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.

Autonomous maintenance management offers you excellent 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.

With forward planning and intelligent combination of upcoming maintenance appointments, proactive maintenance management guarantees that your vehicle is always well maintained. This leads to high vehicle availability and increased resale value, and makes your daily business easier.

We want to ensure high availability of your fleet for you no matter what happens.

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, engine oil and screen wash) fill levels are also transmitted. You also receive information on the battery state for MAN electric buses. 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:

MAN Truck & Bus SE

Functionality/data	MAN Truck	MAN Bus	MAN Van	Non-MAN vehicle (RIO Box in FMS mode)
Basic data in MAN ServiceCare - vehicle data - service contracts - extended warranties - 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 - AdBlue fluid - Engine oil - Fuel - Screen wash	X	X		Partially available[3]
Display of the battery state for MAN electric buses (display in %)	Not available	X	Not available	Not available
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		
List of damage reports via MAN Driver app (reported by the driver)	X	Not available		

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[1] Transferred FMS vehicle data as well as workshop assignment
[2] Transferred FMS maintenance data
[3] Existing data: AdBlue fluid, fuel

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

MAN Truck & Bus SE

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

• 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. Depending on the control units installed in the vehicle, data transmission may be restricted.

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.