

CIR details view of :22/11/2023 03:49

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|---------------------------------|--|-------------------------------|--|
| 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 | Engine | |
| Model | RBC | Engine Type | B4D |
| Vehicle Manufacturing Number | E906685 | Engine Index | 424 |

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

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 |
|---|-------------|------------------|
| Group Name: L1 - India Ok, pls perform basic diagnosis in this case. 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 |
| Comment by cotech : Asif Mohd 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, | wired case | 25/10/2023 13:39 |

| | | |
|---|-------------|------------------|
| The radiator fan motor works well, and the radiator fan motor is also operated with the clip tool command. | | |
| Pls find the attachment video thermostat vale functionality and snap without front bumper, engine oil, coolant quantity. | | |
| Group Name: L1 - India | | |
| Ok, Pls check fan motor functionality 20 times by giving ON OFF supply to coupler manually (once fins stopped rotating) | PRAKASH Jai | 26/10/2023 06:32 |
| Check compression pressure in dry and wet state. | | |
| Share Repair estimate of the same. | | |
| Comment by cotech : Asif Mohd ate.Dear San, We have checked the radiator fan motor 20 times manually through 12 volts, the radiator is working good. 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. Engine compression test wet cylinder no.1- 14Bar. Engine compression test wet cylinder no.2- 14Bar. Engine compression test wet cylinder no.3- 14Bar. | wired case | 26/10/2023 08:32 |
| Pls find the attachment engine compression test video & repair estim | | |
| Group Name: L1 - India | | |
| dear Cotech | | |
| Pls clarify below queries which was received from plant team side | PRAKASH Jai | 26/10/2023 09:30 |
| 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. | | |
| Comment by cotech : Asif Mohd Dear San, Details as per your requirement: 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. | wired case | 26/10/2023 12:50 |
| Please the attachment snap & video. | | |
| Group Name: L1 - India | PRAKASH Jai | 26/10/2023 13:34 |
| Approved | | |

