

Dear KHANGAN/NANDHINIS.LO

Sanction No. SS4/W/102425 dated 28/09/2024 has been generated in reference to Service order No. 321665 dated 24/09/2024.

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) : 230600387FW01823

Invoice No : 11130283

Invoice Date : 12/03/2024

DOP : 12/03/2024

DEALER / CUSTOMER : CUSTOMER

Damage/Defective : Defective

Nature Of Problem : Customer_Expectations_-_Not_allowing_Repairs

Job Code Desc : CABINET#DIMENSIONAL MISALIGNED MFG DEFECT#APPLIANCE TO BE REPLACED

PRA submitted by : AVUDAIAPPAN S

Customer / Dealer Code : 40000E

Customer / Dealer Name : DHENA DHAYALAM DHENA DHAYALAM

Address : DHENA DHAYALAM DHENA DHAYALAM 63 PUTHU THOTTAM 2ND STREET SARAVANAN RATHINAPURI

City: Rathinapuri S.O

Telephone Number : 8122210495

Mobile Number : 8122210495

Observation text: SUSPENSION ROD IMBALANCE ISSUE- CUST NOT ALLOWING CUSTOMER WANTS REPLACEMENT DOP 12.03.2024 FG REPLACEMENT

Approval remark: NOISE-SUSPENSION ROD-CUST NOT ACCEPTING REPAIR

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.