



Digital Solutions News

Letter: R-060-26
Date: May 11, 2026
To: Distributor Principal, Sales Manager, Service Manager, Parts Manager, Warranty Manager, Training Manager, Territory Manager, Distributor Location, Delegated Admin, ES Americas, ADTI Channel, Marketing, Account Reps, Service & Training, Parts & S1, Warranty, Engineering, Senior Leadership, RSM/RVP
Subject: **How to Report Product Issue using the GoTemp Pro App**

Dear valued customer,

The new **Report Product Issue** feature in our GoTemp Pro mobile app empowers technicians to instantly provide feedback on quality concerns, shipping issues, or concealed damage related to our products.

How to easily access the feature

- 1) Enter a product serial number on the Home page of the app (see image 1)
- 2) Click Tech Support in the left side navigation (see image 2)
- 3) Click on Report Product Issue button

See it in action: View a recorded webinar

Our recorded webinar helps you understand the report product issue feature including:

- capabilities and benefits of using this new feature
- a step-by-step demonstration of how to use it in the app
- the backend workflow to understand what happens after it is submitted in the app

Download the recorded webinar

- 1) Login to Solution Navigator > Marketing > Marketing Library
- 2) Click on [this link](#)

This enhancement reflects our continued commitment to innovation, operational excellence, and delivering products and support our customers can rely on.

Download the GoTemp Pro app:



Best regards,
Ketan Namjoshi
Product Manager
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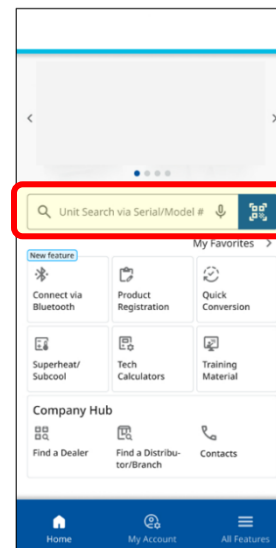


Image 1

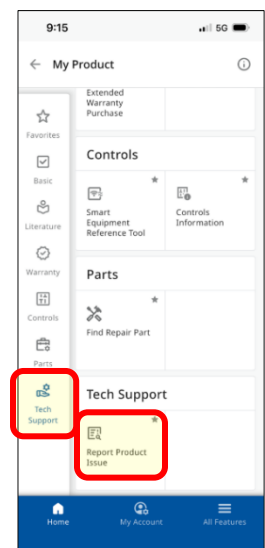


Image 2