

Dear KHANGAN/NANDHINIS.LO

Sanction No. SS4/R/109964 dated 23/08/2024 has been generated in reference to Service order No. 436763 dated 10/08/2024.

Area : SS4 COIMBATORE

Model : 52141501SD02947/RT EONVIBE 366B HCIT MT BK

Replacement Product Code : 52141501SD02946 RT EONVIBE 366B HCIT ST RH

Product Category : REFRIGERATOR

Defective Product Code : 52141501SD02947 RT EONVIBE 366B HCIT MT BK

Cabinet No(For Appl) and SO/RPL/Invoice No(For Others) : 230802947FR02751

Invoice No : 11136597

Invoice Date : 19/03/2024

DOP : 19/03/2024

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Defective

Nature Of Problem : Repeat_Failure

Job Code Desc : CONTROL CARD#MAIN PCB - PCB NOT WORKING#APPLIANCE TO BE REPLACED

PRA submitted by : DEEPAK K

Customer / Dealer Code : 40000E

Customer / Dealer Name : MUGESH KUMAR

Address : MUGESH KUMAR THIRUNAGAR BATHALAGUNDU

City: Batlagundu

Telephone Number : 9751793067

Mobile Number : 9751793067

Observation text: REPEAT ISSUE DISPLAY PCB ISSUE AND CONTROLLER ISSUE CUSTOMER IS NOT ALLOWING FOR REPAIR REPEAT FAILUR PLEASE APPROVE

Approval remark: repeat functional problems- CUST ESCALATION

Sanction text: repeated complaints in the machine ALTERNATIVE MODEL IS AVAILABLE

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.