



COMPLAINT DETAIL

Complaint Number : 1169

Employee Details

Date	Request Number	Employee Code	Name	Department
09/10/2017	1169	NPI0581	RAKESH MOHAN SINGH	Sales & Marketing - Refinish

Complaint Details

Customer Name	a
Contact No.	8347009700
Customer Address	a
Email	sunny.doshi@nipponpaint.co.in
Dealer Code	4003445
Dealer Name	MAURIA UDYOG LIMITED
Depot	AR - Dharuhera Excise
Date of vehicle repair	01/Oct/2017

Complaint Information

Product Code	RBPU880030
Brand	09 Ultima Topcoats
Product Description	Nax Ultima PU Primer Grey 4L(B)
Batch Number	201701b001
Date & Month of Manufacture	
Shelf Life	
Quantity of Complaint Stock	1
Select the unit(L/KG/Pieces)	Pieces

Complaint Type

Contour Mapping

System Info

Substrate	Iron
Underbody	Bodyfiller
Bodyfiller	Nippon
Undercoat	NC Primer White
Primer	Nippon
Basecoat	Metallic basecoat system
Metallic Basecoat	Nippon
Clearcoat	NC Clear
Clear	Nippon
No. of coats	1
Thinner	NC Thinner
Thinner Details	Nippon

Mixing Ratio(%)	75
Tempreature(Degree C)	0
Humidity(%)	0

Problem Description :

Contour Mapping was observed

Photos Uploaded :

../CCThai/FileUpload/155155download (1).jpg

Approval Details

Role	Employee Details	Status	Date	Remark
Requester	NPI0581:RAKESH MOHAN SINGH	Submitted	09/10/2017	Contour Mapping was observed
Complaint Handler	NPI2228:ARSALAN ULLAH KHAN	Recommend - Complaint Handler	09/10/2017	go ahead
Complaint Manager	NPI0546:VINODH. V	RCA Initiated	09/10/2017	complaint approved
Plant	NPI0549:RAJENDER KUMAR	RCA Submitted - Plant	09/10/2017	Plant RCA approval
Business Manager	NPI2216:NIMISH GUPTA	Approved Plant - BM	09/10/2017	ok go ahead
Business Head	NPI0455:SHARAD MALHOTRA	Pending Plant - Business Head	09/10/2017	

Complaint Handler

Is the application process replicated by technical person? Yes

Report on Reapplication

System Followed ? Yes

Does the product exhibit the complaint observed?	Yes
Is the technical manager informed of the product complaint?	Yes
Is the technical manager informed of the product complaint?	Yes
Informed customer of course of action	Yes
Is customer complaint closed with customer?	Yes
Customer communication	Contour Mapping was observed

Plant Manager

RCA Comments	less element x
Is the problem rectifiable?	less element x Yes
Does it need reprocessing?	less element x Yes
Rectification/Reprocessing Method Plant	add element x
Closure comments Plant	
Total Vol of Affected Products	1000
Total Vol of Affected Product Unit	L

10/16/2017

Stock from SAP in system	1000
Stock from SAP in system /unit	L
Value in system	100000
Value in system /unit	INR
Site of Reprocessing	BAWAL
Expected cost of reprocessing	1000000
Expected cost of reprocessing / Currency	INR
Expected Date of Closure	16/Oct/2017