



Intelligent, interactive and innovative

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Contents

Page

The highlights and management quotations at a glance

3

Maximum modularity for all customer wishes

The new Sprinter - Intelligent, interactive and innovative

6

Strategic realignment of Mercedes-Benz Vans

The new Sprinter brings the future initiative adVANce onto the roads

10

Innovative leap in the large van segment

Connectivity, ergonomics, safety and functionality at passenger car level

13

Perfect workplace with low TCO

Efficient and well-conceived down to the last detail

16

Mercedes PRO connect

Premiere in the Sprinter class: the latest factory integrated connectivity solutions

20

Product intelligence and IT basis

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

22

Quick-change artist with multiple variants

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

24

Numerous chassis and body variants

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

27

Modern safety and assistance systems	Page 2
Effective electronic helpers: keeping a safe distance, remaining on track or effortlessly maneuvering and parking	28
Mercedes-Benz design	
Impressive business card for fleets and businesses	32
Engines and transmissions	
Optimized powertrain: more cost-effectiveness and improved refinement for all variants	34
Payload and load capacity	
Load capacity now increased to up to 533 cu Ft., and the payload of the new Sprinter is also in the top rank	37
Seat configuration	
Passenger Van or shuttle: made-to-measure comfort and functionality on all seats	39

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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 optimized communications between fleet manager and driver are among the innovations designed to make every day work easier and more efficient. This makes a completely new level of vehicle management possible for fleets.
- **Mercedes PRO connect offers 3 connectivity bundles:** Optimized Assistance, Efficient Fleet Management, and Data Interface for Mercedes-Benz Vans, will be introduced during the market launch of Mercedes PRO connect. Complimentary for the first three years, Optimized Assistance adds additional MBUX features, provides predictive maintenance, and increases security. The Efficient Fleet Management bundle increases fleet manager efficiency through better driver communication, remote vehicle control, and theft warnings. Even if there is an existing fleet management system, the Vehicle Data Interface for Mercedes-Benz Vans allows for Mercedes-Benz Sprinters to be integrated into the system without any additional hardware.
- **Adaptable down to the last detail: Various** different Sprinter variants can be generated using only body type, drive concept, cab design, body length, and GVWR 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.
- **Driver cockpit that sets standards:** Ergonomically optimized 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.

Page 4

- **Practical and with a high load capacity:** loadable wheel arches and fully usable load compartment heights increase the versatility of the load compartment. 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 14 passengers:** The portfolio ranges from two individual seats in the cab of a commercially used van to up to 15 seats for 14 passengers plus the driver. With Easy Mounting, Mercedes-Benz Vans has also developed a new system with which seat rows can install and easily remove from the Passenger Van. As a standard feature, 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 optimization 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 greatly increase 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
- MasterSolutions, a Turn-Key Vocational Upfit Solution

A fascinating design, safety features at a very high level, maximum cost-effectiveness, customer and sector-oriented details and Mercedes PRO integrated connectivity solution 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

Maximized 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 fleets, large or small

The Sprinter creates new fleet and vehicle management possibilities. Innovative connectivity solutions ensure increases in efficiency and a noticeable reduction in the administrative tasks relating to the fleet. All optional connectivity services are grouped under Mercedes PRO connect. The web-based service for fleet customers, from small trade enterprises to key accounts, links the fleet manager with all vehicles and drivers in the fleet via the vehicle management tool. This tool enables assignments to be managed online and vehicle information such as location, fuel level, or maintenance intervals to be virtually retrieved 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.

3 bundles for the Mercedes PRO connect market launch

Optimized Assistance, Efficient Fleet Management, and Data Interface for Mercedes-Benz Vans, will be introduced with the market launch of Mercedes PRO connect. Complimentary for the first three years, Optimized Assistance adds additional MBUX features, provides predictive maintenance, and increases security. The Efficient Fleet Management bundle increases fleet manager efficiency through better driver communication, remote vehicle control, and theft warnings. Even if there is an existing fleet management system, the Vehicle Data Interface for Mercedes-Benz Vans allows for

Mercedes-Benz Sprinters to be integrated into the system without any additional hardware.

Page 8

All in all, the connectivity solutions of Mercedes PRO connect not only improve the fleet managers' efficiency but also lower operating costs and optimize fleet utilization. The first services will be in the USA during the fourth quarter of 2018. With the market launch of these first services, Mercedes-Benz is setting the first milestone for its factory integrated solutions under Mercedes PRO connect.

Test phase: Prototypes absolved over five million miles

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 totaling over five million miles. 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.

Expanding on an already-efficient MasterUpfitter program

MasterUpfitters are the go-to choice for customers and Mercedes-Benz/Freightliner dealers when looking to customize a Sprinter to be anything from an ambulance to an ultra-luxury camper van.

In 2015, Mercedes-Benz Vans launched its MasterUpfitter program, which granted highly-qualified upfitters access to 3D engineering data, technical updates and detailed technical seminars. Additionally, MasterUpfitters gain access to VIP technical support from Daimler personnel and access to a dedicated database of information located on www.upfitterportal.com.

To become a MasterUpfitter, experts in the industry self-certify that they comply with Daimler engineering guidelines as well as all applicable regulatory requirements that apply to their upfit. In addition to the application process, Daimler has various tracking mechanisms and tools to monitor compliance to guidelines and a high level of upfit quality.

Finally, when a customer purchases a vehicle from the MasterUpfitter program, they know the equipment they receive matches the utmost Daimler quality standards. MasterUpfitters guarantee their work for 3-years / 36,000 miles as part of a basic limited warranty.

Page 9

Three industry experts on-board for every upfitting need

The MasterSolutions program builds on select MasterUpfitters and takes the Mercedes-Benz and Freightliner dealer integration to a new level. The most common upfit configurations will be orderable directly from the dealer and installed by an upfitter that insists on quality and durability.

By offering upfit products from SmartLiner, Knapheide and Auto Truck Group, three of the most established and largest upfit companies in the industry, Mercedes-Benz and Freightliner Vans have demonstrated a commitment to quality and customer service.

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.

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**).

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 utilization.

Optimization 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 specializing 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.

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, 115V 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 new standards when it comes to telematics. The new multimedia systems leave no wish unfulfilled 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 center for all of the collected information.

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

A technological evolution has also occurred with respect to voice control and voice output: the optimized voice control is activated by keywords and also registers everyday speech. The infotainment system responds to the statement "Hey Mercedes, the fuel tank is empty" by suggesting gas stations in the area or along the chosen route. Messages can also be dictated and are reliably recognized. 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 telematics system and its control bar. THERMOTRONIC automatically controls the fan, air distribution and temperature.

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

The power supply for external devices has also been optimized. 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 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 favorable 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 maneuvering easier (see section on "Safety and Assistance Systems").

Page 15

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. Minimizing 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 optimization potentials in the classic engine and transmission variants. The efficiency measures to improve fuel consumption range from reducing in-engine friction and optimizing the injection system to the use of tires with minimized rolling resistance. Thanks to the modular construction, the wheel bearings and upper ball joints can be separately replaced to lower repair costs. Optimizing the front axle kinematics to minimize tire 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.

Additional galvanizing improves corrosion protection

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 optimization measures include additional galvanizing of the underbody and side walls for a lasting improvement to corrosion protection. The optional, robust underbody paneling 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.

Manufacture Warranty

The New Mercedes-Benz Sprinter manufacturer warranty provides now even more security to our customers, complementing the new vehicle warranty with a powertrain warranty for up to 5 years and/or 100.000 miles

Service interval of up to 20,000 miles or two years for diesel variants and 15,000 miles for or one year for gas variants

For the Sprinter variants with a diesel engine and rear-wheel drive, maintenance intervals up to a maximum of 20,000 miles or two years are envisaged. Optimization of the servicing process also brings a noticeable improvement in efficiency. Maintenance and Repair Management can send information about the condition of wearing parts to the fleet manager while on the road so 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 via the Mercedes PRO connect service "Software Updates". This service replaces workshop visits for software updates. The connectivity service can also establish direct contact with customer service in case of a breakdown or accident with the Optimized Assistance Bundle, which comes complimentary for three years. 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 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.

Page 18

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

Ergonomically optimized 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). Optimized air conditioning systems ensure pleasant interior temperatures in the Passenger Van.

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 Passenger Van, 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, cup holder inserts in the center console, 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.

Page 19

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 max capacity of 533 cu. Ft. 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 optimize use of the load compartment height.

Customers seeking a better balance between loading width and tires now have a further ex-factory choice with the new Sprinter: super-single tires as an alternative to twin tires at the rear axle are now permitted for gross vehicle weights of up to five tons. In this combination, the smaller wheel arches increase the loading width of around 61 inches. Whatever the model and tires, 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 optimized – 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.

Introducing for the first time with the Sprinter class: the latest factory integrated connectivity solutions

- **Three bundles with connectivity services make for greater efficiency, lower operating costs, improved vehicle availability, and optimized communication**
- **Depending on the need, Mercedes PRO connect offers a bundle that provides the necessary services**

All existing and future service packages answer the mobility needs of van customers under one roof: with the new service brand Mercedes PRO, Mercedes-Benz Vans raises 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 provides three connectivity bundles that make for greater efficiency, lower operating costs, improved vehicle availability, and optimized communication within the fleet. These bundles considerably relieve the workload of managers, fleet management, controllers, dispatchers, and drivers.

For a specific example, Mercedes PRO connect's Maintenance and Repair Management reduces the downtimes of vehicles, while clearly presented data help facilitate operational analysis. 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 easily keep the fleet under control. To use the Vehicle Management Tool, all that is required is an internet connection and an up-to-date web browser. The input and output of data by the driver is via a smartphone.

After market launch, the services will be available in three different bundles, each meeting the needs of different customer segments. They are as follows:

- **Optimized Assistance:**

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

- **Efficient Fleet Management:**

Efficient Fleet Management from Mercedes PRO connect supports fleet managers and helps them to maintain a clear view and plan tours quickly and flexibly. With this bundle, the vehicle's location and status can be ascertained at any time. In this way, predictive and flexible planning can optimize fleet utilization and improve the productivity of the company.

- **Data Interface for Mercedes-Benz Vans:**

With Data Interface for Mercedes-Benz Vans, the new Sprinter can be integrated into the already existing fleet management systems of customers. This service 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 digitization is for our business", says Philipp Wex, responsible for "Connected Infotainment" at Mercedes-Benz Vans.

Page 22

All the information relating to the Mercedes PRO mobility, connectivity, financial and fleet solutions can be found online at mbvans.com/mercedespro.

Product intelligence and IT basis

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 factory integrated Communication Module for Digital Services create the technical environment for connectivity

Digitization and urbanization are continuously and profoundly changing the requirements for commercial vehicle fleets. To be successful in the competition for efficient transport solutions, fundamental vehicle qualities such as reliability, economy, and versatility must be met. The new Sprinter achieves these requirements but 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 right out of the 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.

Page 23

Infotainment, navigation, and communication included all 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. The factory integrated Communication Module for Digital Services provides the necessary internet connection. The permanently installed SIM card of the LTE-capable Communication Module for Digital Services gives the vehicle a reliable and fast internet connection for 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.

Control via the high-resolution HD screen or touch control buttons on the multifunction steering wheel is especially innovative. Other highlights include smartphone connection via Android Auto or Apple CarPlay and a Bluetooth interface with hands-free function for minimum distraction when talking while on the move. The MBUX multimedia system with a 7 or 10.25-inch touchscreen also features fast navigation with high-quality topographical 3D map representation. For the first three years, the Mercedes PRO connect service "Live Traffic Information" is also available free of charge with the Optimized Assistance bundle: this service follows the traffic situation in real time and automatically adapts the route planning based on traffic conditions.

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 more simple and 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

Cargo, crew chassis or as the perfect passenger vehicle: on the basis of these vehicle types, the Sprinter sets new standards in modularity. The cab design as a classic single cab or crewcab, three different body lengths, five different GVWR and two different roof heights along with the option for a gas engine for 1500/2500 vehicles make the third edition of the Sprinter a world champion for individualization. The result is an unprecedented variety of variants, as the Sprinter can be configured in multiple 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, Passenger Vans 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." 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.

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 center 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 individualization 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 Passenger Van the cockpit and passenger compartment can also be regulated separately.

Load area: metal paneling, 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 GVWR. Depending on the type of model, the load compartment too can be independently adapted to suit the purpose and business model of the user. 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.

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.

Page 26

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

- **Product DNA typical of the Sprinter: a solution for every transport requirement**
- **Range of GVWRs: from 3.88 to 5.5 tons**

Bulky goods, crates, heavy bulk materials or up to 15 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.

Wheelbases include 144" and 170"

The new Sprinter is available in two different wheel bases, five different GVWR and two different roof heights. These are cargo, crew, passenger, and cab chassis. With rear-wheel drive the new Sprinter covers a GVWR range between 3.88 to 5.5 tons permissible gross vehicle weight rating. This includes the maximum permissible trailer load, the permissible gross combination weight increases to up to 8.75 tons for the semitrailer tractor. The wheelbase can be chosen to suit the relevant purpose, with 144" and 170" options. The bandwidth of possible Sprinter seating options ranges from one to 15 persons.

**Effective electronic assistance: keeps a safe distance,
remaining on track or effortlessly maneuvering 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 Assist 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 15 mph 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 recognize lane-changes or braking maneuvers 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 recognizes that heavier braking is required, the driver receives a visual and audible warning. If the danger of a collision is recognized, 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.

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 40 mph, the system recognizes 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 recognizes 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 behavior 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 behavior. Should the analysis of over 70 parameters recognize 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 40 mph, 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 this includes the Parking Package with rearview camera or Parking Package with 360 view. Both support the driver in parking and maneuvering situations by providing a better view with the help of ultrasonic sensors. The **Parking package with Parking Assist and rearview or 360 view** 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. Maneuvering is also assisted by dynamic guide lines.

Additionally, the parking package includes **Drive Away Assist** to 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 2 mph. Blind Spot Assist is on board in addition to the Parking package, this recognizes 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 maneuvering situations.

Page 31

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 maneuvering 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 counter steering effort. Mercedes-Benz is the first manufacturer in the Sprinter segment to also offer EPS for vehicles up to 5.5 tons.

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 modernized 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 that are in demand. The vehicles in modern fleets are increasing 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 modernizing 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

Page 33

The striking engine hood, different radiator grille variants including one with three twin louvres and LED headlamps characterize 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 individualization 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 color, and a visually upgraded variant with chrome-plated louvres. The bumpers and other mounted parts can also be perfectly adapted to the individual fleet. There is also a choice of three ex-factory paint finishes in the vehicle color 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 center 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, 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 mold", while the surfaces and different materials optimally suit the form and function of the components to create a harmonious overall impression.

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

- **New powerful petrol engine with 9G-TRONIC Automatic Transmission and 7G-TRONIC PLUS Automatic Transmission**
- **The powerful and refined 3.0 liter diesel engine remains the only six-cylinder in the large van segment**
- **New 2.0 liter gasoline engine**

Lower fuel consumption, reduced in-engine friction, powerful petrol engine developing and a 9-speed automatic transmission 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.

Gear ranges create the optimum balance between fuel consumption and agility

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 steering wheel shift paddles.

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 liters delivers 190 hp and 324 lb-ft torque at 1600 to 2600 rpm. As the only 3.0L 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.

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

Well-proven engine technology helps to reduce emissions. Thanks to SCR technology (Selective Catalytic Reduction) including AdBlue (DEF) as an exhaust after treatment process, the proportion of nitrogen oxides after combustion falls by over 80 percent. The AdBlue tank capacity has increased from the 4 gallons of the preceding generation to 5 gallons. 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.

Oil quality constantly monitored and no chance of incorrect refueling

A major contribution to lowered operating costs is made by the improved computer in the vehicle that helps to monitor many. 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 refueling. This protection prevents petrol from accidentally entering the diesel fuel tank and engine.

Electrification of the commercial fleet: eSprinter to follow in 2019 (TBA for the US Market)

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.

Page 36

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.

Load capacity now increased to up to 533 cu. Ft. , and the payload of the new Sprinter is also in the top rank

- **Lightweight design measures reduce the curb weight**
- **Wheel arches fully loadable for the first time, choice of three loading floors, two exclusively offered in cargo vans and one offered in passenger vans for different applications**

Two wheelbases, three vehicle lengths, two 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 533 cu. Ft.

Rail systems for maximum load securing

Cargo vans feature a full-width load compartment partition as an option. 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-optimized 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 40 lbs versus the wood floor. The heavy-duty wood floor was designed for maximum overall and very high local loads.

A pallet support is available for the standard step in the load compartment. The two plastic inserts are latched onto the step and close the gap between the closed sliding door and the floor of the load compartment allowing for the entire space between the sliding door and opposite wall to be used in situations that may require heavy lifting.

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.

Page 38

Other innovations include interior roof racks and a self-arresting rear door. The interior roof-rack is attached to the vehicle roof on the interior side and serves to secure loaded goods. 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.

Cargo, Crew, Passenger or Cab Chassis: made-to-measure comfort and functionality on all seats

- **Choice of 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**

Options for two ergonomically designed individual front cabin seats or driver seat and twin seat for co-driver, in the cargo van. The Crew model offers a first row bench in addition to individual driver and co-driver seats. Additionally, the passenger van comes with 12 or 15 seater, including the driver. 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.

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 rear seat bench on Sprinter Passenger Vans. 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.

12 to 14 seats for the Sprinter Passenger Vans

For passenger transport, the new Sprinter is available with 2 different seating configurations, 12 seater (11 +1) and 15 seater (14 +1). The seats can be 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.

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