

# MAN AFTER SALES.

Maximum efficiency: all from one source.





# MAN AFTER SALES.

## Your MAN in the best hands.

Deciding on MAN is deciding on maximum quality. We are committed to fulfilling this claim over the entire service life of your vehicles. And you know without a doubt that your MAN is in the best hands with us. Because, we know everything about your vehicles, about every screw, every module, every detail and – thanks to MAN ServiceCare® – this information is available at any time and any place.

This transparency is the basis for maximum efficiency in care, comprehensive advice and integrated service. Your MAN is simply even better and more effective with MAN After Sales products and services.



MAN

M-AN 580

M-AN 450

# HOW WE SEE THINGS: AS A WHOLE.



When you have decided on a truck or bus/coach from the MAN or NEOPLAN brands you have very high expectations as regards quality, performance, safety and longevity with the decision. Justifiably, as MAN repeatedly occupies the top spots in national reports (for example, the TÜV report for Germany) in the category of “lowest error rates”. Each and every MAN is an intelligent investment which always pays off in the long run. But, it is possible to boost value retention and efficiency of this investment even further. Thanks to the comprehensive MAN Genuine Service downtime is significantly decreased, so uptime and your returns are correspondingly increased. Together with you, we optimise the services you use. We support you by combining necessary appointments, through sensible foresight and planning as a responsible partner as well as by combining individual services, for example to create fixed-price packages. We combine the necessary with the useful. MAN Genuine Service is our idea of comprehensiveness – so that our service makes you even more efficient.

## **Quality translates into time. MAN service and parts come with a two year warranty.**

The MAN Truck & Bus AG two-year warranty is valid for all repairs carried out at MAN’s own service outlets and participating partners, including repairs where MAN Genuine Parts, MAN Genuine Parts ecoline and MAN Genuine Accessories\* are fitted.

\* For supplementary information please refer to our General Terms & Conditions or ask your MAN partner.

### **Our service at a glance**

- Qualified repair work
- Expert, continually trained specialists
- Modern workshop equipment with special tools for all MAN and NEOPLAN models
- Two-year warranty on MAN service and parts\*
- Personal and expert consulting



**MAN service outlets: high tech at a fair price.**

Cheap is the new expensive. Anyone who was tempted to make false economies knows this. MAN service outlets are always state-of-the-art, because modern diagnostic systems are just as necessary for the high-performance technology and electronics of MAN commercial vehicles as high-quality special tools. This is the only way work processes can be optimised in order to keep vehicle downtime to a minimum. Service at MAN service outlets is always an intelligent investment – where you will find high-tech at a fair price.

**MAN service employees: contributing their thoughts to service.**

Maintenance and service are important. But only customer support that goes beyond the standard routine results in a plus in performance and thus more efficiency. The highly trained MAN service employees are professionals in every respect and trained to always assess services for you in an economic context: What results in maximum benefit with minimum effort? How can services be rendered in parallel and therefore time be saved? How do we turn unnecessary routines into long-term intelligent synergy? MAN service employees know the answer.

**MAN Dialogue Reception: Customised service from the start.**

The focus of our work is the service we provide for you: customised and personal with an active service understanding. Personal contact is particularly important to us, as processes can only be optimised over the long term as part of a trusting cooperation. The MAN service employee responsible for you is always available at the arranged appointment to examine the vehicle together with you, identifying possible further faults and, if required, obtaining additional approval from a person in your company authorised to make decisions. The service employee makes suggestions for the optimisation of work packages, processes the order and delivers the vehicle. Personally. Guaranteed.





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# QUITE SIMPLY MORE. FROM LESS.

## **Services that boost profitability.**

Due to rising cost pressures in passenger and goods transport, improvements in efficiency and saving are of central importance to you. With modern services, constantly optimally adjusted to continually changing boundary conditions, you receive tailored offers that allow you to significantly increase the efficiency of your vehicle fleet. More profit with reduced effort – quite simple.

### **Your benefits at a glance:**

- Calculation and planning security
- Less time and money spent on administration; more time for your core business
- Optimum value retention thanks to a high resale value



### **MAN ServiceCare: Proactive maintenance management.**

With MAN ServiceCare, the coordination and administration of maintenance appointments is transferred to the MAN service outlet in question. The MAN service outlet you designate will also assist you with vehicle analysis. New here is that you can use the platform of our RIO partner to see the maintenance status and mileage of your vehicles at any time. This management clearly has positive effects: firstly, appointments, staff and spare parts are available when you need them. Secondly, time spent in the workshop can be significantly reduced, which is synonymous with greater vehicle availability. MAN ServiceCare is a further important MAN service promise:

- Higher levels of vehicle availability thanks to anticipatory planning and the intelligent combination of maintenance appointments
- Maximum value retention and higher resale value due to first-class maintenance of the vehicle
- Simplification of your day-to-day business because maintenance is planned and appointments are made for you
- Digital service from MAN, free of charge

### **MAN Card/NEOPLAN Card: a card that you can count on.**

The MAN Card/NEOPLAN Card offers you a fuel and service card which is valid throughout Europe and whose standard functions can be supplemented with additional optional services such as the refund of tolls. What is more, the MAN Card/NEOPLAN Card includes payment confirmation throughout Europe for MAN service outlets and MAN Mobile24, which prevents any delays from occurring. Use of the MAN Card/NEOPLAN Card is free of charge at all European MAN acceptance points and for MAN Mobile24. Standard market service fees are charged only for the use of further services such as refuelling and toll service.

#### **Your benefits:**

- Mobility and flexibility throughout Europe
- No service charges for repairs at MAN service outlets
- Fast processing of repairs; short downtimes
- Cashless provision on the road
- Simple, transparent processing





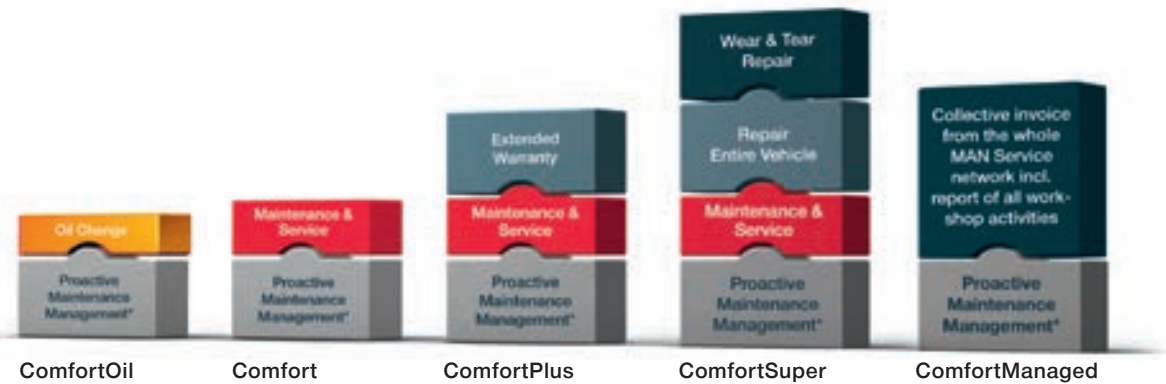
**MAN ServiceContracts: Repair and maintenance made easy.**

We have developed our individual service products for you. For your demands. For your requirements. For your job. Reduce costs, increase performance: MAN ServiceContracts.

Your potentials become perceptible with absolute planning and costing reliability. In this way you reduce the risk of unplanned repairs. Moreover, you benefit from preventive repairs, which enhance operating reliability and minimise vehicle downtimes. Thanks to professional maintenance and repair, the levels of safety and functionality of your vehicle are raised. We handle the maintenance work for you so that there's less you have to do in the way of administration and organisation. Our one-stop-shopping service also contributes significantly to this. An additional advantage for you is that unexpected repairs, including payment confirmation in foreign countries, can be dealt with throughout Europe.

ComfortManaged offers you even more advantages than the other variants. You will receive a collective invoice from us for all work performed in the MAN service network. We guarantee cost transparency with a detailed report on all visits to the workshop. The work performed and the invoices are checked by MAN experts. A check for goodwill and liability for defects is made directly by the Corporate Center.

ComfortManaged is thus the perfect solution for your fleet management, characterised by maximum flexibility and cost transparency. On top of that, ComfortManaged ideally supplements your existing MAN Service products.



\* MAN ServiceCare



**MAN extended warranty – the MAN maximum guarantee.**

You can't get any more than this: MAN extended warranties are now also possible up to a million kilometres. This gives you full control over your costs and ensures that you always travel safely and economically.

**The services for trucks, buses, coaches and vans.**

Wide range of guarantees for all MAN vehicles, categorised by mileage, vehicle type and application.

**Combination modules for the standard extended warranty.**

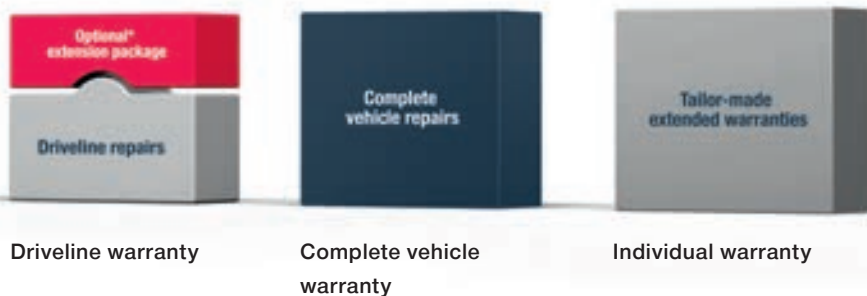
Arm yourself against the risk of unexpected repair costs and combine your complete vehicle guarantee with an additional driveline warranty.

Combination modules for complete vehicle and driveline warranty for the third, fourth and fifth operating year:

- MAN TGX and TGS 4x2, 6x2 and 8x2 with a total mileage of up to one million kilometres
- MAN TGX and TGS 4x4 to 8x6 as well as MAN TGM with a total mileage of up to 750 000 kilometres
- MAN TGL with a total mileage of up to 400 000 kilometres
- Heavy duty and HydroDrive vehicles

With the driveline warranty you have the option of also selecting the driveline extension package. This insures in addition the starter motor, alternator, air compressor and exhaust gas aftertreatment system. You may purchase this product either with or without entering into a repair and maintenance contract.

Always keep an eye on the most important data of the repair and maintenance contract or extended warranty for your vehicle? No problem with ServiceCare! With a repair and maintenance contract or extended warranty your vehicle also gets ServiceCare free of charge. All you have to do is register it on our platform. Talk to your MAN partner.



\* Starter motor, alternator, air compressor, exhaust gas aftertreatment system

**MAN TopUsed extended warranties and repair and maintenance contracts.**

**Safety that pays off.**

In addition to the complete vehicle guarantee, MAN TopUsed also offers you a warranty for the driveline – with a term of up to 24 months and a total vehicle mileage of up to 950 000 kilometres. For you that means 0% excess on the driveline and 20% on the complete vehicle guarantee. Just as with new vehicles, you as an MAN TopUsed customer have the opportunity of purchasing MAN TopUsed repair and maintenance contracts directly or in combination with an MAN TopUsed extended warranty. Alongside the two repair and maintenance contract products referred to above, the ComfortSuper repair and maintenance contract is also available to you as an MAN TopUsed customer, together with the associated optional components of the repair and maintenance contract and all TopUsed extended warranties.

**Make one from two:**

Supplementing the existing MAN TopUsed driveline extended warranty we now also offer you the MAN driveline extended warranty PLUS. This consists of the MAN TopUsed driveline extended warranty as well as the MAN driveline extension package. The MAN driveline extended warranty PLUS is available only in combination with any MAN repair and maintenance contract.

For more information please refer to our brochure or talk to your MAN partner.



**MAN TopUsed  
Driveline extended warranty**



**MAN  
Driveline extension package\***



**MAN  
Driveline extended warranty PLUS**

\* Starter motor, alternator, air compressor, exhaust gas aftertreatment system

**MAN Mobile24: Non-stop service.**

We hope you never need it, but if you do, it's good to know it's there – the mobility service from MAN and NEOPLAN. You can contact our MAN Mobile24 emergency centre from anywhere in Europe by calling the hotline number.

On-call service, 24 hours a day, seven days a week, 365 days a year and without charges for arranging a workshop. A skilled agent, speaking your language, will then set the ball rolling so you get help as fast as possible. Wherever it is you want to go, we're at your side. With the MAN mobile service vehicle or at one of 2 000 workshops throughout Europe.

**MAN Service Mobile24 at a glance:**

- Available round the clock, 365 days a year
- Over 25 languages available by calling the hotline number from anywhere in Europe
- Fast assistance for all MAN trucks and transporters, MAN and NEOPLAN buses and coaches
- Workshop arrangement free of charge
- Proactive communication between the service centre, workshop and customer
- Cooperation with over 2 000 workshops in Europe
- Please use your MAN or NEOPLAN Card in the event of a breakdown too
- By providing your e-mail address, you can also keep up to date with the latest developments online using a tracking link.







# SIMPLY RELIABLE. ENTIRELY RELIABLE.

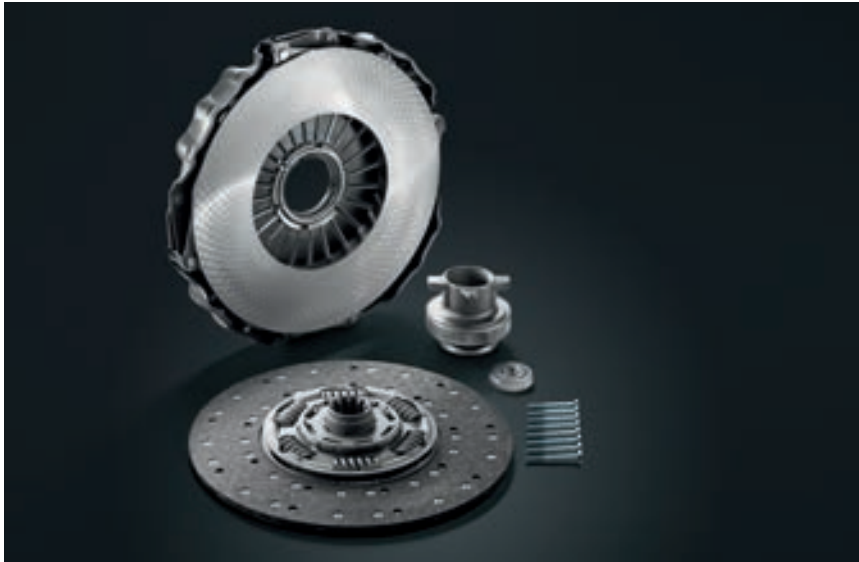


## Reliability increases with the MAN parts service.

This much is clear: MAN Genuine Parts guarantee reliability and safety, ensure that less time is spent in workshops and thus more time in operation, contribute to the long-term reduction of operating costs and increase the resale value of a vehicle. In order to further optimise your vehicle fleet costs, you can order MAN Genuine Parts with the corresponding service features as a fixed-price package. But no matter what you decide on, you will get the maximum benefit every time from high quality, a long service life and reliable availability. Your MAN service outlet is guaranteed to be the best option.

### Your advantages at a glance

- State-of-the-art MAN Genuine Parts
- MAN quality with the latest technology
- Two-year warranty on parts and service
- Problem-free fit and short downtimes
- Long-term reduction in operating costs



**MAN Genuine Parts: only the best for your MAN.**

When you choose an MAN, you choose first-class quality in every respect. Quality, safety and a warranty – these are also the decisive arguments in favour of MAN Genuine Parts. MAN Genuine Parts are manufactured in accordance with strict MAN guidelines and quality specifications, carefully checked and boast the highest degree of reliability and profitability. Additionally, with MAN Genuine Parts you get a 24-month warranty valid worldwide. And: you can rely on MAN Genuine Parts being available now and in the future – why should you settle for less?



**MAN Genuine Oil. Less friction. More efficiency.**

MAN Genuine Oil has been proven to provide engines, gearboxes, drive axles and transfer cases with optimal protection from wear as well as from deposit build-up on the components. It contributes to a longer service life and a reduction in overall operating costs.

**MAN Genuine anti-corrosion and anti-freeze agent**

The MAN Genuine anti-freeze and anti-corrosion agent, designed in accordance with MAN 324 Si-OAT for high output diesel engines with all emissions standards, provides excellent protection against corrosion, deposit build-up, overheating and frost at temperatures down to -37°C for all components in the cooling circuit and the engine. Mixing with MAN324 SNF is not possible.

**MAN Genuine Parts ecoline: thinking ecologically – acting economically.**

MAN Genuine Parts ecoline are professionally remanufactured parts. They allow your MAN vehicle to be repaired in a manner commensurate with its value without compromising on the highest MAN quality. This makes them an intelligent and economical alternative for older vehicles. For this purpose, parts which have already been used in an MAN vehicle are comprehensively remanufactured; as a rule, parts that have been subject to wear are renewed. The quality of the remanufactured MAN Genuine Parts ecoline corresponds to the quality of MAN Genuine Parts. Exceptional quality for the entire lifecycle – that is the MAN guarantee and it also applies to MAN Genuine Parts ecoline with a 24-month warranty.



**MAN Genuine Engines ecoline+. One engine. Two lives.**

We have expanded our portfolio to include MAN Genuine Engines ecoline+. With this range specifically for older vehicles, we are providing a particularly cost-effective and ecological solution.

The old engines are disassembled, cleaned and tested in the Nuremberg Engine Plant. The MAN Genuine Engines ecoline+ are then rebuilt using the remanufactured components and a defined range of new MAN Genuine Parts. As a rule, all essential wear parts are replaced. The components necessary for remanufacturing comply with all the quality requirements of MAN Genuine Parts. The engine is only approved after successfully passing a test run.

The fundamental difference to MAN Genuine Engine ecoline is the increased scope of remanufacturing for the most important components of the basic engine.

The new MAN Genuine Engines ecoline+ also come with our 24-month warranty.



# MAN Genuine Parts + Service Fixed-price package

## **MAN fixed-priced packages: MAN Genuine Parts and top service at a fixed price.**

MAN offers the best service for the best products. With fixed-price packages, we make a further unbeatable offer, especially for older vehicles: MAN service outlets perform selected repairs, for example on the brakes, the replacement/change of oil, filters and seals, on the clutch, exhaust silencer, and driver's seat at a fixed price. The MAN fixed-price packages include all MAN Genuine Parts required for the repair work as well as all labour. Thus you are protected against every eventuality and have the greatest possible planning security combined with cost control. In this way, we can help you to make the running of your business even simpler and clearer.

## **MAN Kits: MAN Genuine Parts in a set.**

Wear is not usually limited to a specific part of a mechanical or technical interconnected system. Therefore it often makes sense to also replace other parts related to a repair in order to avoid possible repeated maintenance or repair work. MAN kits include a complete set of the required, optimally coordinated MAN Genuine Parts so that maintenance and repair work can be carried out as comprehensively and sustainably as possible. By way of example, the following MAN kits are currently available: engine repair, piston, clutch, belt tensioner, diesel particulate filter and filter maintenance kits. MAN kits give you a financial advantage thanks to the attractive package prices and potentially improved vehicle availability that results from avoiding additional time spent in the workshop.

### **Our packages – your advantages:**

- Cost savings compared to buying individual parts, thanks to attractive kit prices
- Avoidance of incorrect orders thanks to just one item number
- No nasty surprises due to additional costs upon receipt of the invoice
- Complete transparency of costs

### **MAN parts availability: We're still the leaders.**

The claim to distinguish ourselves in service can only be fulfilled if we can guarantee the availability of MAN Genuine Parts at short notice over the long term. MAN guarantees this for over 930 vehicle types, in some cases with a delivery obligation of up to 35 years. For this purpose we have 332,000 parts in our range; 189,000 in stock and 143,000 parts available at short notice. We supply 2,000 shipping addresses in 95 countries and thus ensure the worldwide availability of MAN Genuine Parts. Our goal is always the same: 80% of all relevant parts are available at workshop level, 95% are available at latest on the following day. We purchase special parts just for you within one week, so that you are fully operational again. One MAN, one word.

### **MAN PartsBase: MAN Genuine Parts directly\*.**

MAN PartsBase supports customers with their own workshops and independent workshops in ordering MAN Genuine Parts. With the help of the brand-independent ordering system partslink24 for genuine vehicle parts, MAN PartsBase customers are able to identify all MAN Genuine Parts simply, quickly and in a cost-effective way, and order them online directly from the authorised dealer of their choice. It is also possible to check the availability of parts. The online portal guarantees 24/7 availability to customers. Registration on the MAN After Sales Portal required.

\*Offer for key account customers

#### **Here you have everything at a glance:**

- Simplified ordering of spare parts
- Stocking of parts for all MAN vehicle types
- Overnight supply of parts through the European Logistic Centre



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**MAN Genuine Software**

MAN Genuine Software refers to all programming data that is used in MAN vehicles (trucks and buses/coaches) with a Trucknology® electronics structure. If you as a customer want to modify or remove existing vehicle functions or add new ones, changes to the vehicle software also have to be carried out. In the MAN Trucknology® Generation many conversions don't require any replacement of hardware at all. The changes are effected solely by means of MAN Genuine Software.

If you have any questions, please contact your MAN service outlet. Here you will receive competent information about the range of MAN Genuine Software currently available.



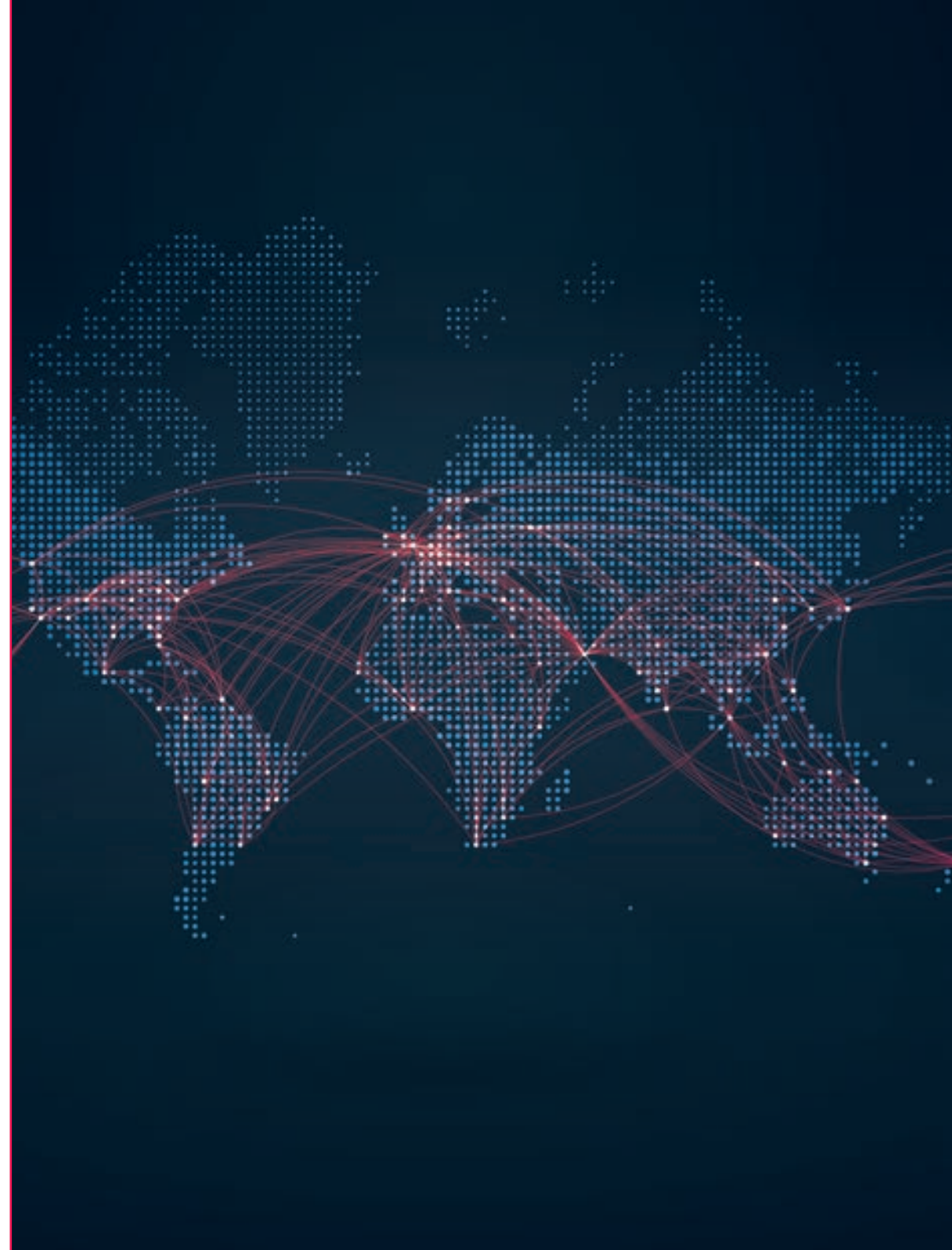
# MAN SERVICE NETWORK.

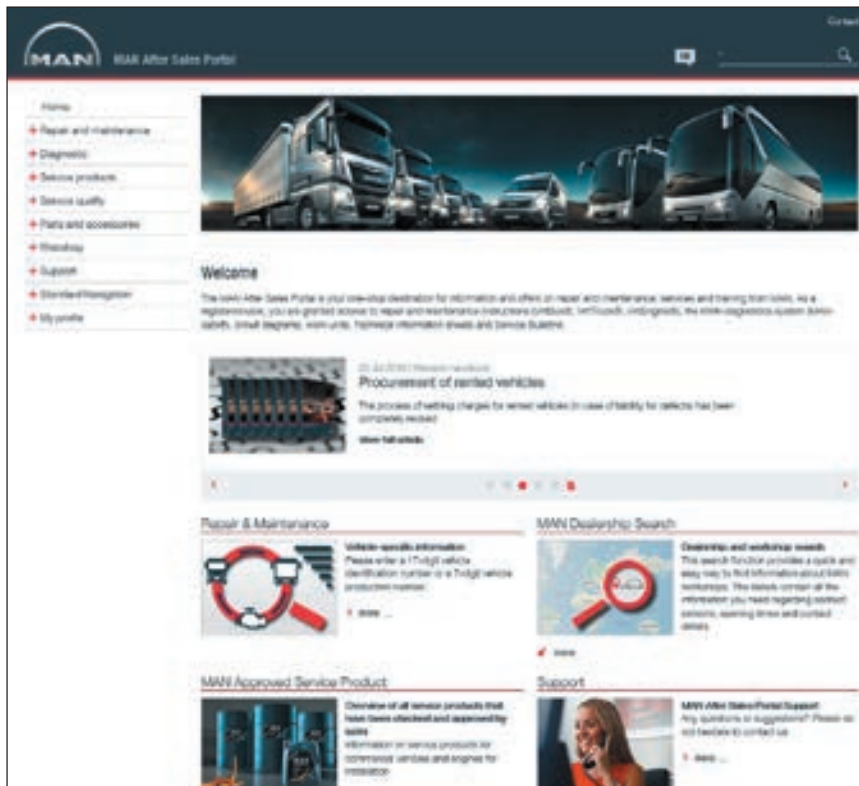
## **Always there for you. Worldwide.**

MAN is synonymous with commitment to the highest quality standards. This applies to our vehicles as well as to our services, with which we want to provide you, our customers, with the maximum degree of support. Because improving your efficiency is our main goal. That is what we work on, together with over 1700 MAN service outlets in Europe and throughout the world. When searching for your local MAN service outlet, you can make use of the online MAN Dealership Search database available at [www.truck.man](http://www.truck.man), [bus.man](http://bus.man), [van.man](http://van.man) or the MAN After Sales Portal at [www.asp.man.eu](http://www.asp.man.eu)

**The quickest way to find out more: [www.truck.man](http://www.truck.man), [bus.man](http://bus.man) or [van.man](http://van.man)**

All information on our products, services and further service topics, such as MAN ServiceCare, MAN Card, MAN ServiceContracts, MAN Mobile24 etc. can be found on our website. Experience the MAN brand interactively and up close.





**MAN After Sales Portal: all information at a glance.**

You can find all the current information regarding repair and maintenance, service products and features and training opportunities online on the MAN After Sales Portal. As a registered user, you are granted access to repair and maintenance instructions, the MAN diagnostic system, circuit diagrams, work units, Technical Information Sheets and Service Bulletins. Registration is free and non-binding. You can access the MAN After Sales Portal at [www.asp.man.eu](http://www.asp.man.eu)



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