



Mercedes-Benz



E-class  
Operator's Manual

E 320

## **Product information**

Kindly observe the following in your own best interests:

We recommend using Mercedes-Benz original parts as well as conversion parts and accessories explicitly approved by us for your vehicle model.

We have subjected these parts to a special test in which their reliability, safety and their special suitability for Mercedes-Benz vehicles have been determined.

We are unable to make an assessment for other products and therefore cannot be held responsible for them, even if in individual cases an official approval or authorization by governmental or other agencies should exist. Use of such parts and accessories could adversely affect the safety performance or reliability of your vehicle. Please do not use them.

Mercedes-Benz original parts as well as conversion parts and accessories approved by us are available at your Mercedes-Benz authorized dealer where you will receive comprehensive information, also on permissible technical modifications, and where proper installation will be performed.

### **Printed in the U.S.A.**

We reserve the right to modify the technical details of the vehicle as given in the data and illustrations of this Owner's Manual. Reprinting, translation and copying, even of excerpts, is not permitted without our prior authorization in writing.

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## **Operator's manual**

Our company and staff congratulate you on the purchase of your new Mercedes-Benz.

Your selection of our product is a demonstration of your trust in our company name. Further, it exemplifies your desire to own an automobile that will be as easy as possible to operate and provide years of service.

Your Mercedes-Benz represents the efforts of many skilled engineers and craftsmen. To ensure your pleasure of ownership, and for your safety and that of your passengers, we ask you to make a small investment of your time:

- Please read this manual carefully before putting it aside. Then return it to your vehicle where it will be handy for your reference.
- Please abide by the recommendations contained in this manual. They are designed to acquaint you with the operation of your Mercedes-Benz.

We extend our best wishes for many miles of safe, pleasurable driving.

Daimler-Benz Aktiengesellschaft

## Introduction

This Owner's Manual contains a great deal of useful information. We urge you to read it carefully and familiarize yourself with the vehicle before driving.

For your own safety and longer service life of the vehicle, we urge you to follow the instructions and warnings contained in this manual. Ignoring them could result in damage to the vehicle or personal injury to you or others. Vehicle damage caused by failure to follow instructions is not covered by the Mercedes-Benz Limited Warranty.

Your vehicle may have some or all of the equipment described in this manual. Therefore, you may find explanations for optional equipment not installed in your vehicle. If you have any questions about the operation of any equipment, your authorized Mercedes-Benz dealer will be glad to demonstrate the proper procedures.

## Owner's Service and Warranty Information

The Owner's Service and Warranty Information Booklet contains detailed information about the warranties covering your Mercedes-Benz, including:

- New Car Limited Warranty,
- Emission System Warranty,
- Emission Performance Warranty,
- California and Massachusetts Emission Control System Warranty (California and Massachusetts only),
- State Warranty Enforcement Laws (Lemon Laws).

## Important Notice for California Retail Buyers of Mercedes-Benz Automobiles

Under California law you may be entitled to a replacement of your vehicle or a refund of the purchase price, if Mercedes-Benz of North America, Inc. or its authorized dealer fails to conform the vehicle to its express warranties after a reasonable number of repair attempts during the period of one year or 12 000 miles from original delivery of the vehicle. A reasonable number of repair attempts is presumed for a retail buyer (1) if the vehicle is out of service by reason of repair of substantial nonconformities for a cumulative total of more than 30 calendar days or (2) the same substantial nonconformity has been subject to repair four or more times **and you have at least once directly notified us in writing of the need to repair the non-conformity and have given us an opportunity to perform the repair ourselves.** Notifications should be sent to the nearest Mercedes-Benz Regional Office listed in the Owner's Service and Warranty Information Booklet.

## **Maintenance**

The Service Booklet describes all the necessary maintenance work which should be performed at regular intervals. Always have the Service Booklet with you when you take the vehicle to your authorized Mercedes-Benz dealer for service. The service advisor will record each service in the booklet for you.

## **Roadside Assistance**

The Mercedes-Benz Roadside Assistance Program provides factory trained technical help in the event of a breakdown. Calls to the toll-free Roadside Assistance number:

**1-800-FOR MERCEdes (in the U.S.A.) 1-800-387-0100 (in Canada)**

will be answered by Mercedes-Benz Customer Assistance Representatives 24 hours a day, 365 days a year. For additional information refer to the Mercedes-Benz Roadside Assistance Program brochure in your glove box.

## **Change of Address or Ownership**

If you change your address, be sure to send in the "Change of Address Notice" found in the Owner's Service and Warranty Information booklet, or simply call the Mercedes-Benz Customer Assistance Center (in the U.S.A. only) at 1-800-FOR-MERCEdes. It is in your own interest that we can contact you should the need arise.

If you sell your Mercedes, please leave all owner's literature with the vehicle to make it available to the next owner.

If you bought this vehicle used, be sure to send in the "Notice of Purchase of Used Car" found in the Owner's Service and Warranty Information booklet, or call the Mercedes-Benz Customer Assistance Center (in the U.S.A. only) at 1-800-FOR-MERCEdes.

## **Operating Your Vehicle Outside the U.S.A. or Canada**

If you plan to operate your vehicle in foreign countries, please be aware that:

- service facilities or replacement parts may not be readily available,
- unleaded gasoline for vehicles with catalytic converters may not be available; the use of leaded fuels will damage the catalyts,
- gasoline may have a considerably lower octane rating, and improper fuel can cause engine damage.

Certain Mercedes-Benz models are available for delivery in Europe under our European Delivery Program. For details, consult your authorized Mercedes-Benz dealer or write to:

Mercedes-Benz of North America, Inc. European Delivery Department One Mercedes Drive Montvale, NJ 07645

In Canada write to:

Mercedes-Benz Canada, Inc. European Delivery Department 849 Eglinton Avenue East Toronto, Ontario M4G 2L5

We continuously strive to improve our product, and ask for your understanding that we reserve the right to make changes in design and equipment. Therefore, information, illustrations and descriptions in this Owner's Manual might differ from your vehicle. Optional equipment is also described in this manual, including operating instructions wherever necessary. Since they are special-order items, the descriptions and illustrations herein may vary slightly from the actual equipment of your vehicle. If there are any equipment details that are not shown or described in this Owner's Manual, your authorized Mercedes-Benz dealer will be glad to inform you of correct care and operating procedures.

The Owner's Manual and Service Booklet are important documents and should be kept with the vehicle.

## The First 1000 Miles (1500 km)

The more cautiously you treat your vehicle during the break-in period, the more satisfied you will be with its performance later on. Therefore, drive your vehicle during the first 1000 miles (1500 km) at moderate vehicle and engine speeds. During this period, avoid heavy loads (full throttle driving) and excessive engine speeds. Avoid accelerating by kickdown. It is not recommended to brake the vehicle by manually shifting to a lower gear. We recommend that you select positions "3", "2" or "1" only at moderate speeds (for hill driving). After 1000 miles (1500 km) speeds may be gradually increased to the permissible maximum.

## Check Regularly and Before a Long Trip

See last page.

## Maintenance

Approximately 30 days or 2 000 miles (2 000 km) prior to the next recommended service, the remaining distance or days are displayed in the multifunction indicator. See *Flexible Service System (FSS)* in Index.

We strongly recommend that you have your vehicle serviced by your authorized Mercedes-Benz dealer, in accordance with the Service Booklet.

Failure to have the vehicle maintained in accordance with the Service Booklet may result in vehicle damage not covered by the Mercedes-Benz Limited Warranty.

## Radio Transmitters

### Warning!

**Never operate radio transmitters equipped with a built-in or attached antenna (i.e. without being connected to an external antenna) from inside the vehicle while the engine is running. Doing so could lead to a malfunction of the vehicle's electronic system, possibly resulting in an accident and personal injury.**

Radio transmitters, such as a portable telephone or a citizens band unit should only be used inside the vehicle if they are connected to an antenna that is installed on the outside of the vehicle.

Refer to the radio transmitter operation instructions regarding use of an external antenna.

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## Instruments and Controls

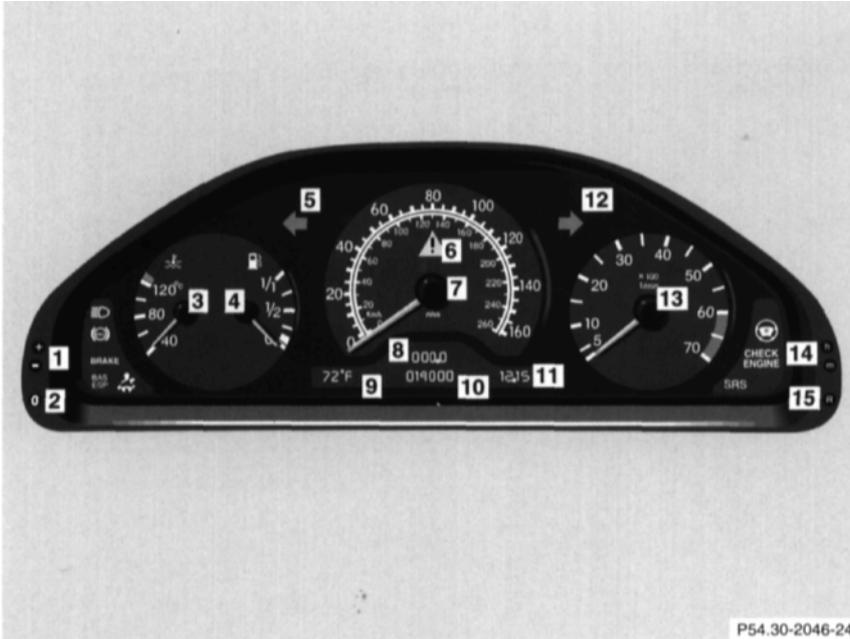
For more detailed descriptions see *Index*

For adjustment of air outlets, refer to *Automatic Climate Control* (see *Index*).

- |           |  |           |   |
|-----------|--|-----------|---|
| <b>1</b>  | Side defroster outlet                      | <b>17</b> | Rear window wiper and washer switch   |
| <b>2</b>  | Side air outlet, adjustable                | <b>18</b> | Hazard warning flasher switch   |
| <b>3</b>  | Air volume control for side outlet         | <b>19</b> | Central locking switch  |
| <b>4</b>  | Exterior lamp switch                       | <b>20</b> | Switch for Tow-Away Protection Indicator lamp for antitheft alarm system                    |
| <b>5</b>  | Parking brake release                      | <b>21</b> | Right front seat heater switch  |
| <b>6</b>  | Parking brake pedal                        | <b>22</b> | Glove box (illuminated with key in steering lock position 1 or 2)                           |
| <b>7</b>  | Hood lock release                          | <b>23</b> | Automatic climate control, Rear window defroster switch<br>Activated charcoal filter switch |
| <b>8</b>  | Combination switch                         | <b>24</b> | Audio System  |
| <b>9</b>  | Cruise control switch                      | <b>25</b> | Storage/eyeglasses compartment  |
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| <b>14</b> | Air volume control for center outlet       | <b>30</b> | Airbag Off indicator lamp   |
| <b>15</b> | Left front seat heater switch              | <b>31</b> | Power window switches, rear door  |
| <b>16</b> | Headlamp washer switch                     | <b>32</b> | Mirror adjustment switch  |



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### Instrument Cluster

- |  |  |
|--|--|
| <p><b>1</b> Push buttons for intensity of instrument lamps. See Index</p> <p><b>2</b> Push button for resetting trip odometer. See Index</p> | <p><b>3</b> Coolant temperature gauge. See Index</p> <p><b>4</b> Fuel gauge with reserve and fuel cap placement warning lamp (yellow). See Index</p> |
|--|--|

- 5** Left turn signal indicator lamp (green)
  - 6** ASR, ESP or ETS warning lamp (yellow). See Index
  - 7** Speedometer
  - 8** Trip odometer. See Index
  - 9** Outside temperature indicator. See Index
  - 10** Main odometer
  - 11** Clock. See Index
- or

- 8-11** Multifunction indicator, or FSS indicator. See Index
- 12** Right turn signal indicator lamp (green)
- 13** Tachometer. See Index
- 14** Push buttons for setting clock. See Index
- 15** Push button for resetting multifunction indicator. See Index

## Multifunction Indicator

If a malfunction occurs, the appropriate warning symbol appears, supplemented by a message in the field normally occupied by the displays for outside temperature, odometers, and clock.

In the case of more than one malfunction, symbols and messages are displayed in sequence. Push reset button (R) for subsequent messages.

A warning sounds at the beginning of each message.

Notes:

Refer to *Multifunction Indicator* in the Index for temporarily switching off a Warning Symbol and its message.

Warning message selection is available in the English, French, German, Italian, or Spanish language. See Index.

## Indicator Lamp Symbols Symbols and Warnings in the Multifunction Indicator

 Brake pads worn down. See Index

 Exterior lamp failure. See Index

 Engine oil level low. See Index

 Coolant level low. See Index

 Battery not being charged properly. See Index

 Fluid level for windshield and headlamp washer system low. See Index

 Exterior lamps are on. See Index

 Take key.  
Remove electronic key from steering lock.

 FSS indicator. See Index

 Parking brake engaged. See Index

 Display defective. See *Multifunction Indicator* in Index

 See *Multifunction Indicator* in Index  
Multifunction indicator for several messages.

## Additional Lamp Symbols in the Instrument Cluster, and Warnings in the Multifunction Indicator



Fasten seat belts. See Index.



Brake fluid low (except Canada). Parking brake engaged. See Index.



Brake fluid low (Canada only). Parking brake engaged. See Index.



BAS malfunction. See Index

ASR malfunction. See Index



BAS malfunction. See Index

ESP malfunction. See Index



BAS malfunction. See Index

ETS malfunction. See Index

### Function Indicator Lamp

on the Center Console



Passenger Airbag automatically switched off. See Index

## Function Indicator Lamps in the Instrument Cluster



High beam



ABS malfunction. See Index



SRS malfunction. See



ASR or ESP.

Adjust driving to road condition. See Index

Engine malfunction.



If the lamp comes on when the engine is running, it indicates a malfunction of the O<sub>2</sub>-sensor on Federal version vehicles, and fuel injection system or emission control system on the California version vehicles. In either case, we recommend that you have the malfunction checked as soon as possible. See Index.

## **Catalytic Converter**

Your Mercedes-Benz is equipped with monolithic type catalytic converters, an important element in conjunction with the oxygen sensors to achieve substantial control of the pollutants in the exhaust emissions. Keep your vehicle in proper operating condition by following our recommended maintenance instructions as outlined in your Service Booklet.

## **Caution!**

To prevent damage to the catalytic converters, use only premium unleaded gasoline in this vehicle.

Any noticeable irregularities in engine operation should be repaired promptly. Otherwise, excessive unburned fuel may reach the catalytic converter causing it to overheat, which could start a fire.

## **Warning!**

As with any vehicle, do not idle, park or operate this vehicle in areas where combustible materials such as grass, hay or leaves can come into contact with the hot exhaust system, as these materials could be ignited and cause a vehicle fire.

## **Starting and Turning Off the Engine**

### **Before Starting**

Ensure that parking brake is engaged and that selector lever is in position "P" or "N". Turn electronic key in steering lock to position 2.

### **Starting**

Do not depress accelerator.

Briefly turn electronic key in steering lock clockwise to the stop and release. The starter will engage until the engine is running.

If engine will not run, and the starting procedure stops, turn electronic key completely to the left and repeat starting the engine.

After several unsuccessful attempts, have the system checked at the nearest authorized Mercedes-Benz dealer.

### **Important!**

Due to the installed starter non-repeat feature, the electronic key must be turned completely to the left before attempting to start the engine again.

In areas where temperatures frequently drop below -4°F (-20°C) we recommend that an engine block heater be installed. Your authorized Mercedes-Benz dealer will advise you on this subject.

### **Turning Off**

Turn the electronic key in the steering lock to position 0 to stop the engine.

The electronic key can only be removed with your foot off the brake pedal and the selector lever in position "P".

## Driving Instructions

### Warning!

If you feel a sudden significant vibration or ride disturbance, or you suspect that possible damage to your vehicle has occurred, you should turn on the hazard warning flashers, carefully slow down, and drive with caution to an area which is a safe distance from the roadway.

Inspect the tires and under the vehicle for possible damage. If the vehicle or tires appear unsafe, have it towed to the nearest Mercedes-Benz or tire dealer for repairs.

### Power Assistance

### Warning!

When the engine is not running, the brake and steering systems are without power assistance. Under these circumstances, a much greater effort is necessary to stop or steer the vehicle.

## Brakes

### Warning!

After driving in heavy rain for some time without applying the brakes or through water deep enough to wet brake components, the first braking action may be somewhat reduced and increased pedal pressure may be necessary. Be sure to maintain a safe distance from vehicles in front.

Resting your foot on the brake pedal will cause excessive and premature wear of the brake pads.

It can also result in the brakes overheating thereby significantly reducing their effectiveness. It may not be possible to stop the vehicle in sufficient time to avoid an accident.

The condition of the parking brake system is checked each time the vehicle is in the shop for the required service.

If the parking brake is released and the brake warning lamp in the instrument cluster stays on, the brake fluid level in the reservoir is too low.

Brake pad wear or a leak in the system may be the reason for low brake fluid in the reservoir.

Have the brake system inspected at an authorized Mercedes-Benz dealer immediately.

All checks and service work on the brake system should be carried out by an authorized Mercedes-Benz dealer.

Install only brake pads and brake fluid recommended by Mercedes-Benz.

### Warning!

If other than recommended brake pads are installed, or other than recommended brake fluid is used, the braking properties of the vehicle can be degraded to an extent that safe braking is substantially impaired. This could result in an accident.

## Caution!

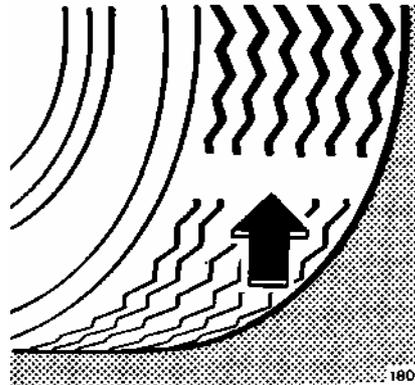
When driving down long and steep grades, relieve the load on the brakes by shifting into a lower gear to use the engine's braking power. This helps prevent overheating of the brakes and reduces brake pad wear.

After hard braking, it is advisable to drive on for some time, rather than immediately parking, so the air stream will cool down the brakes faster.

## Tires

Tread wear indicators (TWI) are required by law. These indicators are located in six places on the tread circumference and become visible at a tread depth of approximately  $\frac{1}{16}$  in (1.5 mm), at which point the tire is considered worn and should be replaced.

The tread wear indicator appears as a solid band across the tread.



## Warning!

**Do not allow your tires to wear down too far. As tread depth approaches  $\frac{1}{16}$  in (1.5 mm), the adhesion properties on a wet road are sharply reduced.**

**Depending upon the weather and/or road surface (conditions), the tire traction varies widely.**

Specified tire pressures must be maintained. This applies particularly if the tires are subjected to high loads (e.g. high speeds, heavy loads, high ambient temperatures).

## Warning!

**Do not drive with a flat tire. A flat tire affects the ability to steer or brake the vehicle. You may lose control of the vehicle. Continued driving with a flat tire or driving at high speed with a flat tire will cause excessive heat build-up and possibly a fire.**

## Aquaplaning

Depending on the depth of the water layer on the road, aquaplaning may occur, even at low speeds and with new tires. Reduce vehicle speed, avoid track grooves in the road and apply brakes cautiously in the rain.

## Tire Traction

The safe speed on a wet, snow covered or icy road is always lower than on a dry road.

You should pay particular attention to the condition of the road whenever the outside temperatures are close to the freezing point.

### Warning!

**If ice has formed on the road, tire traction will be substantially reduced. Under such weather conditions, drive, steer and brake with extreme caution.**

We recommend M+S rated radial-ply tires for the winter season for all four wheels to insure normal balanced handling characteristics. On packed snow, they can reduce your stopping distance as compared with summer tires. Stopping distance, however, is still considerably greater than when the road is not snow or ice covered.

## Tire Speed Rating

Your vehicle is factory equipped with "H"-rated tires, which have a European speed rating of 130 mph (210 km/h).

Despite the tire rating, local speed limits should be obeyed. Use prudent driving speeds appropriate to prevailing conditions.

An electronic speed limiter prevents your vehicle from exceeding the speed rating.

### Warning!

**Even when permitted by law, never operate a vehicle at speeds greater than the maximum speed rating of the tires.**

**Exceeding the maximum speed for which tires are rated can lead to sudden tire failure causing loss of vehicle control and resulting in personal injury and possible death.**

## Parking

### Warning!

**To reduce the risk of personal injury as a result of vehicle movement, before turning off the engine and leaving the vehicle always:**

1. **Keep right foot on brake pedal.**
2. **Firmly depress parking brake pedal.**
3. **Move the selector lever to position "P".**
4. **Slowly release brake pedal.**
5. **Turn front wheels towards the road curb.**
6. **Turn the electronic key to steering lock position 0 and remove.**
7. **Take the electronic key and lock vehicle when leaving.**

### Important!

It is advisable to set the parking brake whenever parking or leaving the vehicle. In addition, move selector lever to position "P".

When parking on hills, always set the parking brake.

## Winter Driving Instructions

The most important rule for slippery or icy roads is to drive sensibly and to avoid abrupt acceleration, braking and steering maneuvers. Do not use the cruise control system under such conditions.

When the vehicle is in danger of skidding, move selector lever to position "N". Try to keep the vehicle under control by corrective steering action.

Road salts and chemicals can adversely affect braking efficiency. Increased pedal force may become necessary to produce the normal brake effect. We therefore recommend depressing the brake pedal periodically when traveling at length on salt-strewn roads. This can bring road salt impaired braking efficiency back to normal. A prerequisite is, however, that this be done without endangering other drivers on the road.

If the vehicle is parked after being driven on salt treated roads, the braking efficiency should be tested as soon as possible after driving is resumed while observing the safety rules in the previous paragraph.

### Warning!

**If the vehicle becomes stuck in snow, make sure that snow is kept clear of the exhaust pipe and from around the vehicle with engine running. Otherwise, deadly carbon monoxide (CO) gases may enter vehicle interior resulting in unconsciousness and death.**

**To assure sufficient fresh air ventilation, open a window slightly on the side of the vehicle not facing the wind.**

## Deep Water

### Caution!

Do not drive through flooded areas or water of unknown depth.

If you must drive through deep water, drive slowly to prevent water from entering the engine compartment or passenger compartment, or being ingested by the air intake, possibly causing damage to electrical components or wiring, to engine or transmission that is not covered by the Mercedes-Benz Limited Warranty.

## Passenger Compartment

### Warning!

**Always fasten items being carried as securely as possible.**

**In an accident, during hard braking or sudden maneuvers, loose items will be thrown around inside the vehicle, and cause injury to vehicle occupants unless the items are securely fastened in the vehicle.**