demand. The vehicles in modern fleets are increasingly also being given the role of company representatives, and especially in smaller and medium-size business they are very much a business card.

Reinterpreted design idiom typical of the brand

The Mercedes-Benz design strategy established in the passenger car sector creates the basis and resolves the apparent conflict between passion and day-to-day practicality. "With its clear yet sensuous design, the new Sprinter reconciles the fascination of a modern vehicle with the functional requirements", says Gorden Wagener, Chief Design Officer at Daimler AG.

Accordingly the Sprinter manages the leap from a commercial vehicle with pure utility value to an impressive business card for commercial fleets and businesses. The new Sprinter reinterprets the Mercedes-Benz design idiom, and embodies the inherent contradiction of this philosophy: emotional appeal and intelligence. As part of the van family, the common features with the V-Class are much more apparent than those with the commercial vehicle sector.

With respect to the exterior, this does not mean abandoning all the successful conventions, but rather retaining the well-proven proportions of the preceding model and modernising them. As a result the previously hard contours of the wings have been changed into soft and flowing lines. All in all, the clearly defined front section with its precisely contoured headlamps has become more striking and sporty. In combination with the calm surfaces and particularly

fine joints, this makes the elegant character of the futuristic Vision Van shine through.

Striking front section and harmonious proportions for a self-assured appearance

The striking engine hood, different radiator grille variants including one with three twin louvres and LED headlamps characterise the front section. The Mercedes-Benz design concept is particularly expressive when viewed from the side: the large surfaces form flowing transitions to create an organic and well-proportioned whole. The new rear window design ensures a clear view to the rear and even more light in the interior. The Mercedes star positioned below the divided rear window in the new Sprinter underlines the vehicle's self-assured appearance.

Thanks to further individualisation options, the Sprinter can also be adapted to meet further expectations with respect to external appearance and impression. The choice of radiator grilles comprises the classic, black grille with or without a surround in the vehicle colour, a visually upgraded variant with chrome-plated louvres and a purely white radiator grille for subsequent painting. The bumpers and other mounted parts can also be perfectly adapted to the individual fleet. There is also a choice of four ex factory paint finishes in the vehicle colour for the front and rear bumpers.

The interior: dramatic contrasts and a harmonious overall impression

The interior also follows the design philosophy of "sensual purity". Characteristic features include the contrast between the gentle, emotional yet clear lines along the larger surface areas in the cockpit, as well as technically and visually precise details such as the air vents or the MBUX multimedia system. The centre of the instrument panel is then symbolic embodiment of this. Depending on the equipment variant, this is where the air vents, controls and touchscreens are located.

The contrast between warm dark grey and glossy black surfaces, plus the use of high-grade materials and highlights in silver shadow, lend a special ambience to the interior and underline the extraordinarily high perceived value.

Reducing the joints makes the Sprinter appear to be "cast from a single mould", while the surfaces and different materials optimally suit the form and function of the components to create a harmonious overall impression.

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Optimised powertrain: more cost-effectiveness and improved refinement for all variants

- **New 9-speed automatic torque converter transmission and 6-speed manual transmission for front-wheel drive**
- **The powerful and refined 3.0 litre diesel engine remains the only six-cylinder in the large van segment**
- **The optimised ASSYST PLUS maintenance computer lowers operating costs, and incorrect fuel protection for diesels prevents expensive mistakes**

Lower fuel consumption, two newly developed transmissions for the now available front-wheel drive, reduced in-engine friction and the only six-cylinder engine in the competitive lineup: Mercedes-Benz Vans has improved the powertrain in many respects for the third generation of the Sprinter. All in all, the improvements result in an engine and transmission portfolio that meets all expectations in terms of exemplary economy and powerful driving characteristics. All diesel engine variants in Europe are available with a manual or automatic transmission, and meet the Euro 6/VI standard. In the USA and Canada the engine range is supplemented with a powerful petrol engine developing and a 9-speed automatic transmission.

Gear ranges create the optimum balance between fuel consumption and agility

The technical highlights of the new Sprinter include two newly developed transmissions for front-wheel drive. The 9-speed automatic torque converter transmission is a first in the large van segment. The gear ranges are graduated to give an optimum balance between low consumption and agile handling. Other virtues include a low noise level and a high level of ride comfort. Drivers are able to intervene in the current shift profile manually with "Drive Select" and steering wheel shift paddles.

The likewise newly developed 6-speed manual transmission impresses with good gearshift comfort and no irritating vibrations of the shift lever. This is made possible by the new sensor system with gear recognition.

Manual intervention with "Drive Select" also possible with 7G-TRONIC PLUS

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The well-proven 7G-TRONIC PLUS automatic transmission can also be controlled using "Drive Select". This is immediately available for all diesel-powered rear-wheel drive variants and all all-wheel drive variants. The transmission impresses with smooth gearshifts, low fuel consumption and low maintenance costs.

Vehicles with selectable all-wheel drive are mainly driven by the rear wheels. The power distribution changes in all-wheel drive mode: 35 percent of the drive torque is sent to the front axle and 65 percent to the rear axle. At the same time the angles of approach/departure have been increased especially for driving on difficult surfaces, for example on construction sites and snow or rubble, with significant advantages in traction and driving characteristics.

Powerful six-cylinder impresses with smooth running and ride comfort

High torque over a wide engine speed range: The most powerful diesel engine with a displacement of 3.0 litres delivers 140 kW (190 hp) and 440 newton metres of torque at 1600 to 2600 rpm. As the only six-cylinder in the large van segment, it not only impresses with its enormous torque, but also with its smooth running and maximum ride comfort.

Four-cylinder family in three output classes for rear and front-wheel drive

Like the 3.0 litre version, the smaller four-cylinder diesel engine has common-rail direct injection. From a displacement of 2.1 litres and with rear-wheel drive, this engine generates a choice of three outputs: 84 kW (114 hp), 105 kW (143 hp) or 120 kW (163 hp). With front-wheel drive the outputs range from 84 kW (114 hp) to 105 kW (143 hp) and 130 kW (177 hp). The most powerful version is exclusively reserved for the camper van segment.

Friction losses in the engines and belt drive have been reduced to optimise the efficiency and service life of the four-cylinder engine family. This results in high torque and great flexibility even at low speeds. The peak torque is always available at low revs and across a wide engine speed range. Depending on body type, wheelbase, roof height, drive configuration and engine variant, the fuel consumption figures of the new Sprinter vary between 6.9 and 9.7 litres of

diesel per 100 kilometres (fuel consumption combined/combined CO₂ emissions: 181 – 253 g/km, provisional figures).

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Nitrogen oxide emissions reduced by 80 percent, AdBlue tank now larger

Well-proven BlueTEC engine technology helps to reduce emissions. Thanks to SCR technology (Selective Catalytic Reduction) including AdBlue as an exhaust aftertreatment process, the proportion of nitrogen oxides after combustion falls by over 80 percent. The AdBlue tank capacity has increased from the 18 litres of the preceding generation to 22 litres. This increases the range. Refilling is also easier now, as the filler pipe in the engine compartment is now more easily accessible. All the engines meet the locally applicable emissions legislation. In Europe this is Euro 6/VI, for example.

Oil quality constantly monitored and no chance of incorrect refuelling

A major contribution to lowered operating costs is made by the improved ASSYST PLUS maintenance computer. Oil contamination in operation is monitored even more precisely, leading to an increase in the actually achievable oil-change intervals. There is no oil dipstick in the engine compartment, as it has been replaced by the oil level check in the instrument cluster.

Detailed improvements also include effective protection against incorrect refuelling. This protection prevents petrol from accidentally entering the diesel fuel tank and engine.

Electrification of the commercial fleet: eSprinter to follow in 2019

In addition to the systematic further development of its highly-efficient diesel engines, Mercedes-Benz Vans will in the future also offer locally emission-free electric drive systems in all segments so as to systematically drive the electrification of commercial fleets forward. A start is being made with the eVito, which can be ordered now and will become available in the second half of 2018. The eVito will be followed by the eSprinter in 2019. The electric models, which are primarily designed for inner-city operations, not only protect the environment but also offer customers tangible added value with their day-to-day suitability and flexibility.

In a dialogue between customers and the experts at Mercedes-Benz Vans, operator concepts are individually adapted to sector-specific needs, fleet size, operating profile or the construction measures required to create an in-house charging infrastructure on the operator's premises, so as to create an end-to-end eco-system. Moreover, electric base vehicles can be precisely adapted to the relevant operating purpose with respect to range or payload. Finally, the new portfolio also impresses with its key financial figures, with operating costs at roughly the same level as for comparable models with a diesel engine.

During the electrification of its commercial product range on the basis of the Vito and Sprinter, Mercedes-Benz Vans is able to fall back on available technologies in the modular system of Mercedes-Benz Cars, thereby benefitting from economies of scale. The investments go into the adaptation of existing technologies and in-house development activities.

Glass-fibre reinforced plastic springs for maximum payload, rear air suspension for maximum travelling comfort

- **Modular suspension system meets all conceivable transport needs and comfort requirements**
- **High load compensation minimises body roll on bends**
- **Single tyres enter the five tonne class**

Transporting bulk goods near the payload limit, or maximum travelling comfort for as many passengers as possible: the new Sprinter meets a wide range of different transport needs with a further extended modular suspension system. Specific packages perfectly tailored to the requirements of customers and the expected operating profile also honour the brand's promise of agile handling characteristics, maximum comfort and the highest safety standards in the large van segment.

Level control system for convenient loading and access

If ride comfort is right at the top of the priority list, the rear air suspension in models with 3.5 and four tonnes permissible gross vehicle weight is the best choice. This newly introduced ex factory feature in conjunction with rear or all-wheel drive is supplemented with a level control system which allows the vehicle to be lowered for easier loading and unloading or comfortable access and egress. Compared to the preceding model, it also significantly improves ride comfort and reliability.

Specially configured suspensions for camper vans and vehicles carrying extremely high loads impress with a minimised roll angle when cornering – a major factor for driving safety and controllable handling. Camper vans with high, wide bodies and a high centre of gravity particularly benefit from this further technical development of the suspension. Practically no rolling motion is now noticeable when entering and leaving the vehicle.

Less weight, more payload and no corrosion

Steel springs at the rear axle can be optionally replaced with leaf springs of glass-fibre reinforced plastic (GRP). The technology available for front and

rear-wheel drive reduces the overall vehicle weight, thereby allowing a payload increase of up to 12 kilograms. The progressive spring rate with special extension leaf springs is corrosion-free and ensures a high level of ride comfort irrespective of the load carried. In this way Mercedes-Benz Vans is once again demonstrating its innovative leadership.

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Summer tyres with optimised rolling resistance lower fuel consumption

A high payload in combination with optimum handling characteristics, maximum safety and comfort also makes very severe demands on the tyres. The summer tyres with reduced rolling resistance now used by Mercedes-Benz Vans as standard in Europe also help to lower fuel consumption. All-season tyres specially developed for camper vans with their long idle times are available for the first time. Also new, and unique in this segment, are the optional single tyres at the rear axle for vehicles with five tonnes permissible gross vehicle weight. Compared to twin tyres, these reduce the installation space required at the rear axle, allowing better loading with a considerably larger loading width and/or more variable equipment of the vehicle.

Load capacity now increased to up to 17 cu. m., and the payload of the new Sprinter is also in the top rank

- **Front-wheel drive allows more convenient stowage of bulky goods**
- **Lightweight design measures reduce the kerb weight**
- **Wheel arches fully loadable for the first time, choice of three loading floors for different applications**

Three wheelbases, three vehicle heights and various body variants: variability and versatility are also among the most important attributes of the new Sprinter when it comes to load capacity. In the longest panel van variant with the maximum roof height, the load capacity is around 17 cu. m. The maximum payload in the weight class with 5500 kilograms permissible gross vehicle weight is 3150 kilograms.

Lower entry, higher doors and larger loading width

Higher load capacity and more comfort when loading and unloading – these were two major goals during development of the front-wheel drive. The result is an 80 millimetre lower loading sill. At the same time the interior door height increases by 80 millimetres. This makes bulky goods easier to stow on board.

Various weight savings also lead to a lower overall kerb weight. The unladen weight starts in the 3.5 tonnes segment at 1990 kilograms for the panel van and 1975 kilograms for the pickup. The front-wheel drive model as a panel van with 3.5 tonnes permissible gross vehicle weight makes 50 kilograms of additional payload available against the rear-wheel drive.

Lashing lugs and rail systems for maximum load securing

All the panel vans feature a full-width load compartment partition as standard. Cargo is secured by robust lashing lugs. On request cargo can be secured using rail systems in the floor, at belt rail height and below the roof frame. The load can be flexibly secured with the help of the rail system, and is prevented from sliding. This not only protects the cargo, but also the load compartment.

A choice of load compartment floor provides further options. On request the standard metal version can be replaced with lightweight plastic flooring or heavy-duty wood flooring. The weight-optimised plastic floor is perfect for loads with a low unit pressure, for example with parcel services, greengrocers or florists. Other advantages are water-resistance and a weight saving of up to 18 kilograms versus the wood floor. The heavy-duty wood floor was designed for maximum overall and very high local loads.

Movable pallet supports in the entry steps of the sliding doors also provide space for an integrated stowage compartment. The pallet supports stabilise the cargo in the door area, and are particularly useful when carrying Europool pallets or crates. Rectangular wood claddings protect the wheel arches against damage, and also make them loadable.

New lighting concept with LEDs for the load compartment

In addition to the regular interior illumination, two optional LED lighting strips in the load compartment of the new Sprinter ensure optimum light conditions and minimal shadows. The LEDs switch on and off automatically when the doors are opened and closed, but can also be controlled via the control panel in the cockpit.

Other innovations include inside roof racks and a self-arresting rear door. The interior stowage facilities provide more protection from mechanical influences and soiling of cargo items than externally mounted roof racks. Opening and closing the rear door of the panel van is much more convenient thanks to self-arresting hinges. The doors can now be safely opened and closed with one hand. This also eliminates the rubber buffers on the rear doors and side walls, as the new hinge system arrests the rear doors before they touch the side walls.

Key features of the load area in the Sprinter panel van:

3.980 sq. m. to 7.606 sq. m. cargo area

7.8 cu. m. to 17.0 cu. m. load capacity

2732 mm to 4810 mm load compartment length at floor level

1787 mm maximum load compartment width

1719 mm to 2243 mm load compartment height

More than 3000 kg maximum payload in the 5500 kg weight variant

Space for up to seven Europool pallets

Key features of the load area in the Sprinter pickup:

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5.8 m² to 9.2 m² cargo area with standard cab

4.3 m² to 7.7 m² cargo area with crewcab

2858 mm to 4308 mm platform length with standard cab

2128 mm to 3608 mm platform length with crewcab

2035 mm to 2135 mm platform width

403 mm tailgate height

More than 3000 kg maximum payload in the 5500 kg weight variant

Space for up to eight Europool pallets

Tourer, shuttle or construction site pickup: made-to-measure comfort and functionality on all seats

- **Choice of five different, ergonomically designed seats for the driver**
- **Clever sector-specific solutions make day-to-day working easier**
- **Easy installation and removal of seat rows with the new Easy Mounting system**

Two ergonomically designed individual seats in the cab of a commercially used panel van or 20 seats for 19 passengers plus the driver in the Sprinter Bus. This is the bandwidth of the seating configurations in the new Sprinter. In addition to offering segment-leading variability, the third generation of this bestseller adapts even more closely than before to the individual needs of the driver and passengers. With Easy Mounting, Mercedes-Benz Vans has also developed a new system with which seat rows can install and remove from the Sprinter Tourer, which replaces the previous crewbus, without assistance.

Suspension seats or a flattened seat cushion for courier and parcel service drivers

The wellbeing of the driver plays an important part in the safety of the vehicle's occupants. A fit and well-rested driver is well equipped to perform his/her tasks safely and reliably, and cope with possible dangers. Comfortable driver and co-driver seats in different versions create the ideal conditions for this with precise adjustments for individual needs. This is also confirmed by the seal of approval from "Aktion Gesunder Rücken (AGR) e.V.". The back muscles remain relaxed even on long journeys. Suspension seats ensure maximum spring comfort. The driver's seat Plus has flattened side bolsters on the seat cushion for e.g. courier, express and parcel service drivers who need to enter and exit frequently. A folding seat on the co-driver's side facilitates entry and exit on that side.

Electrically adjustable front seats with a memory function are new in the Sprinter segment. They store the seat and exterior mirror settings for up to three drivers – an important convenience in pool vehicles that are used by several drivers. Other configurations can be set manually at any time.

Also new in the Sprinter segment is the Easy Mounting function, which is standard for all Tourer rear seats. It is intuitive to use, and the seats can be installed and removed ergonomically and therefore more efficiently. The bench seats are quickly and easily unlocked using one hand. Rollers ensure particularly easy handling, and prevent damage to trays and flooring. The comfort bench seats make for even more comfort on long journeys.

Eight to 19 seats for the crewbus or VIP shuttle

For passenger transport, the new Sprinter is available with different configurations in the passenger compartment and different equipment variants for the seating. The seats can be optionally equipped with an armrest, four-way head-restraint and backrest angle adjustment, and if required can also feature USB charging sockets and stowage space for smartphones. This makes the new Sprinter ideal as a club bus for away matches or as a luxurious shuttle bus.

Camper van solutions in the large van segment – the new front-wheel drive opens up completely new possibilities

- **Higher payload and lower entry height for more interior flexibility and more comfort**
- **Tractor head allows additional design scope for converters and bodybuilders**

As a full-range supplier of camper vans, Mercedes-Benz Vans meets very individual requirements with the Marco Polo models or the X-Class. However the Sprinter is and remains the most important vehicle for camper vans, as 90 percent of all recreational vehicles are based on a large van. The new product concept of the third Sprinter generation also brings significant advantages for the camper van segment, e.g. with the introduction of front-wheel drive and the tractor head available for the first time.

Noise and vibrations reduced to a minimum

The front-wheel drive variants with two wheelbases and three body heights particularly benefit from the extensive package of technologies used to reduce noise and vibrations. Two diesel engines with 105 or 130 kW ensure the dynamism that is so important in this vehicle segment. Other advantages of the new drive variant include a higher payload (50 kilograms compared to the rear-wheel drive) and an 80 millimetre lower entry sill. This allows more space for interior fittings, and getting in and out is made much easier even without an additional rear step.

For the fast-growing segment of semi-integrated camper vans, the front-wheel drive tractor head available for the first time opens up new vehicle design possibilities that have previously been unavailable with the much heavier rear-wheel drive. An example: In combination with an AL-KO chassis, the floor level of the living area can be lowered by up to 200 millimetres – this makes an entry step unnecessary and is noticeably more convenient.

Power, agility and comfort are the hallmarks of the 130 kW OM 651 diesel engine with 400 newton metres of torque, which is exclusively available for camper vans. In combination with the new 6-speed manual transmission or the newly available 9-speed automatic transmission, it makes high cruising speeds possible with maximum noise and driving comfort and optimised fuel consumption. The rear air suspension system configured for the needs of camper vans guarantees outstanding ride comfort on long journeys, and low body roll. The design effort involved is minimised by preinstallations for the frame and rear axle.

All variants benefit from the new technologies, e.g. the innovative infotainment systems, the intuitive control and display concept in the cockpit or the ergonomically formed, electrically adjustable seats. The electric parking brake is a USP in the large van segment, and offers decisive convenience benefits: access from the cab to the living area is made easier thanks to the absence of a hand brake lever.

The figures for fuel consumption and CO₂ emissions are provisional and have been determined by the technical service for the certification process in accordance with the [NEDC][WLTP] testing procedure. EC type approval and a certificate of conformity with official figures are not yet available. Deviations between the stated figures and official figures are possible.

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