Remote Service Call Report

3rd July 2023

Customer: Hannes, Volkswagen DE

Technician: Gavin

Subject: SEW Hotline Technician helps customer resolve fault code F27 on SEW machine.

Product: Helical Gearmotor

Product ID: 01.186111

Call Summary:

The customer calls the SEW hotline technician to report a fault code F27 on their SEW machine. The technician asks for the product's serial number and confirms that the customer is calling from Volkswagen. They suspect an issue with the motor being overloaded and promise to find more information on fault code F27. The customer recommends opening the circuits and checking the limit switches, but the technician doesn't find any visual issues. They suggest reprogramming the terminals as a potential solution and stay on the line while the customer tries it. The reprogramming resolves the issue, and the technician thanks the customer for saving them time. They end the call.**Product:** Helical Gearmotor

Details:

- Customer called the SEW Hotline about an issue with their SEW machine
- Customer reported a fault code: F27
- Technician asked for the serial number and confirmed the customer was calling from Volkswagen
- Technician mentioned a common issue with the motor being overloaded
- Technician offered to find diagnosis information for fault code F27
- Customer ran through some steps, including checking the limit switches and reprogramming the terminals
- Customer confirmed that reprogramming the terminals resolved the issue
- Technician thanked the customer and ended the call

Resolution:

The customer, Hannes, called the SEW Hotline to report an issue with their SEW machine, which displayed a fault code F27. The technician, Gavin, gathered the necessary details and suggested that the motor may be overloaded. They then went through some troubleshooting steps, such as checking the limit switches and reprogramming the terminals. Ultimately,

reprogramming the terminals resolved the issue, and Hannes expressed gratitude for saving them time. The call was successfully resolved.