

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		
Diagnosis Comment	<p>"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. 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. "</p>		
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		OPECODE 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		
Type	R1	Status	Active
Phone	+913340212700	Email	
Tresor ClientCode		Tresor DealerID	

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
Date of Manufacture	21/06/2023
Delivery Date	24/07/2023
Assembly Factory Name	CHENNAI
Vehicle Registration Number	WB10E3316
First Registration Date	
Last date	

Engine Index	424
Serial	E034537
Engine factory Name	CHENNAI

Gear

Gear Box Type	SG1
Gear Box Index	201
Serial	
Gear box factory name	CHENNAI

Multimedia

RAD ID	
NAV ID	
TCU ID	
TYPES OF RADIOS	SRADIO
TCU	NOAIV
OP USB NAVIGATION p/n	
SMARTPHONE REPLICATION	

RAD ID After Sale	
NAV ID After Sale	
TCU ID After Sale	
LEVEL OF NAVIGATION	
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
<p>Group Name: L1 - India</p> <p>Do not replace any part.</p> <p>Share which document have you referred.</p> <p>Share instrument panel id page images.</p>	CHETIA Bhaskar	11/11/2023 10:25
<p>Comment by cotech : SRIKANTA MONDAL</p> <p>Dear sir,</p>	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.		