

Dear KHANGAN/NANDHINIS.LO

Sanction No. SS4/W/102296 dated 04/07/2024 has been generated in reference to Service order No. 420192 dated 19/06/2024.

Area : SS4 COIMBATORE

Model : 52141601SD00387/WTEON ADR 65 5.0 FDTN GPGR

Replacement Product Code : 52141601SD00345 WTEON ADR 65 5.0 FDTG AURD

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) : 231100387FW00066

Invoice No : 11139543

Invoice Date : 03/04/2024

DOP : 03/04/2024

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Defective

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

Job Code Desc : MECHANICAL ASSEMBLY#GEAR SLIPPING#APPLIANCE TO BE REPLACED

PRA submitted by : DEEPAK K

Customer / Dealer Code : 40000E

Customer / Dealer Name : S RAJU S RAJU

Address : S RAJU S RAJU WORLD RADIO NO, 80 SARANGABANI SOUTH STREET KUMNAK ONAM

City: Kombokonam

Telephone Number : 9443176718

Mobile Number : 9597515190

Observation text: MECHANICAL ASSEMBLY VIBRATION ISSUE AND NOISE CUSTOMER IS NOT ALLOWING TO EVEN CHANGE THE SPARE KINDLY APPROVE

Approval remark: Mech assly noise- cust case-not accepting repair

Sanction text: mechanical assembly problem in the machine ALTERNATIVE MODEL IN AVAILBLE IN ZUF12S

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.