



Trade and eGrocery

Press Information

Fresh, healthy – and delivered with a low carbon footprint

The market for the delivery of fresh groceries has enormous potential for growth. Although estimates suggest that around just 1.5 percent of all groceries in Germany are ordered online, the trend is unequivocal. According to a study conducted online by McKinsey, 82 percent of respondents from urban areas in Germany have heard of it and around 30 percent have already ordered groceries online – 10 percent of them do so regularly. In Germany and the USA, annual growth expectations for eGrocery from 2018 to 2023 are running at approx. 20 percent¹. In the already mature British market, annual growth still stands at 8.7 percent. The trend here is that the sector's big players are no longer outsourcing transportation from store to customer, but are instead operating their own fleets in the interests of competitive differentiation and to allow them to offer better customer service such as specific delivery windows. They also aim to maintain a high standard of quality with their own trained, professional drivers.

However, the sector faces major challenges when it comes to the transportation of temperature-sensitive goods. The crux of this is the optimum usage and cooling of the load space, as different foodstuffs require different storage temperatures. In addition to this, typical orders vary substantially from region to region. At the end of the day, the vehicle must slot into the logistics chain in the most effective way possible. Enormous cost pressures throughout the entire sector mean large-scale automation of goods picking and loading is an urgent requirement. Furthermore, zero-emissions is a topic growing in importance for all companies in the booming

¹ IGD Research 2018

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* The figures are provided in accordance with the German regulation 'PKW-EnVKV' and apply to the German market only. Further information on official fuel consumption figures and the official specific CO₂ emissions of new passenger cars can be found in the EU guide 'Information on the fuel consumption, CO₂ emissions and energy consumption of new cars', which is available free of charge at all sales dealerships, from DAT Deutsche Automobil Treuhand GmbH and at www.dat.de.

eGrocery sector. Companies that promise fast delivery direct to the door need to be able to drive into all areas, and only vehicles with zero local emissions will be able to fulfil this in the long term.

Mercedes-Benz Vans is thus entering into new types of cooperation with customers and partners. Working closely with all stakeholders leads to solutions tailor-made to specific use cases and unites the established strengths of Mercedes-Benz Vans with new ways of working. Teams are analysing customer value chains, working processes and challenges, developing innovative concepts, producing initial prototypes and testing them in pilot projects with selected customers.

Mercedes-Benz Vans used this customer co-creation approach with bodybuilder Kerstner to develop the "Polarfuchs" ["Arctic Fox"]. Based on the eVito, it is a perfect eGrocery vehicle for urban areas. It has an electric drive and battery-electric refrigeration system, enabling it to deliver groceries with zero local emissions.

In September, the "Polarfuchs" ["Arctic Fox"] demonstrated its suitability for everyday use in a four-week pilot project with online meal kit provider HelloFresh in Belgium. The "Polarfuchs" ["Arctic Fox"] supported up to 50 deliveries per tour and was able to keep the temperature in the cargo area (chilled goods) reliably. Thus it fulfilled the urban delivery use case successfully.

Sprinter refrigerated home delivery vehicle by Paneltex Ltd	
Base Vehicle	
Type	Mercedes-Benz Sprinter 314 CDI, chassis
Engine output	105 kW (143 hp)
Rated torque	330 Nm
Fuel	Diesel
Drive	RWD
Overall dimensions (LxWxH)	6,095 mm x 2,080 mm x 3,020 mm
Gross vehicle weight	3,500 kg
Payload	1,240 kg
Body	
<ul style="list-style-type: none"> • Rear-loading concept • Two different temperature zones • Payload-optimised body 	
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CSprinter refrigerated vehicle by Carlsen Baltic UAB	
Base Vehicle	
Type	Mercedes-Benz Sprinter 314 CDI, chassis
Engine output	105 kW (143 hp)
Rated torque	330 Nm
Fuel	Diesel
Drive	RWD
Overall dimensions (LxWxH)	6,300 mm x 2,165 mm x 2,847 mm
Gross vehicle weight	3,500 kg
Payload	up to 930 kg
Body	
<ul style="list-style-type: none"> • Zero-emissions refrigeration (battery electric) • Carrier Pulsor 350 refrigerator • Multi-temperature body • Operating temperature +0 °C to +5 °C • Continuous cooling, even with engine switched off • Solar panels generate up to 50 % of energy required for cooling • Total cooling capacity of the four solar panels 750 Wp 	
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Concept eVito refrigerated vehicle "Arctic Fox" by Kerstner GmbH	
Base Vehicle	
Type	Mercedes-Benz eVito
Engine output	85 kW
Rated torque	295 Nm
Fuel	Electric
Drive	FWD
Overall dimensions (LxWxH)	5,140 mm x 1,928 mm x 1,915 mm
Gross vehicle weight	3,200 kg
Body	
<ul style="list-style-type: none"> • In the mid-size van segment, the "Arctic Fox" is the perfect eGrocery vehicle for urban areas • Electric drive and electric refrigeration mean groceries can be delivered with zero local emissions • Kerstner insulation with extremely low K-value of 0.30 W/m²K • Energy-efficient, electric Kerstner C106EA refrigeration system with colour display and underfloor installation • Connection of the refrigeration system to the VAN electrical system to minimise additional battery requirements and to make use of vehicle energy while driving • Three operating modes guarantee consistent refrigeration throughout the entire delivery process (stationary refrigeration unit for running the system at a standstill when the vehicle is being charged at the hub, HV vehicle battery while driving and buffer battery while the vehicle is at a standstill during unloading or breaks) 	
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New options beyond the classic usage models

Service technicians and tradespeople use their vehicles as parts stores on wheels and for the workshop equipment they need to do their jobs. Driving is not the company's main activity, but a means to an end. The van is the only way to get to the job quickly and efficiently and, once there, to find a solution for all challenges that arise. A cargo space that can be individualised, a shelving system or workbench, being able to use the driver's cab as a workstation for handling customer jobs, but most of all a low purchase price and maintenance costs are clear customer requirements in the service/workshop sector. Efficiency pressures are growing in this traditional and well-established segment, too. Connectivity solutions in particular are offering options for optimisation or even changing the business case altogether.

One example is the organisation and management of materials and tools. In-van delivery, for instance, whereby the van is stocked with spare parts overnight, is becoming increasingly popular but, at the same time, is creating new challenges. For one thing, suppliers need a key to the vehicle and, for another, when the vehicle is being restocked, parts no longer required are removed. The Mercedes-Benz Smart-Return Box could help with this. No need for handling multiple different keys, while limiting unlocking to a specific time window when the vehicle is unlocked via an app using state-of-the-art connectivity services. Modern telematics systems promise considerable cost and time savings by registering changes in traffic situations almost in real time and adapting route guidance to suit.

Sprinter van racking "vario3" by Bott GmbH & Co. KG	
Base Vehicle	
Type	Mercedes-Benz Sprinter 314 CDI, panel van
Engine output	105 kW (143 hp)
Rated torque	330 Nm
Fuel	Diesel
Drive	FWD
Overall dimensions (LxWxH)	5,932 mm x 2,020 mm x 2,638 mm
Gross vehicle weight	3,500 kg
Payload	1,100 kg
Body	
<ul style="list-style-type: none"> • Latest generation of the Bott vario3 vehicle storage solution with excellent flexibility and versatility • Racking system for mobile servicing and workshop usage • Secure loads to the racking and within individual rack sections • Fully compatible Systainer 3 box system • Bott vario <i>protect light</i> inner-wall cladding • Wooden flooring with recessed lashing rails 	

<ul style="list-style-type: none"> • Lashing rails beneath roof braces incl. LED lighting • Dimensions: Left rack: LxDxH 2,942 mm x 366 mm/254 mm x 1,799 mm Right rack: LxDxH 1,598 mm x 478 mm x 900 mm • Rack inserts available in individual layouts and dimensions for other Sprinter models as well as the Vito and Citan <p>Daimler AG and its associated companies accept no liability and provide no guarantee for content provided exclusively by bodybuilders.</p>

Sprinter van racking "SR5" by Sortimo International GmbH	
Base Vehicle	
Type	Mercedes-Benz Sprinter 314 CDI, panel van
Engine output	105 kW (143 hp)
Rated torque	330 Nm
Fuel	Diesel
Drive	FWD
Overall dimensions (LxWxH)	5,932 mm x 2,020 mm x 2,638 mm
Gross vehicle weight	3,500 kg
Payload	1,423 kg
Body	
<ul style="list-style-type: none"> • Individual load securing system with shelving, compartments, boxes and drawers for storing and sorting materials large and small. • Greater effectiveness through organisation via the 5S method: sort, set in order, shine, standardise and sustain • Secure the load throughout the entire load area using integrated lashing rails and points • Parts organisation with a variety of shelving and box systems • Maximum load-space usage with varied installation heights and positions, optimum adaptation to vehicle shape • Fix accessories to side profiles at any preferred height • Dimensions: left: 2,904 mm x 380 mm x 1,513 mm, right: 1,452 mm x 400 mm x 1,190 mm <p>Daimler AG and its associated companies accept no liability and provide no guarantee for content provided exclusively by bodybuilders.</p>	

Comfortable for passengers, cost-effective for operators

The people-moving sector is characterised by the diverse demands of a variety of different groups and use cases. However, companies always expect a reliable vehicle capable of standing up to the cost pressures faced by public and private passenger transportation. The driver's priority is an attractive workplace that also makes it possible to get the job done efficiently and in as much comfort as possible. If vehicles are used for a shuttle service and are thus also a business card for the company, quality and design excellence matter just as much as comfortable and luxurious appointments. In this respect, a base vehicle for people moving has to span the divide between modest functional transportation and comfortable luxury – depending on intended use.

Nevertheless, all user groups have a shared demand for high maximum payload as well as consumption-optimised, efficient drives, which also ensure mobility in urban areas. The debate surrounding the improvement of air quality in cities will lead to an increase in public transportation as a proportion of the modal mix. Re-equipping fleets with efficient, low-emissions drives is one logical consequence of this.

New mobility concepts also capable of incorporating rural areas call for greater individualisation of local public transport. Rigid routes and times will be things of the past. The vision of individualised public transport is being enabled by connectivity services. Passengers can use apps to order their people movers. The request appears automatically in the telematics system, which automatically adapts the route, taking current traffic conditions into account. However, the minibus based on a Mercedes-Benz doesn't just receive data, it also sends it. Seat sensors log the number of passengers, register this within the app and match capacity with demand. This kind of route optimisation guarantees the service achieves the best-possible capacity utilisation.

But passengers don't just want to be transported from A to B. They also want their time in the vehicle to be as comfortable as possible, and to make best use of that time through individualisation options. In terms of digitalisation, interior concepts also have to be adapted specifically to passenger needs: USB charging points ensure sufficient power, a Wi-Fi hotspot provides each passenger with their own dedicated connection to the digital outside world. Raising the interior fit and finish of the cab to car-like levels satisfies the various needs and demands of all target groups. Optional air suspension and individual climate control provide each passenger with the comfort they are used to in a car.

Sprinter "City 75" by Mercedes-Benz Minibus GmbH	
Base Vehicle	
Type	Mercedes-Benz Sprinter 51 6 CDI, bus
Engine output	120 kW (163 hp)
Rated torque	360 Nm
Fuel	Diesel
Drive	RWD
Overall dimensions (LxWxH)	8,486 mm x 2,080 mm x 2,880 mm
Gross vehicle weight	6,800 kg
Body	
<ul style="list-style-type: none"> • Framework body • High-load rear axle • Long wheelbase (for up to 38 passengers) • Heated driver workstation • MBUX multimedia system with 10.25-inch touchscreen • Speakers in passenger compartment (x4) • Anchor rails in front entry area for additional passenger seats or a wheelchair fixture • Passenger air conditioning 11 kW • Fare cubicle with shelf for driver's bag and integrated compartment for fire extinguisher • Integrated high-resolution destination display by LAWO at rear, front and sides - with control unit • Four additional folding seats in the low-floor area • Double seat in the low-floor area at the front on the driver side 	
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Sprinter "Tourist Wedding" by Luidor LLC PKF	
Base Vehicle	
Type	Mercedes-Benz Sprinter 51 6 CDI, bus
Engine output	120 kW (163 hp)
Rated torque	360 Nm
Fuel	Diesel
Drive	RWD
Overall dimensions (LxWxH)	7,367 mm x 2,020 mm x 3,000 mm
Gross vehicle weight	5,000 kg
Body	
<ul style="list-style-type: none"> • Comfortable seats (aisle seat adjustable laterally, reclining backrests, folding tables, armrests) • Curtains • Driver partition • Multimedia system with 22" display • LED ambient lighting • Elegant shelves • USB charging sockets • Individual modules with AC vents and lighting • Deep luggage compartment • Convector heater – 4 kW • AC – 12 kW • Panoramic double-glazing 	
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Sprinter "Tourist Ultimate" by Luidor LLC PKF	
Base Vehicle	
Type	Mercedes-Benz Sprinter 516 CDI, bus
Engine output	120 kW (163 hp)
Rated torque	360 Nm
Fuel	Diesel
Drive	RWD
Overall dimensions (LxWxH)	7,367 mm x 2,020 mm x 3,000 mm
Gross vehicle weight	5,500 kg
Body	
<ul style="list-style-type: none"> • Comfortable seats (aisle seat adjustable laterally, reclining backrests, folding tables, armrests) • Curtains • Driver partition • Multimedia system with 22" display • LED ambient lighting • Elegant shelves • USB charging sockets • Individual modules with AC air vents and lighting • Deep luggage compartment • Convector heater – 4 kW • AC – 12 kW • Panoramic double-glazing • Seamless premium interior panelling with hidden fixing points. 	
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Sprinter "School Bus 18+1" by Arobus Araç İmalat Sanayi ve Ticaret A.Ş	
Base Vehicle	
Type	Mercedes-Benz Sprinter 416 CDI, bus
Engine output	120 kW (163 hp)
Rated torque	380 Nm
Fuel	Diesel
Drive	RWD
Overall dimensions (LxWxH)	7,367 mm x 2,020 mm x 2,947 mm
Gross vehicle weight	4,100 kg
Body	
<ul style="list-style-type: none"> • 18+1 capacity and air conditioning • Emergency-exit hatch in roof • Auxiliary heating • Adjustable seatbelts • School seats fitted with sensors • Camera system (external, internal) 	
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Independence and self-reliance through mobility

Mobility is one of the fundamental needs of our society. It defines our quality of life and ensures social contact. To be mobile means creating the basis for self-reliance and independence in life. For people with disabilities, participation in professional and social life is heavily dependent upon the availability of transportation. The topic of inclusion is also attracting increasing focus on an international level. In 2006, the United Nations reached an accord concerning the rights of people with disabilities². The aim is to achieve equal access to living environments, to transportation, information, communication – i.e. all facilities and services available to the general public. Since then, the topic of transport options for people with restricted mobility has also gained in importance.

Individual transport solutions – and how they provide driving services for people with restricted mobility – are incredibly important in rural areas in particular³. The more rural the environment, the smaller the proportion of public transportation within the modal split. The “Mobility in Germany” survey established that around 75 percent of the entire rural population rarely or never use buses or trains⁴. For people with mobility restrictions, this figure is likely to be even higher, as getting to the nearest bus stop or train station often represents an even greater hurdle than in the city.

In cities, on the other hand, low-emissions vehicles will become increasingly important to people with mobility restrictions, as it is not just the last mile but the last metre that matters to this target group when it comes to ensuring their everyday mobility. Driving services for people with disabilities in particular will therefore have to switch their fleets to electric drive.

The Mercedes-Benz Vito and Mercedes-Benz Sprinter offer an ideal basis for diverse and flexible people-moving options, expanded to accommodate comfortable and secure transport of wheelchair users. Passengers who are transported while seated in a wheelchair are exposed to particular risks. With the aid of dedicated safety-restraint systems, wheelchairs must therefore be fixed to the vehicle floor and the user secured within it. Special head and back supports

² Convention on the Rights of Persons with Disabilities, CRPD, New York 2006

³ <https://www.adac.de/-/media/pdf/vek/fachinformationen/urbane-mobilitaet-und-laendlicher-verkehr/mobilitaet-sichert-entwicklung-laendlicher-raum-adac-studie.pdf>

⁴ Vgl. INFAS & DLR 201

offer tailormade protection. Electric variants expand the range of possible uses, especially in respect of sustainable urban mobility.

Sprinter transport vehicle by AMF-Bruns GmbH & Co. KG	
Base Vehicle	
Type	Mercedes-Benz Sprinter 316 CDI, Tourer
Engine output	120 kW (136 hp)
Rated torque	360 Nm
Fuel	Diesel
Drive	RWD
Overall dimensions (LxWxH)	5,932 mm x 2,020 mm x 2,644 mm
Gross vehicle weight	3,500 kg
Payload	ca. 640 kg
Body	
<ul style="list-style-type: none"> • Patented AL1 linear lift for rear entry • Carrying capacity: 400 kg • Lift height: 900 mm • Platform with integrated flashing LED lights • EMC-tested to EU guidelines • Optional remote control • Aluminium smart-floor system with new fixing tracks • Up to six smart seats in main cabin • Exceptionally lightweight aluminium profile • Safety-restraint system for wheelchairs and wheelchair users, with four retractors each for up to five wheelchairs (DIN and ISO tested) • Protector safety-restraint system for wheelchairs and wheelchair users • FutureSafe head and back supports for wheelchair users • Fixed or electric step for ease of entry 	
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Concept eVito wheelchair accessible transport vehicle by AMF-Bruns GmbH & Co. KG	
Base Vehicle	
Type	Mercedes-Benz eVito, Tourer
Engine output	85 kW (116 hp)
Rated torque	295 Nm
Fuel	Electric
Drive	FWD
Overall dimensions (LxWxH)	5,140 mm x 2,244 mm x 2,200 mm
Gross vehicle weight	3,050 kg
Payload	ca. 680 kg
Body	
<ul style="list-style-type: none"> • Rear access with fold-out, non-slip ramp • Lowered floorpan section provides plenty of headroom for wheelchair users • EasyFlex ramp for unrestricted use of luggage compartment • Protector safety-restraint system for wheelchairs and wheelchair users (DIN and ISO tested) • Extra-long E-belt for securing front wheelchair • FutureSafe head and back supports • Two swivel/folding seats in third row (optional) 	
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Sprinter – the perfect base for motorhomes

The market for motorhomes has been growing consistently for nearly ten years⁵. European registrations topped 125,000 vehicles⁶ in 2018 marking an increase of 12.9 percent over the previous year. In Germany alone, the value of new vehicle sales rose between 2009 and 2018 from just under 2 to more than 6.4 billion euros⁷. In the USA, the world's largest market for caravans and motorhomes⁸, the number of camper households grew in 2018 to 1.4 million – 56 percent of them millennials. It is thanks to this generation that travelling and living in motorhomes has become nothing short of a lifestyle revolution in social media. The hashtag #vanlife has appeared on more than five million posts. The needs of motorhome users and bodybuilders therefore featured heavily in the development of the third-generation Sprinter.

As a consequence, the current Sprinter has a broader range of variants on offer. Alongside the proven panel van and chassis-cab variants, it is now also available for the first time as a tractor head. In this variant, driveline, tank and all ancillaries are located in front of the B-pillar, i.e. close to the cab. The frame and rear axle are installed individually and connected to the tractor head. This way, Mercedes-Benz gives bodybuilders enormous freedom in how they design the body and, therefore, the living area. The Sprinter's driveline choices are just as tailor-made as the body variants – available with front-wheel, rear-wheel or all-wheel drive.

The latest Sprinter also offers excellent safety with an array of assistance systems that were previously reserved for Mercedes-Benz car models. These include the DISTRONIC radar-based adaptive cruise control, active Brake Assist and ATTENTION ASSIST. The Sprinter's interior design has a car-like feel about it, too. Applying the latest Mercedes-Benz design language to the iconic van's cockpit was a must, while the MBUX multimedia system is available as an option with an HD display measuring up to 10.25 inches.

5 <https://www.promobil.de/neuzulassungen-wohnmobile-2017-erstes-quartal-2018/>

6 <https://www.civd.de/artikel/europaeischer-markt-2/>

7 Source: CIVD 2019

8 <https://www.civd.de/artikel/weltweiter-markt/>

Besides these qualities, the Sprinter also boasts an exceptionally high level of comfort – thanks in part to a variety of different hardware features that are especially well suited to motorhome applications. These include the ergonomically shaped, swivelling driver and passenger seats and the electric parking brake, enabling free access from the cockpit to the living area. In addition to this, the third-generation Sprinter offers two very special highlights for motorhome users: One is Mercedes me connect, which enables connectivity in and around the cab. The standard Mercedes me connect services include the basic maintenance, accident and breakdown management services as well as tele-diagnostics and vehicle remote diagnostics. These can be optionally augmented with the vehicle set-up services and more. The vehicle set-up services enable features such as remote interrogation of tyre pressure, fuel level and AdBlue level. The services can be accessed from anywhere via smartphone app or PC provided there is an internet connection. This is also possible from the vehicle cockpit via MBUX.

As well as the connectivity applications in front of the B-pillar, the Sprinter also facilitates connectivity in the motorhome's living area via the new interface module called Mercedes-Benz Advanced Control (MBAC). MBAC networks certain components in the living area, such as lighting, heating and the water tank, and allows them to be controlled from a central location – i.e. the MBUX touch display in the cockpit, an additional touch display in the living space or via a smartphone app using Bluetooth. Every motorhome based on a Sprinter is thus a smart home on wheels. Bodybuilders will be able to order MBAC as an option by the end of this year.

Sprinter "M-Line MT 7 GD NEO" by FRANKIA-GP GmbH	
Base Vehicle	
Type	Mercedes-Benz Sprinter 418 CDI, tractor head
Engine output	130 kW (177 hp)
Rated torque	400 Nm
Fuel	Diesel
Drive	FWD
Overall dimensions (LxWxH)	6,980 mm x 2,240 mm x 2,900 mm
Gross vehicle weight	4,500 kg
Body	
<ul style="list-style-type: none"> • FRANKIA NEO external body for quality and safety paired with optimum weight reduction • ThermoProtect made from top-quality aluminium alloy • Roof made from hail-resistant GRP • Lightweight and suitable for winter use, maintaining full Frankia standards • FRANKIA Easy-Load system • Large rear garage with a height of 1.20 m • FRANKIA double floor, 20 to 40 cm high, heated, front load-through – accessible from inside and from double floor • Storage space, via smart-hatch solution in the seating area • NEO GD bed extension • NEO DUO CONTROL with EisEx • Additional NEO TV multi-socket 	
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Sprinter “chic c-line” by Carthago Reisemobilbau GmbH	
Base Vehicle	
Type	Mercedes-Benz Sprinter 418 CDI, tractor head
Engine output	130 kW (177 hp)
Rated torque	400 Nm
Fuel	Diesel
Drive	FWD
Overall dimensions (LxWxH)	7,520 mm x 2,270 mm x 2,945 mm
Gross vehicle weight	4,200 kg/4,500 kg (with optional uprating)
Body	
<ul style="list-style-type: none"> • 92 litre fuel tank (incl. in package) • 160 litre Tec-Tower fridge-freezer • Pod coffee machine incl. with standard lift from overhead storage compartment • TV package, living space (Quick-Up pull-out system, LED 32” flat-screen TV incl. receiver) • TV installation for longitudinal single beds (TV pull-out + preparation in cupboard) • Carpeting in cab • Macchiato leather upholstery • Carthago “World of Sleep and Deco” set • Super package • Socket package 	
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Sprinter "LBX 365" by bimobil - von Liebe GmbH	
Base Vehicle	
Type	Mercedes-Benz Sprinter 519 CDI, chassis
Engine output	140 kW (190 hp)
Rated torque	440 Nm
Fuel	Diesel
Drive	AWD
Overall dimensions (LxWxH)	6,600 mm x 2,280 mm x 3,270 mm
Gross vehicle weight	5,000 kg
Body	
<ul style="list-style-type: none"> • Mercedes-Benz Advanced Control (MBAC) • Rear light cluster, extended • Heated front windscreen with shade band • AGM battery 12V/95Ah • Tow bar electric socket, 13-pin • Generator 14V/22Ah • Marker lights, lower edge • Main tank 93 litre 	
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Participation in a booming market

Online retail and the CEP sector exist in a perfect symbiosis. Because every package ordered online has to be delivered, both sectors have been enjoying impressive and steady growth for years. In 2016, parcel deliveries in Germany smashed through the three billion mark – which equates to more than ten million deliveries per day. By 2018, the number of deliveries had risen to more than 3.5 billion – more than double the numbers at the start of the millennium. Sector experts are anticipating more than four billion deliveries per year by 2021. No other sector is showing anything like this kind of performance in average value creation – at an average of six to eight percent growth per year.

However, because average earnings per delivery have been falling continuously since 2007, maximum efficiency is the order of the day for the CEP sector. Avoiding empty journeys and reducing loading and unloading times are the main variables that have a direct impact on profit margins. Efficient and, ideally, interactive route planning in real time can relieve traffic and companies alike. Parcel sorting and delivery is especially tough at peak times (Christmas, Black Friday and Easter), when parcel volume reaches up to 150 percent. The job of a delivery driver is physically demanding, meaning vehicles must be designed to be as ergonomic as possible in order to reduce downtime and absenteeism. Not least, the CEP sector has to prepare itself for ever-tightening emissions restrictions on the last mile.

Virtually all large parcel delivery companies work with subcontractors, with the purchasing decision of many sole traders based primarily on economy. However, another fundamental requirement is the ability to work efficiently under ergonomic conditions. Consequently, the cab has to be a perfect workstation, while the van's loading edge must be low for ease of loading and unloading. Plus, to cover all demands, the product line-up has to span from an entry-level version to a highly efficient, fully equipped model.

Sprinter "SkyCab" by LAMAR Sp. z o.o.	
Base Vehicle	
Type	Mercedes-Benz Sprinter 316 CDI, chassis
Engine output	120 kW (163 hp)
Rated torque	360 Nm
Fuel	Diesel
Drive	RWD
Overall dimensions (LxWxH)	7,600 mm x 2,200 mm x 2,265 mm
Gross vehicle weight	3,500 kg
Payload	900 kg
Body	
<ul style="list-style-type: none"> • Very high-quality aluminium • Dimensions ca. 4,870 mm x 2,200 mm x 2,265 mm • Tarpaulin made from durable and robust material • Aerodynamic SkyCab sleeper cab • Stationary heating 	
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Sprinter "Cargo Solution Lightstar" by Junge Fahrzeugbau GmbH	
Base Vehicle	
Type	Mercedes-Benz Sprinter 316 CDI, chassis
Engine output	120 kW (163 hp)
Rated torque	360 Nm
Fuel	Diesel
Drive	RWD
Overall dimensions (LxWxH)	6,960 mm x 2,170 mm x 3,300 mm
Gross vehicle weight	3,500 kg
Payload	855 kg
Body	
<ul style="list-style-type: none"> • Lightweight box van with single curtain side, rear opening with top tailgate • Dimensions approx. 4,370 mm x ca. 2,090 mm x ca. 2,250 mm • Aluminium substructure, aluminium outer-frame profiles with fastening eyes • Reinforced front bulkhead • Two rows of anchor-hole tracks and side slats for load securing • Liftgate by Sörensen, lift capacity 750 kg • One LED light strip left and right to illuminate the load space • Reversing camera, 3rd brake light, 3D cab roof spoiler 	
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Sprinter "Luton Van" by VFS (Southampton) Ltd	
Base Vehicle	
Type	Mercedes-Benz Sprinter 314 CDI, chassis
Engine output	105 kW (143 hp)
Rated torque	330 Nm
Fuel	Diesel
Drive	RWD
Overall dimensions (LxWxH)	6,989 mm x 2,100 mm x 3,200 mm
Gross vehicle weight	3,500 kg
Payload	754 kg
Body	
<ul style="list-style-type: none"> • Floodlighting • Tailgate/lift • Load space above cab • Wide lath shutter door • 15 mm phenolic capped floor 	
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Sprinter "P45+" by Spier GmbH & Co. Fahrzeugwerk KG	
Base Vehicle	
Type	Mercedes-Benz Sprinter 314 CDI, chassis
Engine output	105 kW (143 hp)
Rated torque	330 Nm
Fuel	Diesel
Drive	FWD
Overall dimensions (LxWxH)	6,342 mm x 2,198 mm x 2,830 mm
Gross vehicle weight	3,500 kg
Payload	ca. 1,070 kg
Body	
<ul style="list-style-type: none"> • Wide-entry cab • Enhanced passenger-side visibility (approx. 1.4 m² windscreen area) • Fixed shelving for optimum load sorting and variable load-space usage • Maximum step-through dimensions provide generous access between cab and load space as well as unrestricted entry and exit at the front • Large cargo volume • Unrestricted movement in driver area • Aerodynamically optimised roof spoiler reduces fuel consumption and emissions combined with generous head and shoulder-room 	
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Sprinter "Smartbox 3.0" by Smartbox Nederland BV	
Base Vehicle	
Type	Mercedes-Benz Sprinter 314 CDI, chassis
Engine output	105 kW (143 hp)
Rated torque	330 Nm
Fuel	Diesel
Drive	FWD
Overall dimensions (LxWxH)	6,500 mm x 2,200 mm x 3,000 mm
Gross vehicle weight	3,500 kg
Payload	1,100 kg
Body	
<ul style="list-style-type: none"> • Payload-optimised lightweight body with liftgate • Airline rails integrated into bumper guards • Recyclable materials • Bär liftgate 750 kg 	
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Getting the job done under the toughest conditions

The trades often have to drive long distances to construction sites – on motorways and trunk roads. The crew would like to cover that route as quickly and as comfortably as possible. But the last hundred metres is often over rough terrain – muddy, sandy and rocky. And once they get there, vehicles on building sites are not treated with kid gloves.

It's good to know that there's a partner you can rely on, capable of mastering all manner of adversity. Loyalty comes only with great performance. The owners of medium-sized businesses in the building trade appreciate powerful vehicles with a high tonnage – especially if they spend a lot of time on construction sites. And they also want a van that can take a lot of abuse and remain fully reliable – in the face of heavy wear-and-tear and in the hands of multiple different drivers. Because the job done by whole crew depends on the vehicle working smoothly, there should be no unscheduled repairs. A higher price is an acceptable trade-off for this.

Connectivity functions keep modern construction vehicles in touch with the company at all times. The engines have to deliver car-like performance, while the latest assistance systems guarantee a high level of safety, even with frequent driver changes. On longer journeys, excellent ride and handling characteristics are a must for keeping everyone comfortable.

However, it's once they arrive at their destination that vehicles from Mercedes-Benz Vans truly show what they're made of. Whether it's switchable all-wheel drive, a gross vehicle weight of up to 5 tonnes, which also makes them suitable for carrying heavy bulk cargo, or a trailer load of up to 3.5 tonnes, which also facilitates transport of heavy plant and machinery – they offer the right solution for every challenge. And because clothing and shoes rarely stay clean on building sites, the interiors are so hard-wearing that they don't even flinch at steam jets fired by pressure washers – preparing them in no time to take on the next tough job.

Sprinter aluminium three-way tipper by JPM SAS	
Base Vehicle	
Type	Mercedes-Benz Sprinter 314 CDI, chassis
Engine output	105 kW (143 hp)
Rated torque	330 Nm
Fuel	Diesel
Drive	RWD
Overall dimensions (LxWxH)	6,170 mm x 2,345 mm x 2,453 mm
Gross vehicle weight	3,500 kg
Payload	1,260 kg
Body	
<ul style="list-style-type: none"> • 100 % aluminium • Sidewalls and tailgate made from solid aluminium profile • Exterior dimensions: 3,500 mm x 2,080 mm x 400 mm • Compass cylinder, electro-hydraulics and buzzer • Unladen weight: 490 kg • Removable front bulkhead, protects cab and front ladder rack • Aluminium subframe • Aluminium load platform, 4 mm thick with six to eight lashing points • Safety latch on sidewall handles • Plastic protection on sidewalls, mudguards, side underride guards and illuminated side markers, rubber stops for sidewalls 	
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X-Klasse heavy-duty cargo slide "PESADA" by horntools GmbH	
Base Vehicle	
Type	Mercedes-Benz X 350 d 4MATIC
Engine output	190 kW (285 hp)
Rated torque	550 Nm
Fuel	Diesel
Drive	AWD
Overall dimensions (LxWxH)	5,340 mm x 2,113 mm x 1,819 mm
Gross vehicle weight	3,250 kg
Payload	ca. 940 kg
Body	
<ul style="list-style-type: none"> • PESADA PickUp heavy-duty cargo slide and floor • Slide length: 1,000 mm • Slide dimensions: 1,500 mm x 1,200 mm • Suitable for transporting Euro pallets sideways • Stainless-steel loading edge • Accuride latching system with seven latch positions • Slide system with total of 22 ball bearings • Bolts made from tool steel • Removable side and rear walls • Structure equipped with six robust M10 threaded fastening points for fixing bodies • Highly fire-retardant anti-slip mat 	
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Sprinter "Tipper Solution" by Meiller Fahrzeug- und Maschinenfabrik - GmbH & Co. KG	
Base Vehicle	
Type	Mercedes-Benz Sprinter 316 CDI, chassis
Engine output	120 kW (163 hp)
Rated torque	360 Nm
Fuel	Diesel
Drive	RWD
Overall dimensions (LxWxH)	6,200 mm x 2,000 mm x 2,500 mm
Gross vehicle weight	3,500 kg
Payload	720 kg
Body	
<ul style="list-style-type: none"> • Sound-insulated sidewall mounts • Fold-down sidewalls • Fold-down and swing-out rear wall • Retractable, foldaway latching points in platform • Extremely wear- and dent-resistant • Nominal load: 1,800 kg • Platform length: 2,600 mm to 3,600 mm • Sidewall height: 350 mm • Platform width: 2,100 mm to 2,200 mm 	
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Emergency, Rescue and Municipal

From rescue services to police vehicles

They are the kinds of vehicle we all hope we will never need. However, the approx. 21,000 ambulances and rescue vehicles in Germany alone are indispensable elements of a functional first-response system and are called upon more than 14 million times a year⁹. Demographic changes mean that requirements for such vehicles have grown starkly over the last 20 years, with virtually all forms of usage having doubled.

Rescue services need a variety of different vehicles with a wide range of usage profiles – from straightforward patient transportation to ambulances and other first-response vehicles. A standard patient-transport vehicle brings individuals unable to drive themselves to hospital, the doctor's office or rehabilitation clinic, and is equipped with a stretcher, carry chair, first-aid set and an emergency backpack as well as simple oxygen equipment and usually an external defibrillator (AED).

An accident or medical emergency, on the other hand, involves an ambulance. It is a little bigger and offers first responders more room to work. An ambulance is equipped to provide the patient with a professional oxygen supply and an ECG for monitoring heartbeat. There is also a comprehensive range of medication onboard and, in an emergency, the facility to perform lifesaving procedures. Both types of vehicle are based on van chassis, either as a panel van or with a rigid box body.

When responding to a call-out, the number one priority is safety. Ambulances are normally electronically limited to a top speed of 130 or 140 km/h – higher speeds would be too risky with such heavy bodies. Driving speeds are far lower when the patient is onboard. Patients lie on an air-sprung gurney, and are secured by belts. Because doctors and paramedics have to wear seatbelts while the vehicle is in motion, treatment can only be administered when the vehicle is at a standstill. The primary function while the ambulance is moving is therefore patient monitoring. In critical situations, the paramedic can use an alarm button to signal the driver to stop.

⁹ <https://de.statista.com/statistik/daten/studie/482380/umfrage/einsatzfahrtaufkommen-im-oeffentlichen-rettungsdienst-nach-einsatzart/>

One challenge for all ambulance builders is vehicle weight. While it is not a problem keeping most patient-transport vehicles below the 3.5-tonne limit, the same cannot be said for ambulances. A lightweight chassis is therefore an increasingly important prerequisite for ambulance suitability.

First-response vehicles may only be responsible for getting the emergency doctor or paramedics to the casualty as quickly as possible (to meet the ambulance crew), but it is packed to the roof with all sorts of necessities including a large quantity of medications and anaesthetics, some of which have to be kept cool and others kept warm. And in this respect, they are similar to police vehicles, which require plenty of room for officers of larger stature and storage space for new equipment to deal with riots and terrorist attacks as well as gear for securing accident sites. This is usually too much for estate cars or compact SUVs. Compact vans are the vehicles of choice because they also don't present a problem for tight alleyways and roads narrowed by parked vehicles.

Sprinter "TIGIS EUROPA" by Ambulanz Mobile GmbH & Co. KG	
Base Vehicle	
Type	Mercedes-Benz Sprinter 516 CDI, chassis
Engine output	120 kW (163 hp)
Rated torque	360 Nm
Fuel	Diesel
Drive	RWD
Overall dimensions (LxWxH)	6,670 mm x 2,175 mm x 2,900 mm
Gross vehicle weight	5,000 kg
Payload	1,885 kg
Body	
<ul style="list-style-type: none"> • Changeable box body with ambulance body • Aluminium frame made from hollow-chamber profile • Walls made from sandwich elements with 40 mm insulation foam • ABS body for seamless surfaces with no tight corners – for easy disinfection • Automatic climate control in patient area with even temperature distribution • Seat identification – doctor's seat • Box weight: 1,060 kg • Interior standing height: 2,000 mm • Interior width: 2,000 mm 	
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Sprinter ambulance vehicle by Fahrtec Systeme GmbH	
Base Vehicle	
Type	Mercedes-Benz Sprinter 519 CDI, chassis
Engine output	140 kW (190 PS)
Rated torque	440 Nm
Fuel	Diesel
Drive	RWD
Overall dimensions (LxWxH)	6,590 mm x 2,150 mm x 2,850 mm (without roof-mounted assembly)
Gross vehicle weight	5,500 kg
Payload	ca. 1,000 kg
Body	
<ul style="list-style-type: none"> • Changeable box body with ambulance body • Welded skeleton structure featuring high-alloy aluminium profile • Aluminium exterior skin – 2 mm thick • Heat and sound insulation for roof, walls and doors using 40 mm Styrofoam formed sheet • 2 mm interior panelling from sheet aluminium with cut-outs for power connections, lighting strips, etc. • Interior length: 3,615 mm • Interior standing height: 1,980 mm • Interior width: 2,040 mm 	
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Vito police vehicle by CARS Technik & Logistik GmbH	
Base Vehicle	
Type	Mercedes-Benz Vito, Tourer
Engine output	120 kW (163 hp)
Rated torque	360 Nm
Fuel	Diesel
Drive	AWD
Overall dimensions (LxWxH)	5,140 mm x 1,928 mm x 2,050 mm
Gross vehicle weight	3,200 kg
Payload	700 kg
Body	
<ul style="list-style-type: none"> • Dedicated signal assembly by Standby (Pintsch) with front and rear flashing lights, stop signalling unit and LED warning lights all-round • Digital mobile communications • Entry lighting • Interior with folding table 	
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Sprinter ambulance vehicle by GSF Sonderfahrzeugbau GmbH	
Base Vehicle	
Type	Mercedes-Benz Sprinter 519 CDI, chassis
Engine output	140 kW (190 hp)
Rated torque	440 Nm
Fuel	Diesel
Drive	RWD
Overall dimensions (LxWxH)	6,570 mm x 2,240 mm x 2,940 mm
Gross vehicle weight	5,000 kg
Payload	970 kg
Body	
<ul style="list-style-type: none"> • GSF ambulance with changeable box body • Wall and roof construction with integrated aluminium profile (aluminium mesh cage) • GSF spoiler – attachment for improved C_d figure and noise reduction • Granulate flooring with tub effect • Automatically retracting GSF Linear step beneath outside compartment • 40-Amp Votronic charging device, programmable for different battery types • Furnishings made from high-quality 19 mm Komacel sheet • CAN BUS central electrical system with membrane keypads • Fully automatic heating and air conditioning for patient area • Fully dimmable low-energy lighting incl. trauma lighting recessed into box-body roof • 40-Amp Votronic charging device with programmable charging parameters for different battery types • 1200-watt Votronic inverter for off-grid 230-volt energy supply • Shutter – reversing camera with display above multimedia system • Hänsch Car Talker intercom • Stryker Power Load integrated patient transport & loading system • LED flood lamps with automatic deactivation while driving • Deployment buttons for blue lights, hazard lights, reversing warning systems and flood lamps • GSF-Integra – blue-light system front and rear • Flashing warning lights from StandBy on the side and front of the vehicle • Hänsch Sputnik SL LED – reversing warning system • Siren system with four horns • VB rear air suspension 	
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Citan "Follow-me-Car" by INTAX Innovative Fahrzeuglösungen GmbH	
Base Vehicle	
Type	Mercedes-Benz Citan
Engine output	66 kW (90 hp)
Rated torque	220 Nm
Fuel	Diesel
Drive	FWD
Overall dimensions (LxWxH)	4,321 mm x 1,129 mm x 1,816 mm
Gross vehicle weight	1,980 kg
Payload	ca. 542 kg
Body	
<ul style="list-style-type: none"> • Ground support equipment • Follow-me decals • Follow-me signal bar with airfield characters • Barrier system 	
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Sprinter vehicle transporter "AluLiner" by Tijhof Autotransportsystemen B.V.	
Base Vehicle	
Type	Mercedes-Benz Sprinter 519 CDI, chassis (crew cab)
Engine output	140 kW (190 hp)
Rated torque	440 Nm
Fuel	Diesel
Drive	RWD
Overall dimensions (LxWxH)	5,340 mm x 2,090 mm x 2,800 mm
Gross vehicle weight	8,500 kg
Body	
<ul style="list-style-type: none"> • Lightweight aluminium body • Functional, solid, successful • Individually adaptable thanks to an extensive range of options and equipment 	
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Sprinter foodtruck by BSK Fahrzeug-Vertrieb GmbH	
Base vehicle	
Type	Mercedes-Benz Sprinter 311 CDI, panel van
Engine output	84 kW (114 hp)
Rated torque	300 Nm
Fuel	Diesel
Drive	FWD
Overall dimensions (LxWxH)	6,070 mm x 1,993 mm x 2,620 mm
Gross vehicle weight	3,500 kg
Body	
<ul style="list-style-type: none"> • Sales flap B to D-pillar • Professional bar tap • Karaoke equipment with TV • Triple cooling 	
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Sprinter "Steiger TGR 260" by RUTHMANN GmbH & Co. KG	
Base Vehicle	
Type	Mercedes-Benz Sprinter 314 CDI, chassis (single cab)
Engine output	105 kW (143 hp)
Rated torque	330 Nm
Fuel	Diesel
Drive	RWD
Overall dimensions (LxWxH)	7,850 mm x 2,340 mm x 3,030 mm
Gross vehicle weight	3,500 kg
Body	
<ul style="list-style-type: none"> • 26 m max. working height with fully loaded cage • 17 m max. reach • 14.2 m max. lateral reach • 250 kg cage load • Simultaneous four-way motion (lift, swivel, telescope, jib up/down) + cage turn • Manoeuvrable jib (RÜSSEL), 185° rotation • Improved working speed • Premium technology, robust design, easy to use • High-strength fine-grain steel for maximum robustness • Improved cage design • Part commonality with other STEIGER® models for even greater efficiency in operation and maintenance • Toolkit principle reduces stockholding of replacement parts • New substructure design with greater torsional stiffness • Support system with laser-welded seams (less distortion, greater precision and more robust) 	
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Sprinter mini tractor by FGS GmbH	
Base Vehicle	
Type	Mercedes-Benz Sprinter 519 CDI, chassis (crew cab)
Engine output	140 kW (190 hp)
Rated torque	440 Nm
Fuel	Diesel
Drive	RWD
Overall dimensions (LxWxH)	14,300 mm x 2,425 mm x 2,260 mm
Gross vehicle weight	8,750 kg
Payload	up to 4,600 kg
Body	
<ul style="list-style-type: none"> • Shallow ramp angle • Low floor height • Certified load fixing with three-point anchors in accordance with VDI 2700 8.1/8.2 • Ideal for transporting motorhomes and high panel vans • LED lighting • Robust platform structure • Closed hydraulic loading ramp • ALB control • BE driving licence • Not subject to road tolls in Germany • Not subject to Sunday driving restrictions in Germany 	
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