

Dear KHANGAN/NANDHINIS.LO

Sanction No. SS4/W/102241 dated 01/06/2024 has been generated in reference to Service order No. 413188 dated 29/05/2024.

Area : SS4 COIMBATORE

Model : 52141601SD00387/WTEON ADR 65 5.0 FDTN GPGR

Replacement Product Code : 52141601SD00387 WTEON ADR 65 5.0 FDTN GPGR

Product Category : WASHING MACHINE

Defective Product Code : 52141601SD00387 WTEON ADR 65 5.0 FDTN GPGR

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 231000387FW00593

Invoice No : 11136768

Invoice Date : 10/12/2023

DOP : 10/12/2023

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Defective

Nature Of Problem : Customer_Expectations_-_Not_allowing_Repairs

Job Code Desc : MECHANICAL ASSEMBLY#NOISE#APPLIANCE TO BE REPLACED

PRA submitted by : Hiteshwaran G

Customer / Dealer Code : 40000E

Customer / Dealer Name : DURAI SAAMI

Address : DURAI SAAMI NO22,R DURAI NAGAR NAADHAR NAGAR 4TH CRS NR ETVIDA SCHOOL KUMBAKONAM

City: Kumbakonam

Telephone Number : 9566546135

Mobile Number : 8825641043

Observation text: Repeat problem cust issue noise problem gear assly Customer not allowing to repair - DOP 10/12/2023 Appliance to be replaced

Approval remark: GEAR BOX NOISE-CUST CASE-NOT ACCEPTING REPAIR

Sanction text: repeated complaints in the machine

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.