

Dear KHANGAN/ADHI/ajayes

Sanction No. SS4/R/108522 dated 13/01/2024 has been generated in reference to Service order No. 356210 dated 09/12/2023.

Area : SS4 COIMBATORE

Model : 52141501SD01891/RT EONVIBE 366B 25 HCIT MT BK

Replacement Product Code : 52141501SD01891 RT EONVIBE 366B 25 HCIT MT BK

Product Category : REFRIGERATOR

Defective Product Code : 52141501SD01891 RT EONVIBE 366B 25 HCIT MT BK

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 221101891FR00594

Invoice No : 11113607

Invoice Date : 13/12/2022

DOP : 13/12/2022

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Damaged

Damage Happened During : Manufacturing Defect

Damaged Part(Only For Appl) :

Accountable By : Manufacturing

Estimate Cost To Repair : Spares Rs. 3500 Labour Rs. 600 (Includes gas charging, if any)

Nature Of Problem : Customer_Expectations_-_Not_allowing_Repairs

Job Code Desc : CABINET#DAMAGED/DENTS & SCRATCHES#PRIMARY TRANSIT DAMAGE

PRA submitted by : AVUDAIAPPAN S

Customer / Dealer Code : 40000E

Customer / Dealer Name : RADHA KRISHNAN

Address : RADHA KRISHNAN NO. 2/227, LAKSHMI KIRUBA, CHINNAMMAL NAGAR, EDAYA RPALAYM VADAVALLI ROAD, TN PUDUR,

City: VADAVALLI S.O

Telephone Number : 8637423025

Mobile Number : 8015585869

Observation text: MAIN DOOR problem excess ice form- DOOR OBSOLETE CUSTOMER WANTS REPLACEMENT- ESCALATION DOP 13.12.2022. CAT STOCK REPLACEMENT

Approval remark: DOOR ALIGNEMENT-ICE FORMATION-CUST CASE. TO BE REPLACED FROM CAT STOCK.

Sanction text: 52141501SD02946 ST RH

Kindly take necessary action.

ADHI

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.