

Remote Service Call Report

3rd July 2023

Customer: Mark, Volkswagen DE

Technician: Rob

Subject: SEW Hotline Technician unable to resolve frequency converter issue with SCW machine due to system downtime.

Product: MOVIDRIVE B

Product ID: 01.186213

Call Summary:

The conversation is between a customer (Mark) and an SEW Hotline Technician. Mark, who is from Volkswagen, informs the technician that he has an issue with a frequency converter on his SCW machine. He mentions that the machine stopped working and is displaying fault code F20. The technician asks for the serial number to verify Mark's information and confirms that he has it in the system. The technician mentions that their backend is down and they are unable to resolve the issue at the moment. Mark thanks the technician and ends the conversation.

Details:

- Mark called the SEW Hotline with an issue with his SCW machine.
- Mark mentioned that he is from Volkswagen and has a frequency converter.
- The SCW machine stopped working in the morning and is showing fault code F20.
- Mark provided the serial number for his machine: 01.186213.
- The technician confirmed the fault code as F20 and checked the information for Mark's machine.
- The technician mentioned that there seems to be an issue with the backend and cannot resolve the issue at the moment.
- Mark thanked the technician for their help.

Resolution:

The call between Rob (SEW Hotline Technician) and Mark (customer from Dublin airport) ends with the resolution that the technician is unable to resolve Mark's issue at the moment due to a backend problem. The technician informs Mark that they will have to double-check the issue later and apologizes for not being able to help immediately. Mark thanks the technician for their assistance.