

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



Case
4-19100284

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R-Clone

| Type | Status | Mileage | Unit of Mileage | Closure reason | Parent Case |
|----------------|--------|---------|-----------------|------------------|-------------|
| Agreement CIRs | Closed | 10 | Km | Standard closure | |

MAIN Related CIR Related VIN CIRs (0) RForce Cases Agreement Grade Parent-Child Intervention —

Customer Complaint

during pdi (pod) we noticed rear parcel shelf damage,

Diagnosis Comment

Dear Sir this is to inform you that, during pdi (pod) we noticed rear parcel shelf damage,
 Kwid bearing vin no-MEEBBA004P7847923,
 Vehicle received on 3-nov from plant,
 We checked for any disturbance in parcel tray seating area found ok,
 Later we noticed crack (cut) in parcel tray,
 Photos attached with transporter sign pod the same for reference,
 Please check & assist for next action.
 Need to replace the part.

Problem Frequency (client view)

Problem Frequency Type

Permanent

| Function | Sub-function | ID of diagnosis file |
|-------------------------|---------------------|------------------------------------|
| Passenger compartment - | Luggage compartment | 202311110507458721 |
| Upholstery - | | |
| Luggage compartment - | | |
| Security - Keys | | |

(https://newdialogy.s.renault.com/?APP_ID=RACTIS&VIN=MEEBBA004P7847923&TYPE=DI&VD_H_DF_ID=202311110507458721)

OR

24002954

OR Date

18/11/2023

Documentations Consulted

false

Root cause

Parcel

Accessories on Vehicle

false

CIR Justification L1

Customer Complaint Reproduced

False

Problem conditions

Priority

Normal

Immobilised Vehicle

False

BIN (Manual)

OPECODE TIME

OPECODE

Vehicle Transformation

No

CIR Justification Li

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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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RAMU Sudhakar ([/lightning...](#)) Edited 11 November 2023 at 11:53 ([/...](#)) [▼](#)

Group Name: **L1 - India**

Always, send the CIR the same day of receiving the vehicle from plant.
For special case this is being approved.
Before submitting the warranty claim get support from Warranty team.

Pl close the CIR

[Comment](#)

wired case ([/lightning/r/00...](#)) 11 November 2023 at 11:44 ([/lightnin...](#)) [▼](#)

Comment by cotech : Kiran Kumar

RTR sheet attached please approve.

[Comment](#)

RAMU Sudhakar ([/lightning/...](#)) 11 November 2023 at 11:37 ([/light...](#)) [▼](#)

Group Name: **L1 - India**

RDTR pl

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[wired case \(/lightning/r/00...](#) 11 November 2023 at 11:33 (/lightnin... ▾



(/lightning/r/0050X000008Z7oaQAC/vi...) To: Internal

Comment by cotech : Kiran Kumar

due to work load pdi done at 10-nov after pdi concern raised.

Attached video for reference,
driver sign pod copy attached,

[Comment](#)

[RAMU Sudhakar \(/lightning...](#) Edited 11 November 2023 at 09:58 (/...



(/lightning/r/0050X000008hm2pQAA/vi...) To: Internal

Group Name: **L1 - India**

why you have not Raised CIR on 3 Nov 2023?

share the parcel shelf close and clear video

share the POD coy signature

[Comment](#)

Case Owner

Dealer Queue



Mileage

10

First arrival in techline L1

11/11/2023 14:04

Symptom Code

R186

Symptom Label

Other interior equipment: damaged appearance, incorrect mounting

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

BVM Details

⌚ 11/11/2023 14:03

VIN

MEEBBA004P7847923

Model

KWID (BBA)

Manufacturing Number

Date of Manufacture

EH84019

27/07/2023 05:30:00

Delivery Date

Assembly Factory Name

CHENNAI

BIN

AfterSales Types

BWMD

Engine

Engine Type

B4D

Engine Index

423

Serial

E009340

InjOp ECU p/n

237610869V



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Gear

Gear Box Type

SA1

Gear Box Index

007

Serial

GB ECU p/n

320105728R



Vehicle Registration

Vehic

Vehicle Registration Number

new pdi

First Registration Date

Last date



Multimedia

⌚ 11/11/2023 14:03

RAD ID

CAP3E1XF420-B93293

TYPES OF RADIOS

RA42D

LEVEL OF NAVIGATION

SSNAV

**SMARTPHONE
REPLICATION**

SPMIR



Battery Info



Dealer

Name

TRIDENT AUTOMOBILES PVT LTD

Brand

Renault

Type

R1

Billing Address

No. 45, Huskur Road, Nagarur, Off
Tumkur Road, Bangalore
Bangalore 562 123
Karnataka India

Status

Active

Phone

+918722230333

Email

Tresor ClientCode

Tresor DealerID

**Account Number
(ID BIR)**

20005962



Contact

Name R-Actis Team is pleased to announce the availability of R-Actis version. Release note is available [here](#)
Kiran Kumar 7353750978

Email
pdi@tridentrenault.com

TechnicalDocs

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S.NO 4

FILE TYPE application/vnd.openxmlformats-officedocument.spreadsheetml.sheet

FILE NAME [Annexure-Renault Delear Technical Report Final Version.xlsx](#)

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