



Service Request Information

Date: 1/16/2023
Service Tag: DGQF693
System Model: XPS 15 7590
Dispatch Number: 437238565

Dear: RANDAL SOUTH,

A Dell certified technician thoroughly tested your system based on the symptoms reported.

SERVICE SUMMARY

The following repairs or parts have been repaired or replaced on the unit:

- | | |
|---------------------|------------------------------|
| ✓ Fan Replaced | ✓ Hard Drive Replaced |
| ✓ Heatsink Replaced | ✓ Operating System Reinstall |

After all repairs were completed, your system passed comprehensive hardware tests to ensure proper functionality. The final test performed included the following parts: processor, memory, hard drive and video card. If applicable, these additional parts passed all tests: LCD, fan, keyboard, hard disk, microphone, touchpad, lid, battery, AC adapter, camera, speaker and touchscreen.

IMPORTANT! Microsoft Windows 11 Notification:

Should your system require an Operating System (OS) Reinstall, the system will be restored to the original Windows version that originally came new with your computer. For additional information please view the following Knowledge article <https://www.dell.com/support/kbdoc/000192085>

Please keep your system connected to the Internet to allow for completion of updates that may be required. This may result in having to reboot the system.

Only Dell validated software drivers should be installed on the system, please check for updates online: www.dell.com/support.

Your satisfaction is our priority. If you have any questions or feedback, please contact us at www.dell.com/contact/ and select the appropriate option.

Thank you for choosing Dell.

Respectfully,
Dell | Repair Center