

Action code: **COMMERCIAL**

New Improved Site for Service Letters

Online and on CD-ROM

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Concerns

Owners and operators of MAN Diesel & Turbo two-stroke and four-stroke marine and stationary diesel engines.

Summary

Two-stroke and four-stroke service letters have been grouped on the same site, and the search function has been extended and improved.

Dear Sirs

We have carried out a critical usability study of the way our service letters are presented online, on the Internet and on our DieselPort extranet, and offline via a CD-ROM.

Based on this study, we have improved and fine-tuned the way service letters are made available electronically. The primary improvements are the following:

- All service letters since 1968 are now searchable
- The search result is more reader-friendly
- One service letter site for both two-stroke and four-stroke engines
- Uniform structure and presentation of two-stroke and four-stroke service letters
- Uniform layout and design both online on DieselPort and offline via the CD-ROM.

We hope that the new layout and usability will provide users of our service letters with an improved experience and easier access to search our service letters.

The new site can be found on our DieselPort extranet under Service Support > Service Letters > [Diesel Service Letters](#).

You are welcome to email any questions or suggestions for improvements to gmd12@mandieselturbo.com

Yours faithfully



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