

2-1. Door Defect (Good / NG case)

Please take a picture of exactly what caused the damage and mark or write down the area that was damaged.

Good Case

OTL_433.jpg

OTL_425.jpg

OTL_757.jpg

OTL_383.jpg

OTL_234.jpg

OTL_433.jpg

OTL_425.jpg

OTL_757.jpg

OTL_383.jpg

OTL_234.jpg

OTL_433.jpg

OTL_425.jpg

OTL_757.jpg

OTL_383.jpg

OTL_234.jpg

Warranty Status

LP

Warranty Term

Symptom

Modify

New Symptom

Inquiry

Repair Scenario

Part Recommendation

Resolution

Relevant Repair Case

Ref (Bill) No

Defect Code (Desc)

Cx stated dent in door from delivery

Symptom 1 Code

Symptom 1

Symptom 2 Code

Symptom 2

Symptom 1 Code

Symptom 2 Code

Symptom 3 Code

*2023-09-15/15:29:30/USSTWNRCL109/System//

No Fast Track Manual for the model code

*2023-09-15/15:29:30/USSTWNRCL109/Inbound//

#STN# As per ASC Rep Loretta Lozano request, service type was updated to IH. NTG:2621

*2023-09-11/11:32:04/BFSCC15/Inbound//

Inquiry Parts Order ed PO 4172797234_CLE_1 DA91-046858 (Ship From IL, ETD: 9/11/2023, ETA: 9/13/2023)

*2023-09-08/11:41:53/USBLDEGC1005/Inbound//

Inquiry unit #313 Builder Policy new refrigerator that came with a damaged lower fridge door : SAMSUNG WILL COVER COSTS FOR THIS PHYSICAL DAMAGE.

*2023-09-08/11:41:53/USBLDEGC1005/System//

Ticket Notice E-mail was sent to ASC

*2023-09-08/14:15:29/USBLDEGC1005/Inbound//

Customer Comment ◆ Nichole Nicholson [5084133202] 09/08/2023 14:15:26 ***BUILDER CX*** #313 1) Inquiry: Miranda emailed in requesting the repair 2) Resources used: B builder Policy 3) Steps taken: - new refrigerator that came with a damaged lower door 4) Additional comments/Requirements: SAMSUNG WILL COVER COSTS FOR THIS PHYSICAL DAMAGE. PHYSICAL DAMAGE SHW A DIED FOR PARTS AND LABOR 5) Outcome: Service 6) Language: (DR Only) NA 7) Symptom Description: NA 8) NCP Parts Needed: NA 9) Reference ID: NA Miranda Cline Sales Support C.C. Mitchell Sup

Part No

Part Description

Part PS

Ticket

ASC No

Bill No

Bill Date

Defect

Repair

Complete

Used Part

Status

Replace door was unable to run has due to apartment has no power

The engineer accurately points out the area of the dent by hand.

서비스 기사 손으로 Dent 위치 표시한 사진 첨부

NG Case

It just says replace door, no information on where it damaged

Ticket Detail

Ticket No

Customer Name

Home Phone No.

Work Phone No.

Address

ASC name(FE Company)

ASC Phone / FAX

Model Code

Serial No

Status

Schedule Date/Time

Arrived Date/Time

Created Date

Cell Phone No.

E-mail Address

Contact Method

Assigned FE

ASC E-mail Address

Purchase Date

Delay Reason

Redo

Complete Date/Time

Attachment

Warranty Status

LP

Warranty Term

Symptom

Modify

New Symptom

Inquiry

Repair Scenario

Part Recommendation

Resolution

Relevant Repair Case

Ref (Bill) No

Defect Code (Desc)

Dented

Symptom 1 Code

Symptom 1

Symptom 2 Code

Symptom 2

Symptom 3 Code

Symptom 3

Symptom 4 Code

Symptom 4

Symptom 1 Code

Symptom 2 Code

Symptom 3 Code

Save

Part No

Part Description

Part PS

Ticket

ASC No

Bill No

Bill Date

Defect

Repair

Complete

Used Part

Status

INSPECTED REPLC DROR UNIT CHECKS GOOD

도어 외관 불량 사진 정보 누락됨

불량 현상 및 서비스 정보 부실함.

- Dented 와 도어 교체한 내용이 전부임.

2-2. Door Alignment (Good / NG case)


Please take a picture of exactly what caused door uneven and mark or write down the area that was door uneven .

Good Case

Attachment

OTH_p116183427 24.jpg OTH_p116183435.jpg OTH_64e5af5b0d0f5c24de1 OTH_p116183443.jpg OTH_p116183450.jpg OTH_p116183476.jpg OTH_p116184839.jpg OTH_p116185018.jpg OTH_p116185026.jpg OTH_p116185091.jpg OTH_p116185083.jpg OTH_p116185109.jpg OTH_STG_REPAIR_COMPI

OTH_24.jpg OTH_435.jpg OTH_443.jpg OTH_450.jpg OTH_476.jpg



OTH_091.jpg OTH_083.jpg OTH_109.jpg OTH_797.jpg

서비스 기사 손으로 Dent 위치 표시한 사진 첨부

The engineer accurately points out the area of the door uneven by hand.

Repair Scenario

Part Recommendation

Resolution

Relevant Repair Case

Ref (Bill) No

Defect Code (Desc)

SAW List (Req/Conf)

Special Request

Total Amount

Part Amount

Other

Parts Used

Part No

Part Description

Part PS

Ticket

ASC No

Bill No

Bill Date

Defect

Repair

Complete

Used Part

131024192737

door alignment

SAW No

Category

Request Value

Request(Amt)

Request Comments

Requester Info

Confirm (Amt)

Status

Confirm Comments

Extended Warranty

Part Only Ext. Warranty

Others

Labor Cost

Shipping

DA99-04158A

ASSY INSTALL-STEP KIT,TIFDR,INDIA PRINT,

7183734934

1

Door Align 불량 언급

NG Case

Status

Schedule Date/Time

Arrived Date/Time

STATUS HISTORY

08/24/2023 120600

Delay Reason


Redo

Complete Date/Time

Attachment

OTH_p115936833.jpg OTH_p115937526.jpg OTH_p115938011.jpg

OTH_833.jpg OTH_626.jpg OTH_011.jpg OTH_856.jpg OTH_980.jpg



도어 사진은 있으나, 사진상 단차 부위 확인 안됨

There was a photo of the door, but the uneven was not identified in the photo.

Ref (Bill) No

Defect Code (Desc)

SAW List (Req/Conf)

Special Request

Total Amount

Part Amount

Other

Parts Used

Extended Warranty

Part Only Ext. Warranty

Others

Labor Cost

Shipping

DA99-04158A

ASSY INSTALL-STEP KIT,TIFDR,INDIA PRINT,

7171401601

1

2-3. French defect (Good / NG case)

Please post a video or photo of French malfunction or damage.

If we don't have enough information about exactly what went wrong, it's hard for us to improve it

Good Case

Attachment

OTH_20230915_091914.jpg

OTH_20230913_092555.jpg

OTH_20230913_092559.jpg

OTH_20230913_092905.jpg

OTH_20230913_092913.jpg

OTH_20230915_090815.jpg

OTH_Screenshot_20230913

OTH_Screenshot_20230913

OTH_Screenshot_20230913

OTH_20230913_093419.jpg

OTH_20230915_090815.jpg

OTH_20230915_091335.jpg

OTH_Screenshot_20230915

OTH_Screenshot_20230915

OTH_Screenshot_20230915

OTH_117a2956-52dc-4

OTH_914.jpg

OTH_555.jpg

OTH_559.jpg

OTH_695.jpg

OTH_608.jpg

OTH_611.jpg

OTH_ASS.jpg

OTH_ASS.jpg

OTH_419.jpg

OTH_850.jpg

OTH_943.jpg

OTH_335.jpg

OTH_ASS.jpg

OTH_ASS.jpg

OTH_ASS.jpg

French-related failures, videos, and photos have been entered.

- 불량 현상 동영상, 사진 확인 가능

- French 파손 부위 사진 등록되어 있음.

Inquiry ADD

*2023-09-12/16:09:01/0004767979/Inbound//

Inquiry P/O #: 4172768042-3, Ship To: BFCSC488, #10, P/O Part: DA97-230744, S/O Part: DA97-230744, Desc: ASSY FREN CH&F8000B 3D, NO CAMERA, THAI S, Qty: 1, Sales Price: 88.82, Ship Method: D6, Stock: Y, Ship From: TX, E, TD: 20230912, ETA: 20230913, Service Date: 20230913, Ticket No: 41 72768042, Reason: John Lee (5086234 830), Description: ASSY FRENCH&F8000B 3D, NO CAMERA, THAI S, Remarks: /1145790329 (by Ashton Park) - AP NISI.

*2023-09-12/13:29:20/0004767979/Inbound//

Inquiry (PART REQUESTED) Part #: DA97-230 744, Desc: ASSY FRENCH, Qty: 1 - JB NISI

*2023-09-07/15:22:11/BFCSC488/Inbound//

Inquiry * SCH EDULE : PHONE #702-755-7187 CALLING OK--TO SCHED FOR-- (WED 09/13) --VA-- (RF- The inner door r or lining of the door is defective ---video attached---)--TECH WILL CALL YOU IN THE MORNING OF THE SVC DATE TO NARROW DOWN THE WINDOW - BMD NISI.

*2023-09-06/21:12:04/RFC_WS_D3/System//

SM S Message Successfully Sent : Samsung Transaction 4172768042. The repair facility has accepted your repair. ASC Phone 972-488-0001, ASC will contact you within 2 business days.

*2023-09-06/21:0 3:40/RFC_WS_D3/System//

In-home Repair Ticket Confirmation e-mail was sent to customer

*20 23-09-06/21:03:40/RFC_WS_D3/System//

Ticket Notice E-mail was sent to ASC

*2023-09-06/21 :03:40/RFC_WS_D3/System//

No Fast Track Manual for the model code

*2023-09-06/21:03:40/R FC_WS_D3/Inbound//

Customer Comment: The inner door or lining of the door is broken and I have th

Repair Scenario

Part Recommendation

Resolution

Relevant Repair Case

Ref (Bill) No

Defect Code (Desc)

Part No.

Part Description

Part PS

*2023-09-13/12:32:45/joshua.rbl/Inbound//

Resolution 2023-09-13/12:32:41/TECH SUPPORT AGENT]

*joshua.robinson] Troubleshooting - Advised tech to order the french heater. // DOOR/HANDLE E // HAND

Ticket

ASC No

Bill No

Bill Date

Defect

Repair

Complete

Used Part

Ref (Bill) No

Status

Repair Code (Desc)

Replaced assy French

NG Case

Attachment

OTH_20230907_133954.jpg

OTH_954.jpg

현상 사진이 없어 불량 현상/원인 파악 불가능함.
(예시, French 안걸림 불량(단차) 인지, French 파손 불량인지 구분 불가능)

Warranty Status

Symptom

Modify

No pictures of the French and no way to tell if it was French malfunction, damage or Customer house environment (Floor Flatness)

Ref (Bill) No

131024212711

Status

Repair Code (Desc)

Replaced part

Defect Code (Desc)

Door won't close all the way

SAW List (Req/Conf)

SAW No

Category

Request Value

Request(Amt)

Request Comments

Requester Info

Confirm (Amt)

Status

Confirm Comments

Special Request

☐ Extended Warranty

☐ Part Only Ext. Warranty

☐ Others

Total Amount

\$0

Labor Cost

\$0

Part Amount

\$0

Shipping

\$0

Other

\$0

원인 및 수리 내역에 고객집 환경(바닥 평탄도), 오설치(단차) 등의 발생 원인 표기 필요함.

2-4. Handle defect (Good / NG case)

Please post a video or photo of Handle malfunction or damage.

If we don't have enough information about exactly what went wrong, it's hard for us to improve it

Good Case

Attachment

OTH_IMG_20230822_1309f

OTH_958.jpg

Handle-related failures, videos, and photos have been entered.

사진 정보 통하여, 불량 위치 확인 가능함.

운송 중 Damage 내용 표기되어 있음.

appearance damage caused while del ivery / install process

The engineer correctly wrote damage while delivery/installation

NG Case

Attachment

OTH_p117194639.24.jpg OTH_p117192849.24.jpg OTH_p117192856.24.jpg OTH_p117193367.24.jpg OTH_p117194720.24.jpg OTH_STG_REPAIR_COMPI

OTH_24.jpg OTH_24.jpg OTH_24.jpg OTH_24.jpg OTH_24.jpg OTH_140.jpg

Warranty Status LP Warranty Term

Symptom Modify Symptom 1 Code Symptom 1 Symptom 2 Code Symptom 2

New Symptom Symptom 1 Code Symptom 2 Code Symptom 3 Code

There was a picture of the handle, but no information on whether it was damaged or under-tightened.

handles 단품 상태 사진 없이, 핸들 분해된 제품 상태의 사진만 있음.

→ 핸들 외관 불량/핸들 Loose 불량인지 파악 불가능.

2-5. Door Hinge defect (Good / NG case)

Please post a video or photo of Door Hinge malfunction or damage.

If we don't have enough information about exactly what went wrong, it's hard for us to improve it

Good Case

Attachment

OTH_p116604802.jpg

OTH_p116604828.24.jpg

OTH_p117071753.jpg

OTH_p117071746.jpg

OTH_p116604836.jpg

OTH_STG_REPAIR_COMP1

20230901113130.jpg

OTH_p116604844.24.jpg

20230901113142.jpg

OTH_p116604869.24.jpg

20230901113216.jpg

OTH_p116604851.jpg

OTH_802.jpg

OTH_746.jpg

202_130.jpg

202_142.jpg

202_216.jpg

OTH_794.jpg

OTH_74.jpg

OTH_746.jpg

OTH_24.jpg

OTH_24.jpg

OTH_851.jpg

OTH_738.jpg

OTH_753.jpg

OTH_316.jpg

OTH_24.jpg

OTH_24.jpg

OTH_851.jpg

OTH_738.jpg

OTH_753.jpg

OTH_316.jpg

사진 정보 통하여,
불량 위치 확인 가능함.

Hinge-related failures,
videos, and photos have
been entered.

Inquiry

2023-09-05/12:09:31/BFSC428/Inbound//
Inquiry Parts Ordered PO 4172533316_HWL_1 DA97-22360A (Ship From LA, ETD: 9/5/2023, ETA:)
*2023-09-01/15:26:41/ernest.mojor/Inbound//
Inquiry 2023-09-01/11:32:55/TECH SUPPORT AGENT/ernest.mojor/ Product Issue - Hardware - 2023 unit Cx wants to change the door orientat ion / tech on site and is unable to
remove the screw for the hinge // DESIGN // EXTERIOR DESIGN/DAMAGE/DISCOLOR // CABINET
*2023-09-01/15:26:41/ernest.mojor/Inbound d//
Service Called Tech Support
*2023-09-01/14:41:29/RTC_STG_D3/Inbound//
Inquiry STG SHS SENT TO (808) 261-8991 FROM SERVICE TK# 4172533316
*2023-09-24/16:34:50/BFSC428/Inbound//
Inquiry Turned The Door Swi Tch On The Other Side ,The Bracket That Holds It Cracked , No Pd No Error Code Scheduled For 9/1*2023-08-24/14:01:05/BFSC428/Inbound//
Inquiry Called Cx To Schedule Appt Cx N/A
*2023-08-23/01:00:23/BFSC428/Inbound//
Inquiry CALLED CX FOR A REPAIR APPT CX N/A LOM
*2023-08-22/15:03:49/ernest.mojor/Inbound//
Ticket Notice E-Mail H/W
*2023-08-22/15:03:49/ernest.mojor/Inbound//
No Fast Track Manual For The Model Code
*2023-08-22/15:03:49/USHARCNC1101/System//
In-Home Repair Ticket Confirmation E-Mail Was Sent To Customer*2023-08-22/15:02:36/USHARCNC1101/Inbound//
Customer Comment - Vin Santos [5084153787] O 8/22/2023 15:02:35 I Inquiry Turned The Door Switch On The Other Side ,The Bracket That Holds It Cracked Fridge Door Lowes
2) Resources Used: * ASP: * Owner's Manual: * Webster: * Tic Ket Number: 3) Steps Taken: * Cx Declined To Provide A Mobile Number And Pictures Cannot Be Sent To Us * Educated Cx
Of Possible CID - Cx Asked Why Cant We Just Send The Part - Adv Cx That Par Ts Are An Out Of Pocket Cost For CID Issues * Sent Asked For Te
Events/Requirements: * First Time Call: * Repeat Call Reason: * Customer Name: Miranda Godfrey * Mobile Number: Declined To Provide *
Outcome E: Book For Service * 6) Language: (OR Only) N/A 7) Symptom Description: N/A 8) NCP Parts Need Ded: N/A * J Vin Santos [50841537
Turned The Door Switch O N The Other Side ,The Bracket That Holds It Cracked , Fridge Door Lowes 2) Resources Used: * A SP: * Owner's Man
Taken: * Cx Was Referred Back To Us By Lowe's * Cx Declined To Provide A Mobile Number And Pictures Cannot Be Sent To Us * Educated Cx O
Just Send The Part - Adv Cx That Parts Are An Out Of Po cket Cost For CID Issues * Sent Asked For Tech To Be Sent Out 4) Additional Comments
Repeat Call Reason: * Customer Name: Miranda Godfrey * Mobile: Numb Er: Declined To Provide * SCV: No Pop Up * NDF Spel: Yes * 5) Outco
Only) N/A 7) Symptom Description: N/A 8) NCP Parts Needed: N/A [HRM R

Inquiry: Turned The Door Switch On The Other Side ,The Bracket That Holds It Cracked

불량 현상/내용 표기 되어 있음

The engineer correctly
wrote detailed damage

NG Case

ASC name(FE Company)

BEST BUY SERVICE

Assigned FE

0001762644

ASC Phone / FAX

800-433-5778(F)652-430-5225

ASC E-mail Address

jholzer@SEA.SAMSUNG.COM

Model Code

RF30689009MAA

USER MANUAL

SERVICE MANUAL

QUICK REF LIST

FREQ USED PART

DECISION TREE

SVC BULLETIN

SVC TIP

BOM

Serial No

1HM243AV300762K

VALIDATION

Purchase Date

20230525

Status

STATUS HISTORY

Delay Reason

P.O STATUS

Schedule Date/Time

00:00:00.000000

Redo

false

Arrived Date/Time

Complete Date/Time

08/13/2023 00:00:00

Attachment

Warranty Status

LP

Warranty Term

Labor : 24 Part : 24

Symptom

Modify

New Symptom

Inquiry

2023-08-22/15:03:49/ernest.mojor/Inbound//

Repair Scenario

Part Recommendation

Part No

Part Description

Part PS

Resolution

Relevant Repair Case

Ticket

ASC No

Bill No

Bill Date

Defect

Repair

Complete

Used Part

Ref (Bill) No

131024221890

Status

Repair Code (Desc)

Put spacer on left door. Mullion slotting into groove now.

Defect Code (Desc)

SAW No

Category

Request Value

Request(Amt)

Request Comments

Requester Info

Confirm (Amt)

Status

Confirm Comments

Special Request

Extended Warranty

Part Only Ext. Warranty

Others

No pictures of the hinge and no way to tell if it was hinge damage or noise from the door opening and closing.

Door 개폐시 소음 불량건,
소음 종류 및 동영상/음원이 없어
검토 불가능함.