

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



Case
4-19070600

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R-Clone

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

Problem Frequency Type

Permanent

Function	Sub-function	ID of diagnosis file
Exterior lighting - Visibility - Signalling	Rear view mirror	null (https://newdialogy.s.renault.com/?APP_ID=RACTIS&VIN=MEEHBC003N9071470&TYPE=DI&VID_DF_ID=null)

OR

ROCAKB24002781

OR Date

09/11/2023

Documentations Consulted

false

Root cause

Accessories on Vehicle

<https://renaultarca.lightning.force.com/lightning/r/Case/5006700002yWgAuAAK/view>

Vehicle Transformation

False

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Justified

CIR Justification L2**Information About Incident 1**

Operation subject to approval

Free Field

Free Field Level 2

Dedicated to DEA-SIH

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[THONDIYIL Ajeesh \(/lightning/r/00... 15h ago \(/lightning/r/0D567...\)](#) ▼

(/lightning/r/0050X000008hm2xQAA/vi...) To: Internal

Group Name: **L1 - India**

Approved

[Comment](#)

Case Owner
Mileage
First arrival in techline L1
Symptom Code
Symptom Label

Dealer Queue
46
09/11/2023 16:13
R180
Interior rear view mirror: damaged appearance, incorrect mounting

[iSearch](#) | [BVM](#) | [New Dialogys](#) | [SFD](#) | [GCM](#) | [ICM](#) | [DDA](#)

[BVM Details](#)

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VIN	
MEEHBC003N9071470	

Model	KIGER (HBC)
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Manufacturing Number

E421250

Date of Manufacture

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**

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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**

TVS Mobility Private Limited Renault
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Billing Address
Old No. 33-3927, Golf Link Road,
Chevavour 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

Technical Docs

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1

FILE TYPE

application/zip

FILE NAME

mirror.zip

FILE SIZE

25.66 MB

UPLOADED DATE

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DELETE