

Case

4-19070600

+ Follow

R-Clone

Type	Status	Mileage	Unit of Mileage	Closure reason	Parent Case
Agreement CIRs	Closed	46	Km	Standard closure	

- MAIN
- Related CIR
- Related VIN CIRs (0)
- RForce Cases
- Agreement
- Grade
- Parent-Child
- Intervention
- 

Customer Complaint

Concern: While preparing vehicle for delivery found centre rear view mirror cover crack mark.

Diagnosis Comment

KIGER-H4D-JH3  
TRIM DATE:24/09/2022  
PDI DATE:09/11/2023  
RECEIVED ON:29/12/2022  
POD DATE:24/12/2022  
Stock vehicle  
Concern: While preparing vehicle for delivery found centre rear view mirror cover crack mark.  
Observation: Verified concern found crack on mirror cover not found any external impact on mirror,  
>Checked incident area for any other defect no fault found.  
>Concern was not found during the time of PDI and LTSM checking.  
Solution: Needs to renew centre rear view mirror.  
Attached incident photos, video and other related documents.  
Replaced and concern rectified  
Kindly approve

Problem Frequency (client view)

Customer Complaint Reproduced

False

Problem Frequency Type

Permanent

Problem conditions

Priority

Normal

Function

Exterior lighting -  
Visibility - Signalling

Sub-function

Rear view mirror

ID of diagnosis  
file

[null  
\(https://newdialogy.s.renault.com/?APP\\_ID=RACTIS&VIN=MEEHBC003N9071470&TYPE=DI&V-DH\\_DF\\_ID=null\)](https://newdialogy.s.renault.com/?APP_ID=RACTIS&VIN=MEEHBC003N9071470&TYPE=DI&V-DH_DF_ID=null)

OR

ROCAKB24002781

Immobilised Vehicle

False

OR Date

09/11/2023

BIN (Manual)

Documentations Consulted

false

OPECODE TIME

Root cause

OPECODE

Accessories on Vehicle

Vehicle Transformation

False

R-Actis Team is pleased to announce the availability of R-Actis version. Release note is available [here](#)

CIR Justification L1

Justified

CIR Justification Li

CIR Justification L2

CIR Justification DEA-SIH

Information About Incident 1

Operation subject to approval

Information About Incident 2

Agreement

Free Field

Free Field Level 2

Dedicated to DEA-SIH

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Status Changes



THONDIYIL Ajeesh (/lightning/r/00... 15h ago (/lightning/r/0D56Z...

Group Name: L1 - India

Approved

Comment

Case Owner

Dealer Queue



Mileage

46

First arrival in techline L1

09/11/2023 16:13

Symptom Code

R180

Symptom Label

Interior rear view mirror: damaged appearance, incorrect mounting

iSearch

BVM

New Dialogys

SFD

GCM

ICM

DDA



BVM Details

09/11/2023 16:10

VIN

Model

MEEHB003N9071470

KIGER (HBC)

Manufacturing Number

E421250

Date of Manufacture

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24/09/2022 05:30:00

Delivery Date

Assembly Factory Name

CHENNAI

BIN

AfterSales Types

HTMT



Engine

Engine Type

H4D

Engine Index

450

Serial

046429C

InjOp ECU p/n

237014NU2D



Gear

Gear Box Type

JH3

Gear Box Index

909

Serial

GB ECU p/n

320100111R



Vehicle Registration

Vehic

Vehicle Registration Number

MEEHBC003N9071470

First Registration Date

Last date



Multimedia

🔄 09/11/2023 16:10

TYPES OF RADIOS

RA46D

NAV ID

CAP2H1XB276-774515

NAV ID After Sale

CAP2H1XB276-774515

TCU

NOAIV

NAVIGATION MAPPING

SSMAP



Battery Info



Dealer

Name

Brand

Type

11/10/23, 9:04 AM

4-19070600 | Case | Salesforce

TVS Mobility Private Limited

Renault

R1

R-Actis Team is pleased to announce the availability of R-Actis version. Release note is available [here](#)

Billing Address

Old No. 33-3927, Golf Link Road,  
Chevayour post, Chevarambalam,  
Calicut 673 017  
Kerala India

Status

Active

Phone

+918111994625


Email

Tresor ClientCode

Tresor DealerID

Account Number  
(ID BIR)

35608103

 **Contact**

Name

PRADEESH T


Phone


Dealer Contactnumber

7025377695

Email

cotech.chevarambalam@renault-india.com

 **TechnicalDocs**

 select file

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S.NO	1
FILE TYPE	application/zip
FILE NAME	<a href="#">mirror.zip</a>
FILE SIZE	25.66 MB
UPLOADED DATE	09/11/2023 16:10:33
DELETE	