



Valid until 01/2021

MAN Maintenance Service Specification

Service overview

Once the fleet vehicles have been set up in the RIO administration area on the RIO platform and the MAN Maintenance service has been procured for the vehicles via the Marketplace, the following MAN Maintenance services can be used for the various vehicle categories:

Functionality/data	MAN Truck	MAN Bus	MAN Van
View the latest status of all maintenance components	X	X	Not available
View of the kilometre interval until the next maintenance service	X	X	X
View of the fill levels - AdBlue fluid - Engine oil (refill quantity status) - Fuel - Screen wash	X	X	X (except for: engine oil and screen wash)
View of the latest status of the brake linings	X	X	Not available
View of the tyre pressure (in the presence of a MAN TPM tyre pressure monitor system)	X	X	Not available
List of the damage reports from the MAN Driver App (reported by the driver)	X	Not available	Not available
Creation of custom maintenance components including due dates	X	X	X
Export of the files locally to the computer as a CSV file	X	X	X

For trucks with a Telematics Board Module 2 (TBM2), the "MAN Bridge" product must additionally be activated; this may result in the following restrictions compared to the RIO Box:

- Variations in data quality/data availability/transmission characteristics

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- Variations in the scope of functionality compared to the RIO Box/inability to utilise future upgrades

For more details refer to the “MAN Bridge” Service Specification.

General information

MAN Maintenance is a service for customers who wish to monitor the maintenance status of their vehicles without physically accessing them and use that information as the basis for scheduling workshop visits.

In addition to maintenance data, the fill levels of fuel, AdBlue fluid as well as engine oil and screen wash are transmitted, as are the conditions of the brake lining and, in case of an existing MAN tyre pressure monitor (TPM) system, the current tyre pressures.

The maintenance information provided covers various components, e.g. the status of air dryers, air filters or engine oil changes. In all cases the scope of the transmittable data depends on the specific configuration of your vehicle.

The maintenance data and other status data are uploaded once a day and stored in the cloud. The latest status is always displayed.

In addition to the data transmitted from the vehicle, customers can set up and schedule workshop visits for their own maintenance components. This enables the maintenance of mounted components and super-structures or usage-dependent additional maintenance work to be scheduled for example.

Technical requirements

To be able to use MAN Maintenance, your vehicles must be equipped as follows:

Category of vehicle: Truck	Category of vehicle: Bus	Category of vehicle: Van
Use of a RIO box (its provision is not part of the Service T&Cs)	Use of a RIO box (its provision is not part of the Service T&Cs)	Use of a RIO box (its provision is not part of the Service T&Cs)
Or: Use of a TBM2 with the activated MAN Bridge service	(-)	(-)

To be able to use MAN Maintenance, the workplace must be equipped as follows:

- Use of an Internet-capable device such as a computer (not provided by RIO) running the Windows 7 operating system or later
- Internet browser (we recommend using the latest version of the following browsers: Google Chrome, Mozilla Firefox, Microsoft Internet Explorer, Microsoft Edge and Apple Safari. We cannot guarantee unrestricted functionality if using other browsers.)

Recommendations

In keeping with the implemented once-a-day trigger logic, the vehicle's ignition must be on and the engine off in order to transmit maintenance and status data. This condition should be maintained for a few seconds to enable the control units to initialise and acquire the signal. The transmission of maintenance and status data also requires a mobile communications link between the RIO transmitter unit and the platform.



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MAN ServiceCare M Service Specification

General information

MAN ServiceCare M is a service for autonomous or proactive maintenance management. This service can be applied to your entire fleet.

The autonomous maintenance management offers you maximum flexibility. Decide for yourself what maintenance data you want to transfer to the contractual MAN workshop and will thus benefit from saving time, or manage maintenance data yourself.

Proactive maintenance management guarantees you a vehicle always maintained in first-class condition through predictive planning and intelligent bundling of upcoming maintenance appointments. This leads to maximum vehicle availability, increased resale value and makes your daily business easier.

We want to ensure optimum availability of your fleet for you in any case.

In addition, you get an online overview of the maintenance status, appointments, components to be repaired and damage reports (transfer via MAN Driver App) and are notified by e-mail of pending maintenance requirements. In addition to maintenance data, the (fuel, AdBlue fluid, motor oil and screen wash) fill levels are also transmitted. The brake lining conditions and, in case of an existing MAN tyre pressure monitoring (TPM) system, the current tyre pressure are transmitted as well.

Existing components, e.g. engine oil changes and annual inspection, are provided as maintenance information. In all cases the scope of the transmittable data is dependent on the specific configuration of the vehicle.

In addition to the data transmitted from the vehicle, the user can set up and schedule their own maintenance components. This enables the maintenance of mounted components and superstructures or usage-dependent additional maintenance work to be scheduled for example.

Service overview

Once the fleet vehicles have been set up in the RIO administration area on the RIO platform and the digital MAN ServiceCare M service has been purchased for these vehicles via the Marketplace, the following MAN ServiceCare M services can be used for the various vehicle categories:



Functionality/data	MAN Truck	MAN Bus	MAN Van	Non-MAN vehicle (RIO Box in FMS mode)
Basic data in MAN ServiceCare <ul style="list-style-type: none"> - Vehicle data - Repair and maintenance contracts - Guarantee extensions - MAN ServiceCare services booking - Workshop assignment 	X	X	Partially available	Partially available ¹
Status display of all available maintenance components	X	X	X (FMS standard)	X (FMS standard) ²
Display of the kilometre or date interval until the next maintenance service	X	X	X (FMS standard)	X (FMS standard)
Autonomous maintenance and repair management. Forwarding of the maintenance components to a contractual MAN workshop or assumption of the coordination and repair yourself	X	X	Partially available	X
View of the filling levels <ul style="list-style-type: none"> - AdBlue fluid - Engine oil - Fuel - Screen wash 	X	X		Partially available ³
Display of brake lining conditions	X	X	Not available	Not available
Display of tyre pressures (for existing MAN TPM tyre pressure monitoring system)	X	X		

¹ Transferred FMS vehicle data as well as workshop assignment

² Transferred FMS maintenance data

³ Existing data: AdBlue fluid, fuel



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List of damage reports via MAN Driver app (reported by the driver)	X	Not available		
Creation of custom maintenance components including due dates	X	X	X	X

For trucks with a Telematics Board Module 2 (TBM2), the "MAN Bridge" product must additionally be activated; this may result in the following restrictions compared to the RIO Box (see MAN Bridge Service Specification):

- Variations in data quality/data availability/transmission characteristics
- Variations in the scope of functionality compared to the RIO Box/inability to utilise future upgrades

Prerequisite for data transfer

The maintenance data and other status data are uploaded once a day and stored in the cloud. The latest status is always displayed. Transfer of the vehicle data requires that the vehicle's ignition be on and the engine be off. This condition should be maintained for a few seconds to enable the control units to initialise and acquire the signal. Furthermore, a mobile communications link must exist between the RIO transmitter unit and the platform.

Technical requirements

To be able to use MAN ServiceCare M, your vehicles must be equipped as follows:

	MAN Truck	MAN Bus	MAN Van	Non-MAN vehicle (RIO Box in FMS mode)
Use of a RIO Box/TBM3 (provision not covered by the Service T&Cs)	X	X	X	X
Alternatively: Use of a TBM2 with software version 3.2 or higher and activated MAN Bridge service (you can obtain information about the TBM2 software version from your MAN service network)	X	Not available	Not available	X

To be able to use MAN ServiceCare M, the workstation must be equipped as follows:

- Use of an Internet-capable device such as a computer (not provided by RIO) running the Windows 7 operating system or later



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- Internet browser (we recommend using the latest version of the following browsers: Google Chrome, Mozilla Firefox, Microsoft Internet Explorer, Microsoft Edge. We cannot guarantee unrestricted functionality if using other browsers.)

Miscellaneous

Depending on the vehicle type, the vehicle configuration and the respective on-board telematics module, only some, if any, of the data may be shown. The “TBM” refers to either the RIO box or, in the case of a truck, the TBM2. Besides the contractual MAN workshop, the respective MAN national sales company will also be able to view the data for the purposes of conducting quality assurance on MAN ServiceCare M.

MAN ServiceCare is available in the following countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland.