

Dear KHANGAN/ADHI

Sanction No. SS4/R/109172 dated 04/05/2024 has been generated in reference to Service order No. 391328 dated 22/03/2024.

Area : SS4 COIMBATORE

Model : 52141501SD03152/RD EDGE 205A THF GN WN

Replacement Product Code : 52141501SD03150 RD EDGE 205A THF GL BL

Product Category : REFRIGERATOR

Defective Product Code : 52141501SD03152 RD EDGE 205A THF GN WN

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 230203152DR00528

Invoice No : 11122279

Invoice Date : 05/05/2023

DOP : 05/05/2023

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Defective

Nature Of Problem : Customer_Expectations_-_Not_allowing_Repairs

Job Code Desc : AIR FLOW (MULTI FLOW DUCT)#EXCESS COOLING IN CRISPER/VEGETABLE TRAY#APPLIANCE TO BE REPLACED

PRA submitted by : Hiteshwaran G

Customer / Dealer Code : 40000E

Customer / Dealer Name : K SUMATHI K SUMATHI

Address : K SUMATHI K SUMATHI NO : 1 ; OTAN KADU ; PATTUKOTTAI ,

City: OTTANGADU S.O

Telephone Number : 8012617257

Mobile Number : 9047550923

Observation text: No cooling - duct problem - repeated issue Customer not allowing to repair - DOP 05/05/2023 Appliance to be replaced

Approval remark: no cooling-cust escalated case

Sanction text: approved as a special case

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.