

Remote Service Call Report

6th June 2023

Customer: Kevin, Volkswagen DE

Technician: Gavin

Subject: SEW Hotline Technician resolves customer's concern about faulty Helical gear motor units.

Product: product

Product ID: 01.186934

Call Summary:

A customer calls in to SCW Eurodrive and is initially discussing something about YouTube with another person. The call is then connected to a technician named Kevin in Wolfberg, Germany who reports that the Helical gear motor units are on fire and that there is a fault code of f20. The customer provides the technician with the serial number for the unit and the technician assures them that it's not a big deal.

Details:

- Kevin is calling the SCW Eurodrive hotline from Wolfberg, Germany
- He reports that a Helical gear motor unit is on fire and gives the fault code as f20
- Gavin (Person 1) asks for the serial number, which Kevin provides
- Gavin says he will get the information and speaks to someone else briefly (possibly a colleague)
- Gavin returns and says it's "no big deal"

Resolution:

The customer, Kevin, called the SEW Eurodrive Hotline to report a faulty machine with an f20 fault code. The hotline technician, Gavin, requested the serial number and confirmed that it's not a big deal. The summary of the call is that Gavin resolved the customer's concern by taking the serial number as an essential piece of information to provide appropriate assistance.