

CIR details view of :22/11/2023 03:47

Case Number :4-19088589		Status :Closed			
Type	Technical Assistance CIRs	Open Date	10/11/2023 13:17		
Case Creator	wired case	Closed Date	14/11/2023 12:30		
Case Owner	Dealer Queue	Reopen Date			
Incident Information					
Customer Complaint	TRIP (A) METER IS AUTOMATICALLY GETTING RESET  "Customer voice:- TRIP (A) METER IS AUTOMATICALLY GETTING RESET Co-tech Observation:- As respect customer voice checked vehicle static along with test drive observed some time during driving trip ""A"" meter automatically reset ""0"" or abnormal reading. Checked vehicle fitted battery found well & good condition.	Diagnosis Comment	Checked with clip tool observed some memorized fault occurrences in injection as well as instrument panel. After removed instrument panel checked connector with wiring back-up pin's found well fitted not found any abnormality or looseness. Also checked cluster meter part no. observed 248099979R fitted So, as per previous shared doc's we justified need replace modified new cluster meter for part reference 248099186R for this concern permanent solution. Kindly approve the same."		
Symptom Code	I012	Symptom Label	Odometer: incorrect distance unit (km, miles)		
Priority	Normal	Accessories on Vehicle	False		
Information About Incident 1	Operation subject to approval	Information About Incident 2	Agreement		
Problem Frequency (client view)		Customer Complaint Reproduced	False		
Vehicle Transformation	False	Documentations Consulted	false		
OPECODE		OPCODE TIME			
Root Cause		CIR Justification	Justified		
CIR Justification L2		CIR Justification L3			
Function	N-21883	Free Field			
Sub-function	N-21884	Free Field Level 2			
ID of diagnosis file	null	Dedicated to DEA-SIH			
Mileage	1772.0	Unit of Mileage	Km		
Grade					
Grade	completely satisfied	Grade Reason			
Comments					
Dealer					
Name	BAGARIA MOTORS PRIVATE LIMITED	Brand	Renault		
Billing Address	7A,Kolkata700014West BengalIndia	Status	Active		
Type	R1	Email			
Phone	+913340212700	Tresor DealerID			
Tresor ClientCode					
Contact					
Name	SRIKANTA MONDAL	Phone			
Email	cotech.kolkatasouth@renault-india.com	Dealer Contactnumber	9330902707		
Vehicle Information			VIN :MEERBC003P6184439		
AfterSales Types	RTMF	Engine			
Model	RBC	Engine Type	B4D		
Vehicle Manufacturing					

Number	E915063	Engine Index	424
Date of Manufacture	21/06/2023	Serial	E034537
Delivery Date	24/07/2023	Engine factory Name	CHENNAI
Assembly Factory Name	CHENNAI	<u>Gear</u>	
Vehicle Registration Number	WB10E3316	Gear Box Type	SG1
First Registration Date		Gear Box Index	201
Last date		Serial	
		Gear box factory name	CHENNAI

#### Multimedia

RAD ID	RAD ID After Sale
NAV ID	NAV ID After Sale
TCU ID	TCU ID After Sale
TYPES OF RADIOS	SRADIO
TCU	NOAIV
OP USB NAVIGATION p/n	LEVEL OF NAVIGATION
SMARTPHONE REPLICATION	TCU ECU P/N
	NAVIGATION MAPPING      SSMAP

#### Technical Docs

Title	Format	Date	Size
DOC's.pptx	application/vnd.openxmlformats-officedocument.presentationml.presentation	2023-11-10 17:48:10	
DTC's.pptx	application/vnd.openxmlformats-officedocument.presentationml.presentation	2023-11-10 17:48:23	
INSTRUMENT PANEL ID PAGE WITH DOC's.pptx	application/vnd.openxmlformats-officedocument.presentationml.presentation	2023-11-11 15:10:30	
RDTR WB10E3316.xlsx	application/vnd.openxmlformats-officedocument.spreadsheetml.sheet	2023-11-10 17:48:45	
REFERRED DOC's.jpeg	image/jpeg	2023-11-11 15:10:42	
SNAP's.pptx	application/vnd.openxmlformats-officedocument.presentationml.presentation	2023-11-10 17:48:35	

#### Text Posts

Content	Posted By	Posted On
Group Name: L1 - India  Do not replace any part.  Share which document have you referred.  Share instrument panel id page images.	CHETIA Bhaskar	11/11/2023 10:25
Comment by cotech : SRIKANTA MONDAL  Dear sir,	wired case	11/11/2023 10:40

Shared all doc's as instructed in bellow. Kindly suggest.		
Group Name: L1 - India		
Do not replace part.		
1. Ensure battery SOC is above 90%, if not get the battery recharged. 2. Perform reprogramming & cluster re-initialisation of Instrument Cluster.	CHETIA Bhaskar	11/11/2023 17:32
End of procedure.		
Going ahead there will be no replacement of part.		