

Remote Service Call Report

3rd July 2023

Customer: John, Volkswagen DE

Technician: Gavin

Subject: SEW Hotline technician resolves machine fault code and shares light-hearted exchange with customer.

Product: Helical Gearmotor

Product ID: 01.186111

Call Summary:

The customer, John, called the SEW Hotline to report a fault code F27 on his machine. The technician, Gavin, introduced himself and verified John's name. Gavin acknowledged the fault code and John informed him that the issue had resolved itself and the machine was now working fine. John mentioned that he was going to play football. Gavin, in a light-hearted manner, asked John about his favorite color, to which John replied "orange." Making a pun on the color, Gavin said "Orange you're glad I said that" and bid farewell to John.

Details:

- Customer called with a machine that had a fault code F27
- Customer's name is John
- Customer informed technician that the fault code disappeared and the machine is now working fine
- Customer mentioned he is going to play football
- Technician asked the customer about his favorite color and the customer said it's orange
- Technician made a pun about the color orange
- Call ended

Resolution:

Summary: The call begins with John reporting a broken machine with fault code F27 to Gavin. However, during the call, the fault code disappears, and John mentions that everything is working fine now. Gavin, just before ending the call, asks John about his favorite color, which is orange. The call concludes with a light-hearted joke, and John mentions that he will be going off to play football. The resolution of the call is that the issue with the machine has resolved itself, and John is satisfied with the outcome.