



## **MAN Now Service Specification**

### **General information**

MAN Now is a service that allows customers to optimise their vehicle by installing retrofit options via a MAN service outlet or by receiving features via mobile Internet (over-the-air) transmission. In order to do this, MAN Now analyses the technical condition of the vehicle following production and compares it against the compatibility criteria for the retrofit options and features. The portfolio of retrofit options and features offered by the MAN Now service is continually being expanded. Only vehicles in the new Truck Generation (model year 2020 or later) are technically capable of receiving features via transmission. All other vehicles are only able to use the retrofit options.

### **Important notes**

MAN Now is only available for MAN-brand trucks with a RIO Box (on-board telematics module (TBM) 3) installed in them.

The retrofit options and features displayed for each specific vehicle in MAN Now are based on the production data for that vehicle. If the technical condition of the vehicle in question has been modified compared to its production condition, it may not be possible to install retrofit options or features in the vehicle, even if it is possible to view and book them in MAN Now.

### **National availability of MAN Now**

In order to use MAN Now, the customer must have their registered office in one of the following countries in order to make use of MAN ServiceCare: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Sweden, Switzerland, Slovakia, Slovenia, Spain or United Kingdom.

### **Usability of MAN Now**

The MAN Now service is made available to the user as soon as they have registered on the RIO platform. No separate activation is necessary.

### **Deactivation of MAN Now**

The user can deactivate MAN Now on the RIO platform.



## **Scope of MAN Now services**

The following MAN Now services are available to the user:

- Checking availability of retrofit options and features based on the technical condition of the vehicle following production
- Detailed descriptions of the benefits of each retrofit option and feature
- Recommended retail prices for retrofitting of each option at a MAN service outlet, depending on country
- Recommended retail prices for features that can be booked via MAN Now
- Booking and paying for features (one-off purchase or fixed-term subscription model without automatic extension)
- Initiating transmission of features to the vehicle via mobile Internet
- Overview of features that have been booked, transmitted or queued up for transmission to the vehicle

In addition to MAN Truck & Bus SE, the MAN workshop and the regional MAN sales company in the user's country will also be able to view the data for the purposes of conducting quality assurance for MAN Now.

## **Technical requirements**

To be able to use MAN Now, vehicles must fulfil the following technical requirements:

### **Equipping the MAN vehicle:**

- Use of a RIO Box (TBM3) – (not included with MAN Now)

### **Workplace equipment:**

- Use of an end device with Internet capability, e.g. a computer with Windows 7 operating system or later
- Internet browser (for use, we recommend 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).