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| **SL No** | **Description** | **Details** |
| 1 | Service Request Number | {{centralised\_id}} |
| 2 | Date of communication failure | {{last\_communication\_in\_darby}} |
| 3 | Device Model | {{device\_model}} |
| 4 | Defective device PSN | {{device\_PSN}} |
| 5 | VIN Number | {{VIN\_number}} |
| 6 | Device IMEI | {{device\_IMEI}} |
| 7 | Device CCID | {{device\_ICCID}} |
| 8 | Date of Sale of Device | {{date\_of\_sale\_of\_device}} |
| 9 | S Trigger Date | s\_trigger\_date}} |
| 10 | C Trigger Date | {{c\_trigger\_date}} |
| 11 | Commercial Expiry date | {{commercial\_expiry\_date}} |
| 12 | Active Profile (BSNL/Airtel/Dual) | {{active\_profile}} |
| 13 | Vehicle Type / Model | {{vehicle\_type}} |
| 14 | Failure Location Plant/ Field- Customer Address | {{vehicle\_running\_location}} |
| 15 | Kilometers/Hours | {{vehicle\_run}} |
| 16 | Main Battery Voltage | {{main\_battery\_voltage}} |
| 17 | Service Engineer Name | {{service\_engineer\_name}} |
| 18 | Service Engineer Comment |  |
| 19 | Reason for ~~Replacement/~~Repair | {{engineer\_recommendation |
| 20 | Engineering Team Comment |  |
| 21 | DEAL Plant Team Comment |  |
| 22 | Darby Last communication date | {{last\_communication\_in\_darby}} |
| 23 | Updated request in Darby |  |
| 24 | Device Replacement request Initiation date | 13-03-25}} |
| 25 | Returnable / ~~Non-Returnable~~ | {{engineer\_recommendation}} |

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| Approved By: | Name | Date | Signature |
| Initiated by- Service Eng. | {{service\_engineer\_name}} |  | {{service\_engineer\_name}} |
| Recommended by- Engineering |  |  |  |
| Service Manager | {{manager\_email}} | {{manager\_approval\_datetime} | {{manager\_email}} |
| Sales & Service Head | Rajendran Subramanian | {{HOD\_approval\_datetime} |  |