

Mercedes-Benz Van Uptime Monitor

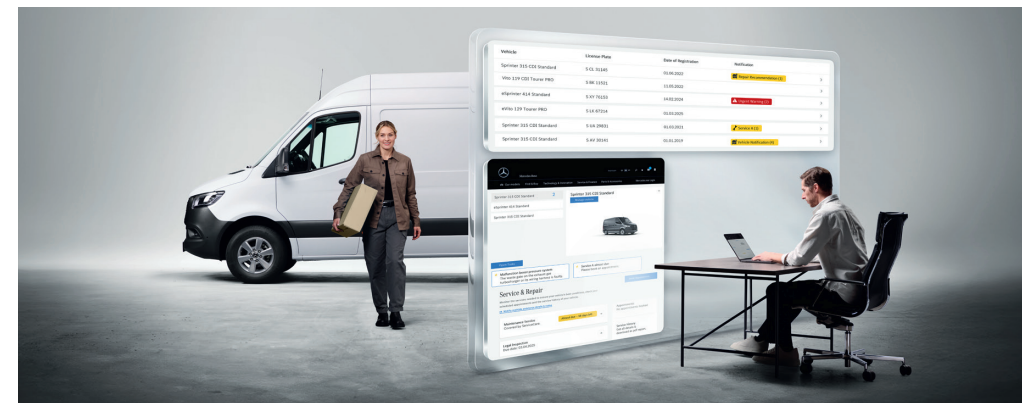
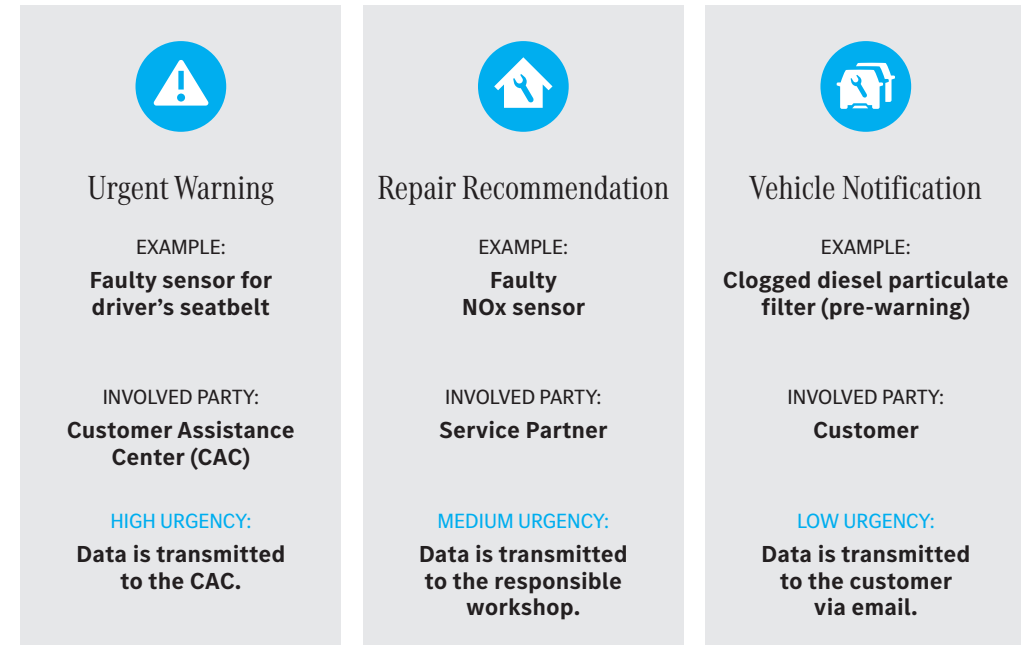
Keep the business moving with maximum vehicle uptime.

What does the free Digital Extra Van Uptime Monitor¹ offer?

- Digital vehicle diagnosis monitors the technical status of the vehicle and reports critical conditions
- Connection between the vehicle, the customer and the Mercedes-Benz workshop
- Available for Sprinter (907/910) and Vito (447- manufactured from March 2024 onwards)
- Automatically analyses and interprets technical vehicle data, then contacts customers with specific recommended actions²

Customer benefits overview:

- Digital Extra – free of charge – for individual and fleet vehicles
- Transparent and continuous overview of the vehicle's technical status, available online³
- Increased vehicle availability thanks to real-time notifications
- Lower costs resulting from optimised workflows and reduced downtime
- Bundled workshop visits
- Easy access to vehicle history – online and in real time
- Proactive service scheduling to maximise vehicle uptime



Three smart Digital Extras – for maximum uptime.

Continuous operational readiness with the three complimentary Digital Extras from Mercedes-Benz: Van Uptime Monitor, Maintenance Management, and Telediagnosis.

Van Uptime Monitor
provides early indications of critical vehicle conditions and helps to prevent unplanned breakdowns.

Maintenance Management
streamlines the scheduling of routine services while helping to preserve the vehicle’s long-term value.

Telediagnosis
detects technical issues early on and optimises workshop workflows.

	Van Uptime Monitor	Maintenance Management	Telediagnosis
Focus			
Critical vehicle conditions	✓		
Maintenance requirements		✓	
Wear and tear			✓
Product scope			
Recommended actions	✓		
Communication within the fleet overview in the customer profile on the Mercedes-Benz website	✓	✓	✓
Communication by phone from the Customer Assistance Center	✓		
Model series availability	Sprinter und eSprinter (907/910), Vito and eVito (as of MOPF2)	All MB vehicles	All MB vehicles
Costs	Free	Free	Free

Simple registration – Van Uptime Monitor is free and available for use at any time.

1 Registration
Registration is possible on the local Mercedes-Benz website – conveniently online or through the service partner.

2 Log-in & activation
A preferred service partner can be set up easily in the customer profile on the Mercedes-Benz website – for optimally coordinated service processes³.

¹ Van Uptime Monitor is available in selected European markets for the Sprinter (907/910) and Vito (447 as of MOPF2 from 03/2024) models equipped with a communications module (LTE) for digital services – for both electric and combustion engine models.

² The recommended actions are based on the current component coverage of Mercedes-Benz Van Uptime. A recommended action is not a guarantee for avoiding a breakdown. Recommended actions carry no guarantees. The users of the vehicle are responsible for its drivable condition. Mercedes-Benz Van Uptime does not absolve them of this responsibility.

³ Logging in to the customer profile on the Mercedes-Benz website is possible with or without a company profile. A company profile additionally provides access to a complete overview of all vehicle models.