

dey, anirban

From: todd.udowitch@spiritfitness.com
Sent: Friday, January 13, 2023 3:54 AM
To: dey, anirban; toddu@spiritfitness.com; 'Ken Kruebbe'
Cc: toddu@spiritfitness.com; rbs-na-andonteam@amazon.com; angelac@spiritfitness.com; jayme.walker@spiritfitness.com
Subject: RE: [EXTERNAL]Amazon.com: Andon Cord : Action Required/ Item Not-Buyable. (B01LYY95VW/V804283350)
Attachments: FB350_OM_20210827.pdf; IMG_6090.jpg; IMG_6089.jpg

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Anirban,

Please include Ken Kruebbe at kenk@spiritfitness.com on any Andon cord issues moving forward.

Please find our responses below:

Action required from your end to resolve the issue:

• *Please confirm whether the units in your inventory are free from the above mentioned defect. If defect is confirmed, kindly share the RA number and shipping address so that we can return the on hand inventory. **Units in our inventory are free from defects.***

• *Kindly Provide us Quality & functional test report covering at least 5 units in stock (that will confirm item's functionality). **We have built and tested 5 units from our inventory (serial numbers listed below). No defects or issues have been found. All 5 models had no cosmetic damage, no defects, and operated correctly. (Carton pics attached to show they are in good condition).***

1354162210097749

1354162210097732

1354162210097744

1354162210099726

1354162210097731

• *Kindly share us User Manual (PDF Version, less than 15 MB) or other documents (Trouble shooting steps, Specs sheet or video/images,compatibility sheet) that provides necessary information to the customer). **Owner's manual attached, which includes assembly instructions, troubleshooting, and proper usage.***

• Kindly confirm if there were any updates made to the product recently, if yes, please provide the details and updated documents (manual, instructional videos, etc) **No product updates have been made.**

• Kindly provide us a Plan of action(POA) to reduce the customer issues. **Issue reported about not getting response from manufacturer - we have reviewed our service support system and we are following up with customers as always - if you want to provide us the customer contact information then we can call them directly and get them taken care of. The other 3 issues reported are not consistent with our product, incorrect, or unactionable.**

Thanks,

Todd Udowitch

Vice President Sales

469.223.3374

www.spiritfitness.com

www.xterrafitness.com



From: anirban dey <anirbdey@amazon.com>

Sent: Thursday, January 12, 2023 7:21 AM

To: toddu@spiritfitness.com

Cc: toddu@spiritfitness.com; rbs-na-andontteams@amazon.com; angelac@spiritfitness.com; jayme.walker@spiritfitness.com

Subject: Amazon.com: Andon Cord : Action Required/ Item Not-Buyable. (B01LYY95VW/V804283350)

Hi,

Our customers have reported issues with the below product. An Andon cord ticket has been raised for the ASIN and details are listed below:

ASIN: B01LYY95VW

Title: XTERRA Fitness FB350 Folding Exercise Bike

UPC: 795447135469

Model number: FB350

Star Rating : 4.5

Website Link: <https://www.amazon.com/dp/B01LYY95VW/?th=1>

Retail Buybox Status: Buyable

Customer comments/ Issue Description:

- Tried many times in the 30 day period to get missing parts & no response from manufacturer.
- Terrible as it is too high, wobbly, and seat cannot be adjusted for height and safety.
- wrong item
- The picture of the bike is misleading. The space between handles and seat is so narrow you need to be a contortionist.

Action required from your end to resolve the issue:

- Please confirm whether the units in your inventory are free from the above mentioned defect.
- Verify the catalog details (title, barcode, model number, bullet point, product description, image(500 px), size chart) for the andon ASIN and the variations.
- Kindly provide additional information if any, that may help resolve/prevent the issue .If any specific actions (product improvement/catalog updates) have been recently made, kindly confirm and share.
- Kindly verify and provide us the compatibility/specification sheet in pdf format (if applicable).

Kindly respond to the mail within 24 hrs as the Asin is suppressed and immediate support is required.

Kindly note that the ASIN has been suppressed due to continuous negative performance of the ASIN. The buy-box would remain suspended until we receive a Plan of Action/response from your end. Kindly assist and action on the above checkpoints (whichever applicable) so that we can reinstate the ASIN.

Please use "reply all" while responding to this mail and ensure to keep “ rbs-na-andonteam@amazon.com ” in CC.

Thanks,