



MAN ServiceCare S Service Specification

General information

MAN ServiceCare S is a proactive maintenance management service that ensures that your vehicle is always 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. How does MAN ServiceCare S work? The service network you choose proactively informs you about maintenance requirements and schedules an appointment with you. Thanks to intelligent networking, the service network can always access the condition of your vehicle and provide you with support, regardless of the location of your MAN vehicle. This reduces administrative expenses and unplanned downtimes – ensuring optimal availability of your vehicle. In addition, you get an overview of the current maintenance status, appointments, components that need to be repaired and any damage reports (transfer via MAN Driver App). You also receive information on the battery state for MAN electric buses.

Service overview

Once the fleet vehicles have been set up in the RIO administration area on the RIO platform and the digital MAN ServiceCare S service has been purchased for these vehicles via the Marketplace, the following MAN ServiceCare S 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 - Extended warranties - MAN ServiceCare services booking - Workshop assignment | X | X | Partially available | Not available |
| Notifications by telephone/e-mail about upcoming maintenance appointments for your MAN vehicle by MAN T&B or the selected contractual MAN workshop | X | X | Not available | |

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|---|---------------|---------------|---------------|---------------|---------------|---------------|
| Overview of the maintenance status of the registered MAN vehicles as well as display of next planned workshop appointment incl. the components to be repaired | X | X | Not available | Not available | | |
| List of damage reports from the MAN Driver App (reported by the driver) including forwarding to the chosen home workshop. New and archived reports can be viewed | X | Not available | | | | |
| The assigned workshop is informed and receives maintenance-relevant data, e.g. customer contact details, VIN, maintenance data, fill levels, tyre pressures (for vehicles with TPM = tyre pressure monitoring), brake linings | X | X | | | | |
| The assigned workshop is informed and receives transmitted diagnostic memory entries (DTC = Diagnostic Trouble Code) including type of fault and possible indicators | X | X | | | | |
| Customer-specific maintenance components can be created and scheduled by the allocated workshop | X | X | | | | |
| Display of the battery state for MAN electric buses (OK, warning, critical) | Not available | X | | | Not available | Not available |

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.

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Technical requirements

To be able to use MAN ServiceCare S, the 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 | Not available | X |
| Alternatively: Use of a TBM2 with software version 3.2 or higher (you can obtain information about the TBM2 software version from your MAN service network) | X | Not available | | X |
| Vehicle fitted with PTM Step2 or higher (PTM - power train manager). | X | | | X |

To be able to use MAN ServiceCare S, 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

To be able to carry out the service, it is imperative during the activation process for the user to allocate a contact person (on the user's side), including contact details, for each MAN vehicle selected for the service; they must also allocate an authorised contractual MAN workshop (one which is part of the MAN After Sales network) at which the maintenance work is to be carried out. The user can edit or change the details (incl. contact details) of the allocated contact person and the details of the contractual MAN workshop for each vehicle, also at a later date. Only one contractual MAN workshop can be allocated to each MAN vehicle. The MAN ServiceCare S service can only be provided by contractual MAN workshops.

In doing so, the customer can search for every workshop located in a country in which MAN ServiceCare S is available. The choice of the contractual MAN workshops may be limited depending on the vehicle type.

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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.

Depending on the vehicle type, the vehicle configuration and the respective on-board telematics module (“TBM”), 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 S. Depending on the control units installed in the vehicle, data transmission may be restricted.