

# MAN Mobile24

Solutions on the road.





# **ALWAYS THERE, NOT JUST IN CASE.**

Predictive precautions, quick response, action instead of reaction – these are the MAN Mobile24 principles. Reliable help in the event of a breakdown is what we stand for and is a matter of course for us. With us you stay on the road.

With MAN Mobile24 you are always on the safe side – we support you on every mile of your journey.

# THAT'S THE WAY IT IS: IMMEDIATE HELP IN CASE OF EMERGENCY.

Something you can also rely on in the future: with MAN Mobile24, we ensure that you reach your destination, throughout Europe, around the clock and 365 days a year. In the event of a breakdown, call MAN Mobile24. Our team takes care of everything, from on-site service and towing, to booking a workshop and carrying out repairs.

With the new MAN Mobile24 Interactive Tracking, you can send us important information online when opening the breakdown case and receive up-to-date status information as the case progresses.

- Transmission of the exact breakdown location
- Description of the cause of the breakdown with photo documentation
- Overview of order status in real time

After the call-center agent opens a ticket, you will receive a link by email or SMS (depending on your preference).

MAN Mobile24 can be reached throughout Europe, around the clock, free of charge at the same telephone number:

**00800 Mobile24 or  
00800 66 24 53 24**

alternative / alternativ / ou bien / alternativamente / alternativa / alternatief / alternatywa /  
alternativt +49 (0) 180 53 53 330

Fast and reliable assistance in the event of a breakdown, with the aim of keeping the downtime of your vehicles as short as possible.



MAN Truck & Bus Deutschland GmbH  
Service München-Karlsfeld  
Dr. Ernst-Zimmermann-Allee 5  
85757 Karlsfeld

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# FURTHER SERVICES.



## **Appointment booking:**

In addition to breakdown services, MAN Mobile24 customers scheduled appointments (such as maintenance, inspections or checks, or processing technical information) outside of their home country.

## **Tyre service:**

We offer a comprehensive tyre service, including tyre changes on the road for a direct onward journey with spare and/or new tyres. This service is also available for trailers and third-party vehicles.

## Your benefits

- Single number for all services in 25 languages

## Appointment booking

- Reliable: help in arranging scheduled service appointments (maintenance, inspections and legally required checks)
- Flexible: booking in advance (72 hours)
- Secure processing using existing MAN Mobile24 processes

## Tyre service

- Versatile and flexible – different tyre categories selectable for trucks, buses, vans and trailers/semi-trailers
- Europe-wide service via MAN service outlets or qualified partner companies
- Proactive updates on the processing of the reported tyre damage



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# OPTIMAL SUPPORT IN THE EVENT OF A BREAKDOWN WITH **MAN DIGITALSERVICES.**

With the digital services **MAN Driver App** and **MAN ServiceCare**, your MAN truck or MAN coach can be brought back on the road even faster in the event of a breakdown.

In the event of a breakdown, the **MAN Driver App** is the easy way to contact MAN Mobile24. The driver is connected to MAN Mobile24 with just one click. The exact geolocation and vehicle identification number are automatically transmitted to MAN Mobile24.

In addition, the breakdown mechanic can carry out a vehicle diagnosis with the **MAN ServiceCare** proactive maintenance and repair management system. The data on the vehicle's condition is continuously transmitted to MAN ServiceCare. Before the breakdown mechanic has inspected your vehicle, he can use this information to work out what approach will be needed at an early stage – getting your vehicle back on the road more quickly.

As a result, the support of digital services helps to reduce downtime and increases vehicle availability. And the best thing is: downloading the MAN Driver App and MAN Service Care S is free of charge.

# **WE ARE EXPANDING OUR PORTFOLIO TO IMPROVE YOUR EFFICIENCY.**

With our MAN Mobile24 services, we have taken a decisive step towards providing you with the best possible support from our digital services – for increased vehicle availability through improved effectiveness. Over 2,000 MAN service outlets and partner workshops throughout Europe continue to form an essential part of our promise to you and make it possible for us to say: We are there where you need us.





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