

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



Case
4-19084829

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R-Clone

Type Agreement CIRs	Status Closed	Mileage 4 196	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

FRONT RH SIDE DOOR GLASS NOT WORKING

Diagnosis Comment

CUSTOMER CONCERN-FRONT RH SIDE DOOR GLASS NOT WORKING

OBSERVATION-WE FOUND THAT WHILE WE WANT TO OPERATE FR RH WINDOW GLASS THAT TIME ONLY RH FR WINDOW NOT WORKING PROPERLY.NO (<https://PROPERLY.NO>) ANY DAMAGE MARK PRESENT IN FAILED PART OR WARING HURNESS.
SWIP WITH ANOTHER NEW PART (SW-MULTIFONCTIO) FR RH WINDOW WORKING PROPERLY.
AFTER DIAGNOSIS SW-MULTIFONCTIO SWITCH WAS FAULTY.
AFTER REPLACING THIS FAILED PART(SW-MULTIFUNKTION) CONCERN WAS SOLVED.
PLEASE APPROVE

Problem Frequency (client view)

Problem Frequency Type

Permanent

Customer Complaint Reproduced

False

Function

instruments

Sub-function

Driver's position

ID of diagnosis file

2023110707024455
11
(<https://newdialogy.s.renault.com/>?)
APP_ID=RACTIS&VI
N=MEEBBA00XP28
38107&TYPE=DI&V
DH_DF_ID=2023110
70702445511)

Priority

Normal

OR

ROBSJB24004143

Immobilised Vehicle

False

OR Date

05/11/2023

BIN (Manual)

MEEBBA00XP2838107

Documentations Consulted

false

OPECODE TIME

Root cause

OPECODE

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

False

Vehicle Transformation

No

CIR Justification L1

Justified

CIR Justification Li**CIR Justification L2****CIR Justification DEA-SIH****Information About Incident 1**

Operation subject to approval

Free Field**Free Field Level 2****Dedicated to DEA-SIH****Submit**

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✓  [CHETIA Bhaskar \(/lightning/r...\)](#) 10 November 2023 at 11:17 (/light... [View](#))
 (/lightning/r/0050X000008jGkWQAU/vi...) To: Internal

Group Name: **L1 - India**

Approved

[Comment](#)

Case Owner	Dealer Queue	
Mileage	4196	
First arrival in techline L1	10/11/2023 14:15	
Symptom Code	O195	
Symptom Label	Window winder: malfunction	

iSearch | **BVM** | **New Dialogys** | **SFD** | **GCM** | **ICM** | **DDA** **BVM Details**

10/11/2023 14:12

VIN **Model**

MEEBBA00XP2838107

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Manufacturing Number

EG87412

Date of Manufacture

16/02/2023 05:30:00

Delivery Date

26/08/2023 05:30:00

Assembly Factory Name

CHENNAI

BIN**AfterSales Types**

BWMD

**Engine****Engine Type**

B4D

Engine Index

423

Serial

E003132

InjOp ECU p/n

237610396V

**Gear****Gear Box Type**

SG1

Gear Box Index

008

Serial**GB ECU p/n**

320103035R

**Vehicle Registration**

Vehic

Vehicle Registration Number

WB26BX1355

First Registration Date**Last date****Multimedia**

⌚ 10/11/2023 14:12

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RAD ID

CAP3A1X3197-C79387

TYPES OF RADIOS

RA42D

LEVEL OF NAVIGATION

SSNAV

**SMARTPHONE
REPLICATION**

SPMIR

**Battery Info**

+

**Dealer**

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

Vibrant Motors Private Limited	Renault	R1
Billing Address	Status	
NH-34 Near Kalyani Public School, Barasat, North 24 Parganas Barasat 700125 West Bengal India	Active	

Phone	Email
+919674360600	

Tresor ClientCode	Tresor DealerID	Account Number (ID BIR)
		35607523

Contact

Name	Phone	Dealer Contactnumber
SAMRAT PAL		09126514582
Email		
cotech.barasat@renault-india.com		

Technical Docs

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