

Customer Assistance Report



General Details

Breakdown No. F311PC641
Patrol 4572
Reg No. MJ10YFW
Mileage 170148

Time Called 11:54 11/03/2023
Time Complete 14:54 11/03/2023
Email karl.gaze1@googlemail.com

Location Details

Breakdown Location

XY(459294333,305764351) BELGRAVE ROAD
LEICESTER LE12JU GB

Comments

PLEASE NOTE ANY DIAGNOSIS MADE BY OUR PATROLS IS A SUSPECTED DIAGNOSIS AND THEREFORE SHOULD BE VERIFIED BY YOUR REPAIRING GARAGE PRIOR TO ANY WORK BEING COMPLETED, OR PARTS BEING ORDERED (if applicable)

engine cut out no crank.Dash as nuumerous warning lights on.Will not come out of park..Plugged in racscan found several cdes with autogearbox module fault.Carried out battery reset.Customer purchased car 2 days ago.Carried out override to get car into neutral.Towed to customers address.Customers choice

Diagnostic Codes

RAC DIAGNOSTIC SYSTEM

System Type: CAYC - TDI

Name: CAYC - TDI

DTC: U010100,No communication with automatic gearbox

System Type: ELECTRONIC STABILITY PROGRAM - MARK 60 EC

Name: ELECTRONIC STABILITY PROGRAM - MARK 60 EC

DTC: 01315,Gearbox control unit

System Type: CENTRAL ELECTRONICS - CENTRAL ELECTRONICS

Name: CENTRAL ELECTRONICS - CENTRAL ELECTRONICS

DTC: 01504,Numberplate light

DTC: 00955,Key 1; adaption limit exceeded

DTC: 01315,Gearbox control unit

System Type: DOOR ELECTRONICS - DRIVER DOOR

Name: DOOR ELECTRONICS - DRIVER DOOR

DTC: 00912,Switch windowlift front left

DTC: 00913,Switch windowlift front right

System Type: DOOR ELECTRONICS - PASSENGER DOOR

Name: DOOR ELECTRONICS - PASSENGER DOOR

DTC: 00097,Passengers door central locking motor

DTC: 00929,Switch central locking passenger side; implausible signal

System Type: DOOR ELECTRONICS - REAR LEFT DOOR

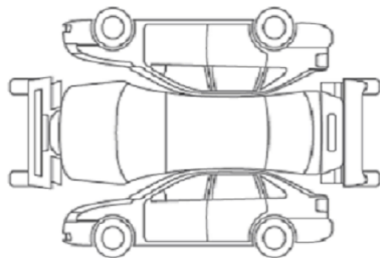
Name: DOOR ELECTRONICS - REAR LEFT DOOR

DTC: 00098,Motors for Central Locking: Rear Left
 DTC: 00930,Switch central locking left back; implausible signal
 System Type: STEERING WHEEL ELECTRONICS - DIAGNOSE
 Name: STEERING WHEEL ELECTRONICS - DIAGNOSE
 DTC: 00002,Gearbox control unit
 System Type: GATEWAY - DIAGNOSTIC FOR DATA-BUS
 Name: GATEWAY - DIAGNOSTIC FOR DATA-BUS
 DTC: 01300,navigation system with CD-reader
 DTC: 01315,Gearbox control unit
 System Type: ENGINE SYSTEM TEST/VALUES
 Name: CAYC - TDI
 DTC: U010100,No communication with automatic gearbox

Towing

- I can confirm that my vehicle has valid road fund license OR that road fund license is not required for my vehicle
- The vehicle condition below is a true record of the vehicle prior to the recovery/tow
- I have been given instructions on how to control my vehicle during towing. If my vehicle is damaged as a result of not following the instructions, I agree that RAC will not be liable for any loss, damage or cost incurred

- Day
- Dry



Scratch
 Missing
 Broken
 Dent

Signature

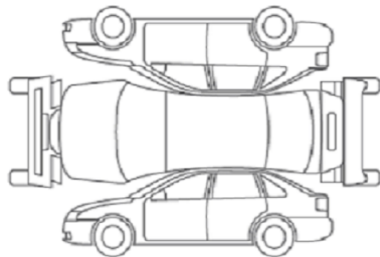


- Customer
 - 3rd Party
- Name: NERISSER GAZE

Condition

Marked condition of vehicle

- Day
- Dry



Scratch
 Missing
 Broken
 Dent

By signing this form, I acknowledge that:-

- I have read and understood the instructions on this form
- All effects removed from the vehicle have been returned to me or refitted
- The diagnosis given by the RAC Patrol requires confirmation by a qualified technician in a workshop environment prior to any further work or parts replacement is considered.

- The vehicle condition stated above is a true record of its condition at the time of the signature below.
- If the RAC have provided a repair solution and I have chosen to make my own arrangements to resolve a battery fault, I understand that following a breakdown arising from the original fault where the battery has not been properly repaired or replaced, the RAC, acting reasonably, may:
 - i) decline service and/or attendance in accordance with the Terms & Conditions of my Membership; or
 - ii) an attendance surcharge may be payable if I require attendance



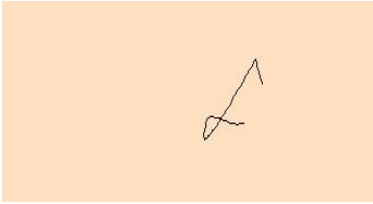
Customer



3rd Party

Name: NERISSER GAZE

Signature



11/03/2023 14:49