

Case Number :4-18871164

Status :Closed

Type	Agreement CIRs	Open Date	25/10/2023 07:56
Case Creator	wired case	Closed Date	26/10/2023 13:38
Case Owner	Dealer Queue	Reopen Date	

Incident Information

Customer Complaint	Customer concern oil leakage.		
Diagnosis Comment	Dear Sir, Vehicle reported our dealership with concern oil leakage engine compartment. Technician checked and observed oil leak from rocker cover and oil sump. We have check engine oil level with engine oil level gauge found engine oil level is low. We have connected the in this vehicle clip tool, no DTC appears in clip tool related to engine overheat. No external damage in this vehicle. Kindly suggest for this case Please find the attachment job card, concern video & images.		
Symptom Code	R150	Symptom Label	Oil leak/grease: in the engine compartment
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-21947	Free Field	
Sub-function	N-21948	Free Field Level 2	
ID of diagnosis file	null	Dedicated to DEA-SIH	
Mileage	2110.0	Unit of Mileage	Km

Grade

Grade	completely satisfied	Grade Reason	
Comments	Completely satisfied		

Dealer

Name	NGM Automobiles Private Limited	Brand	Renault
Billing Address	Zero Point, Rampur Road,Moradabad244001Uttar PradeshIndia		
Type	R1	Status	Active
Phone	+918527239643	Email	
Tresor ClientCode		Tresor DealerID	

Contact

Name	Asif Mohd	Phone	
Email	cotech.moradabad@renault-india.com	Dealer Contactnumber	8909951796

Vehicle Information

VIN :MEERBC000P6182857

AfterSales Types	RTMF	<u>Engine</u>	
Model	RBC		
Vehicle Manufacturing Number	E906685	Engine Type	B4D
		Engine Index	424

Date of Manufacture	07/06/2023	Serial	E031811
Delivery Date	22/09/2023	Engine factory Name	CHENNAI
Assembly Factory Name	CHENNAI	<u>Gear</u>	
Vehicle Registration Number	UP21DA0296	Gear Box Type	SG1
First Registration Date		Gear Box Index	201
Last date		Serial	
		Gear box factory name	CHENNAI

Multimedia

RAD ID	CAP3E1XE701-830845	RAD ID After Sale	
NAV ID		NAV ID After Sale	
TCU ID		TCU ID After Sale	
TYPES OF RADIOS	RA42D	LEVEL OF NAVIGATION	
TCU	NOAIV	TCU ECU P/N	
OP USB NAVIGATION p/n		NAVIGATION MAPPING	SSMAP
SMARTPHONE REPLICATION			

Agreement

Designation of the approval operation	B613A	Validation of the agreement	Authorised
Maximum authorised repair costs excluding tax	0.0	Maximum authorised parts costs excluding	7200.0
Maximum authorised labour costs excluding	1700.0	BIN	MEERBC000P6182857

Technical Docs

Title	Format	Date	Size
0296.zip	application/x-zip-compressed	2023-10-25 11:26:32	
0296.zip	application/x-zip-compressed	2023-10-25 17:07:53	
0296.zip	application/x-zip-compressed	2023-10-26 11:51:04	
Snap & Video.zip	application/x-zip-compressed	2023-10-26 16:19:54	

Text Posts

Content	Posted By	Posted On
<p>Group Name: L1 - India</p> <p>Ok, pls perform basic diagnosis in this case.</p> <ol style="list-style-type: none"> 1. How much Oil quantity recovered. 2. How much Coolant recovered? 3. Is there any coolant leakage 4. Check and share thermostat and fan motor functionality 5. Share frontal condition of vehicle. remove front bumper and share snaps. 	PRAKASH Jai	25/10/2023 10:52
<p>Comment by cotech : Asif Mohd</p> <p>Dear san, We drained the engine oil, and received the engine oil quantity 2LTR. We drained the coolant, and received 4LTR of coolant. No leaking coolant anywhere in the engine compartment and heater core,</p>	wired case	25/10/2023 13:39

<p>The radiator fan motor works well, and the radiator fan motor is also operated with the clip tool command.</p> <p>Pls find the attachment video thermostat valve functionality and snap without front bumper, engine oil, coolant quantity.</p>		
<p>Group Name: L1 - India</p> <p>Ok, Pls check fan motor functionality 20 times by giving ON OFF supply to coupler manually (once fins stopped rotating)</p> <p>Check compression pressure in dry and wet state.</p> <p>Share Repair estimate of the same.</p>	PRAKASH Jai	26/10/2023 06:32
<p>Comment by cotech : Asif Mohd</p> <p>ate.Dear San,</p> <p>We have checked the radiator fan motor 20 times manually through 12 volts, the radiator is working good.</p> <p>We have checked the engine compression test dry & we state. Engine compression test dry cylinder no.1- 13Bar. Engine compression test dry cylinder no.2- 13Bar. Engine compression test dry cylinder no.3- 13Bar.</p> <p>Engine compression test wet cylinder no.1- 14Bar. Engine compression test wet cylinder no.2- 14Bar. Engine compression test wet cylinder no.3- 14Bar.</p> <p>Pls find the attachment engine compression test video & repair estim</p>	wired case	26/10/2023 08:32
<p>Group Name: L1 - India</p> <p>dear Cotech</p> <p>Pls clarify below queries which was received from plant team side</p> <ol style="list-style-type: none"> 1. How customer noticed the complaint 2. Wipe off the existing leak traces – Show the exact engine oil leak location using power test – Capture clear videos. 3. Vehicle repair history 4. Relation with previous repair if any 5. Please to confirm the leak location before proceeding with repair. 6. If bolts are removed during repair – Capture the torque / looseness in screw. 7. While removal of parts – Capture any anomaly like burr, contamination. 	PRAKASH Jai	26/10/2023 09:30
<p>Comment by cotech : Asif Mohd</p> <p>Dear San,</p> <p>Details as per your requirement:</p> <ol style="list-style-type: none"> 1. As per customer verbatim, customer noticed this concern 1-2 days ago. 2. We wipe off the existing oil leak traces, and after wipe oil traces using the power test. After power test clip video and snap. 3. Please find the attachment of vehicle service history. 4. This vehicle has not had any repairs as per service history 5. We have checked the engine oil leak and engine leaking from rocker cover. 6. We have checked rocker cover bolt while operation, no spanners marks at the rocker bolt. 7. We have checked the any anomaly and burr, contamination in this vehicle, no see that and burr, contamination in vehicle. <p>Please the attachment snap & video.</p>	wired case	26/10/2023 12:50
<p>Group Name: L1 - India</p> <p>Approved</p>	PRAKASH Jai	26/10/2023 13:34

