Remote Service Call Report

3rd July 2023

Customer: James, Volkswagen DE

Technician: Rob

Subject: SEW Hotline Technician assists customer with broken XUW machine and resolves issue with resetting speed limit.

Product: MOVIRUN

Product ID: 01.189582

Call Summary:

The transcript is a conversation between a SEW Hotline Technician and a customer named James.

- James calls the hotline because his XUW machine is broken.
- The technician asks if there is a fault code on the machine.
- James provides the fault code, which is F 0 8.
- The technician asks for the machine's serial number.
- James gives the serial number and confirms that he is calling from Volkswagen.
- James explains that it is his movie run unit that is broken and mentions the fault code F 0 8 again.
- The technician states that they will look into the fault code and suggests resetting the speed limit as a potential solution.
- James confirms that resetting the speed limit has fixed the issue and thanks the technician.
- James ends the conversation abruptly and rudely insults the technician.

Details:

- Customer James called the SEW Hotline because his XUW machine is broken.
- James provided the SEW Hotline Technician, Rob, with the fault code F 0 8.
- Rob asked for James' serial number, which James provided.
- James confirmed he is calling from Volkswagen and that the issue is with his movie run unit.
- Rob informed James that fault code F 0 8 indicates that the speed limit has been exceeded and instructed him to reset the speed limit.
- James confirmed that resetting the speed limit resolved the issue.
- James thanked Rob and stated he would call back if he had any other issues. However, he also made an inappropriate and offensive comment.

Resolution:

Summary:
The resolution of the call was that the customer, James, reported that his XUW machine was broken and had a fault code F 0 8. The hotline technician, Rob, asked for the serial number and verified that James was calling from Volkswagen. Rob then determined that the fault code F 0 8 was likely caused by the speed limit being exceeded and asked James to reset it, which resolved the issue. James thanked Rob and mentioned they would call back if they had any other issues. The summary ends abruptly with an inappropriate comment from James.