



LOGISTIK IM FLUSS.

Valid until 01/2021

RIO Maintenance service description

Service overview

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

- Display of the kilometre interval until the next maintenance service
- Display of fill levels for fuel and AdBlue fluid
- Creation of customer-specific maintenance components including due dates
- Export of files to local computer in CSV format

General information

RIO 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. The service can be used for trucks with an activated FMS interface; not for trucks by the manufacturer MAN, however.

In addition to the kilometre interval until the next service, the fill levels for fuel and AdBlue fluid are transferred.

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

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

Technical requirements

To be able to use RIO Maintenance, the vehicle must be equipped as follows:

- The vehicle must have an activated FMS interface (version 2.0 or higher)

To be able to use RIO Maintenance, the work place must be equipped as follows:

- Use of an Internet-enabled device such as a computer (not provided by RIO)
- Internet browser



LOGISTIK IM FLUSS.

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 radio connection between the RIO transmitter unit and the platform.



Valid from 01/2021

MAN ServiceCare M service description

General information

MAN ServiceCare M is a service for self-determined or proactive maintenance management. This service can be used for your entire fleet.

Self-determined maintenance management offers you maximum flexibility. Decide for yourself which maintenance data you want to transmit to the MAN authorised workshop and thus benefit from time savings, or manage maintenance data yourself.

Proactive maintenance management ensures that your vehicle is always maintained in first-class condition through predictive planning and intelligent bundling of upcoming maintenance dates. This leads to maximum vehicle availability and increased resale value, thus making your daily business easier.

In any case, we want to ensure the optimal availability of your fleet for you.

In addition, you can view the maintenance status, dates, components to be repaired, damage reports (transmitted via MAN Driver App) online at any time and are notified by e-mail about upcoming maintenance requirements. In addition to maintenance data, the fill levels (fuel, AdBlue, engine oil and windscreen wiper fluid) are also transmitted. Brake pad conditions are also transmitted, as well as the current tyre pressures if a MAN tyre pressure monitoring (TPM) system is installed.

Existing components, such as engine oil change and annual inspection, are provided as maintenance information. The scope of the transmittable data is always dependent on the specific configuration of the vehicle.

In addition to the data transmitted from the vehicle, users can set up and schedule their own maintenance components. This enables the maintenance of mounted bodies 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 procured for the vehicles via the marketplace, the following MAN ServiceCare M services can be used for the various vehicle categories:



Functionality/data	MAN Truck	MAN Bus/Coach	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 - Booking of MAN ServiceCare - Workshop allocation 	X	X	Partly available	Partly available ¹
Status view of all available maintenance components	X	X	X (FMS standard)	X (FMS standard) ²
View of the kilometre or date interval until the next maintenance service	X	X	X (FMS standard)	X (FMS standard)
Self-determined maintenance and repair management. Forwarding the maintenance components to a MAN authorised workshop or taking over the coordination and repair on your own initiative	X	X	Partly available	X
View of the fill levels <ul style="list-style-type: none"> - AdBlue fluid - Engine oil - Fuel - Windscreen wiper fluid 	X	X		Partly available ³
View of brake pad conditions	X	X	Not available	Not available

¹ Transmitted FMS vehicle data and workshop allocation

² Transmitted FMS maintenance data

³ Existing data: AdBlue, fuel



View of the tyre pressures (if a MAN tyre pressure monitoring system is installed)	X	X		
List of damage reports via the MAN Driver app (reported by the driver)	X	Not available		
Creation of customer-specific maintenance components including due dates	X	X	X	X

For trucks with on-board telematics module 2 (TBM2) the "MAN Bridge" product must also be activated; this may result in the following restrictions compared to the RIO Box (see MAN Bridge service description):

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

Prerequisite for data transmission

The maintenance data and other status data are uploaded once a day and stored on the Cloud. The latest status is always displayed. The vehicle's ignition must be on and the engine off in order to transmit vehicle data. This condition should be maintained for a few seconds to enable the control units to initialise and acquire the signal. Furthermore, a mobile radio connection 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/Coach	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 a software version of 3.2 or higher and activated MAN Bridge service	X	Not available	Not available	X



(information on the software version of the TBM2 is available from your MAN service outlet)				
---	--	--	--	--

To use MAN ServiceCare M, the work place 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 newer
- 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 ("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. As well as the MAN authorised 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, Italy, Latvia, Lithuania, Luxembourg, the Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Slovakia, Slovenia, Spain, Sweden or Switzerland.