

Case

4-19100284

+ Follow

R-Clone

Type	Status	Mileage	Unit of Mileage	Closure reason	Parent Case
Agreement CIRs	Closed	10	Km	Standard closure	

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

Customer Complaint

during pdi (pod) we noticed rear parcel shelf damage,

Diagnosis Comment

Dear Sir this is to inform you that, during pdi (pod) we noticed rear parcel shelf damage,
Kwid bearing vin no-MEEBBA004P7847923,
Vehicle received on 3-nov from plant,
We checked for any disturbance in parcel tray seating area found ok,
Later we noticed crack (cut) in parcel tray,
Photos attached with transporter sign pod the same for reference,
Please check & assist for next action.
Need to replace the part.

Problem Frequency (client view)

Customer Complaint Reproduced

False

Problem Frequency Type

Permanent

Problem conditions

Function

Passenger compartment - Upholstery - Luggage compartment - Security - Keys

Sub-function

Luggage compartment

ID of diagnosis file

[202311110507458721](https://newdialogy.s.renault.com/?APP_ID=RACTIS&VIN=MEEBBA004P7847923&TYPE=DI&VDH_DF_ID=202311110507458721)
(https://newdialogy.s.renault.com/?APP_ID=RACTIS&VIN=MEEBBA004P7847923&TYPE=DI&VDH_DF_ID=202311110507458721)

Priority

Normal

OR

24002954

Immobilised Vehicle

False

OR Date

18/11/2023

BIN (Manual)

Documentations Consulted

false

OPECODE TIME

Root cause

Parcel

OPECODE

Accessories on Vehicle

False

Vehicle Transformation

No

CIR Justification L1

CIR Justification Li

Justified

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

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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RAMU Sudhakar (/lightning/... Edited 11 November 2023 at 11:53 (/lightning/...)

↵

./lightning/r/0050X000008hm2pQAA/vi_..

To: Internal

Group Name: **L1 - India**


Always, send the CIR the same day of receiving the vehicle from plant.
For special case this is being approved.
Before submitting the warranty claim get support from Warranty team.

PI close the CIR

🗨

[Comment](#)

⌵



wired case (/lightning/r/00... 11 November 2023 at 11:44 (/lightnin...

↵

./lightning/r/0050X000008Z7oaQAC/vi_..

To: Internal


Comment by cotech : Kiran Kumar

RTR sheet attached please approve.

🗨

[Comment](#)

⌵



RAMU Sudhakar (/lightning/... 11 November 2023 at 11:37 (/light...


↵

./lightning/r/0050X000008hm2pQAA/vi_..


To: Internal


Group Name: **L1 - India**

RDTR pl

 [Comment](#)


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wired case (/lightning/r/00... [11 November 2023 at 11:33 \(/lightnin...](#)

[\(/lightning/r/0050X000008Z7oaQAC/vi_..\)](#)To: Internal





Comment by cotech : Kiran Kumar

due to work load pdi done at 10-nov after pdi concern raised.
Attached video for reference,
driver sign pod copy attached,




[Comment](#)






RAMU Sudhakar (/lightning... [Edited 11 November 2023 at 09:58 \(/...](#)

[\(/lightning/r/0050X000008hm2pQAA/vi_..\)](#)To: Internal



Group Name: **L1 - India**

why you have not Raised CIR on 3 Nov 2023?
share the parcel shelf close and clear video
share the POD coy signature



[Comment](#)

Case Owner

Mileage

First arrival in techline L1

Symptom Code

Symptom Label


Dealer Queue

10

11/11/2023 14:04

R186

Other interior equipment: damaged appearance, incorrect mounting



iSearch

|

BVM

|

New Dialogys

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SFD

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GCM


|


ICM

|

DDA

 BVM Details

 11/11/2023 14:03

VIN 

MEEBBA004P7847923

Manufacturing Number

EH84019

Delivery Date

BIN

Model

KWID (BBA)

Date of Manufacture


27/07/2023 05:30:00

Assembly Factory Name

CHENNAI

AfterSales Types

BWMD

 Engine

Engine Type

B4D

Engine Index

423

Serial


E009340

InjOp ECU p/n

237610869V

https://renaultarca.lightning.force.com/lightning/r/Case/5006700002yX2wiAAC/view

3/5

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Gear

Gear Box Type
SA1

Gear Box Index
007

Serial

GB ECU p/n
320105728R



Vehicle Registration

Vehic


Vehicle Registration Number
new pdi

First Registration Date

Last date



Multimedia

 11/11/2023 14:03

RAD ID
CAP3E1XF420-B93293

TYPES OF RADIOS
RA42D

LEVEL OF NAVIGATION
SSNAV

**SMARTPHONE
REPLICATION**
SPMIR



Battery Info



Dealer

Name
TRIDENT AUTOMOBILES PVT LTD

Brand
Renault

Type
R1

Billing Address
No. 45, Huskur Road, Nagarur, Off
Tumkur Road, Bangalore
Bangalore 562 123
Karnataka India

Status
Active

Phone
+918722230333

Email

Tresor ClientCode

Tresor DealerID

**Account Number
(ID BIR)**
20005962




Contact


Name
Kiran Kumar

Phone
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Dealer Contactnumber
7353750978

Email
pdi@tridentrenault.com

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