

Dear NMS/SRINIR

Sanction No. SS4/W/101771 dated 26/04/2023 has been generated in reference to Service order No. 404971 dated 13/04/2023.

Area : SS4 COIMBATORE

Model : 52141601SD00296/WTEON ALR C 70 5.0 FDANS GPGR

Replacement Product Code : 52141601SD00296 WTEON ALR C 70 5.0 FDANS GPGR

Product Category : WASHING MACHINE

Defective Product Code : 52141601SD00296 WTEON ALR C 70 5.0 FDANS GPGR

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 230200296FW00258

Invoice No : 11121975

Invoice Date : 07/03/2023

DOP : 07/03/2023

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Defective

Nature Of Problem : Customer\_Expectations\_-\_Not\_allowing\_Repairs

Job Code Desc : WATER LEAKAGE#OUTSIDE CABINET#ADJUSTED

PRA submitted by : ABISHEGK.R

Customer / Dealer Code : 40000E

Customer / Dealer Name : GOPINATH GOPINATH

Address : GOPINATH GOPINATH NO 6/1028 EB COLONY PARAMATHY ROAD NAMAKKAL

City: Namakkal H O

Telephone Number : 9488410672

Mobile Number : 9488410672

Observation text: DEFECTIVE CASE,CUSTOMER COMPLAINT. WASH MOTOR NOISY AND DEFECT. CUSTOMER NOT ALLOWING TECH TO REPAIR FURTHER AND ESCALATING FOR RC ONLY

Approval remark: WASH MOTOR DEFECT- CUST CASE- DOP 7/3/2023 CUST NOT ACCEPTING REPAIR.

Sanction text: Wash motor problem in the machine

Kindly take necessary action.

GIRISHAM

Note to commercial team -

- In case of any deviation ( to actual machine ) to above details , than above sanction no. stands void.

- If any alteration required in above details than this document needs to be regenerated ( pdf format ) through smartnet system. Contact respective service executive.