

# Device Repair Request

Name: DL545

Jira SRN ID: ACS-6583-1127

Customer: AL

Format Req. No.: ASS/011/08/21 Ver-2

Document by: After Sales Support Team Date: 13-03-2025

SL No	Description	Details
1	Service Request Number	ACS-6583
2	Date of communication failure	13-03-2025
3	Device Model	DL545
4	Defective device PSN	2207222006
5	VIN Number	MB1NEKLD9NPBU1435
6	Device IMEI	867624067250414
7	Device CCID	89916420534722378909
8	Date of Sale of Device	23-07-22 11:53
9	S Trigger Date	03-01-23 0:01
10	C Trigger Date	13-02-23 13:33
11	Commercial Expiry date	01-07-25 5:30
12	Active Profile (BSNL/Airtel/Dual)	Single Airtel
13	Vehicle Type / Model	G91 sleeper suspended non tilt
14	Failure Location Plant/ Field- Customer Address	WM-Rabinarayan behera-97771 40132■SHREE GANESH AUTOM
15	Kilometers/Hours	139788 KM
16	Main Battery Voltage	24
17	Service Engineer Name	Gayadhar
18	Service Engineer Comment	Sim Issue
19	Reason for Replacement/Repair	Sim Issue
20	Engineering Team Comment	
21	DEAL Plant Team Comment	
22	Darby Last communication date	20-02-25 10:46
23	Updated request in Darby	
24	Device Replacement request Initiation date	13-03-25
25	Returnable / Non-Returnable	Returnable

## Approved By:

Initiated by- Service Eng.: Gayadhar 13-03-2025 Gayadhar

Recommended by- Engineering:

Service Manager: Kunal 13-Mar-25 Kunal

Sales & Service Head: Rajendran Subramanian 16-Mar-25