

**TVS**

**PRODUCT PERFORMANCE FEEDBACK REPORT**

**IFAD**  
SOLUTIONS LIMITED

**IFAD MOTORS LTD**

**Head Office**

**IFAD TOWER ,07 Tejgaon I/A, Dhako-1208.**

DMS JOB NO

**2389**

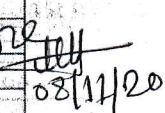
|              |   |                |     |                       |            |
|--------------|---|----------------|-----|-----------------------|------------|
| Ref.No:      | Habiganj/sap/319                              | F.R SI NO#     | 319 | Date:                 | 15.09.2020 |
| Zone Name:   | Habiganj Zone                                 | Engineer Name: |     | Md. Abdullah Al Zayed |            |
| Approved by: | Prabir Biswas (Head of Service & Spare Parts) |                |     |                       |            |

|                                  |                          |                   |              |                      |                         |
|----------------------------------|--------------------------|-------------------|--------------|----------------------|-------------------------|
| Customer Name:                   | ABUL KALAM AJAD          |                   | Mobile No:   | 01714536488          |                         |
| Address:                         | Chunagat, Habiganj       |                   | Dealer Name: | Shahjalal Automobile |                         |
| Customer Complain:-              | CH NO Full #             | MD6M14CA9J4A06895 |              | Present Kms #        | 2640                    |
| Front Shock absorber has broken. | EN NO Full #             | AK4AJ4813595      |              | Model #              | Tvs King Deluxe CNG/LPG |
|                                  | Sale Date #              | 08.06.2020        |              |                      |                         |
|                                  | Date of Comp#            | 12.09.2020        |              | 1St PS Date          | 1st PS Kms              |
|                                  | Date of Repair #         | 12.09.2020        |              |                      |                         |
|                                  | Free service information |                   |              |                      |                         |
| 1St Free Service                 |                          | 2nd Free Service  |              | 3rd Free Service     |                         |
| Date                             | KMs                      | Date              | KMs          | Date                 | KMs                     |
| 02.07.2020                       | 895                      | 12.09.2020        | 2640         |                      |                         |

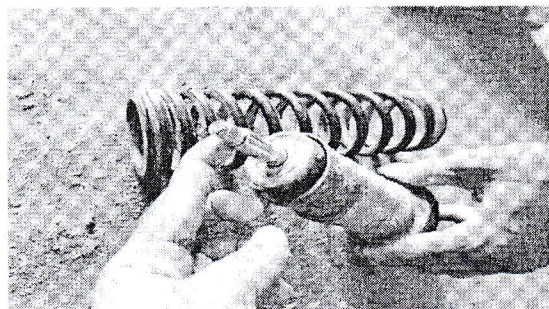
Observation:- we checked & found that front Shock absorber has broken.

Action Taken:- New one front shock absorber replaced.

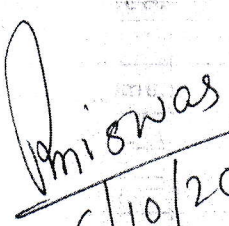
**Failure Particular**


| SL | Part NO  | Part Name            | Qty   | Vendor code                      | Approved  | Rejected |
|----|----------|----------------------|-------|----------------------------------|---|----------|
| 1  | G2100010 | Front shock absorber | 01 pc | Gabrial (60000297)<br>05.02.17 H | <br>08/11/2020 |          |
| 2  | G4100180 |                      | 01 pc | Any One                          |   |          |
| 3  |          |                      |       |                                  |   |          |
| 4  |          |                      |       |                                  |   |          |

**Failure Parts Photo**



**For Head Office Use**

  
 S.I. No 2 approved  
 6/10/2020  
 9/11/2020

  
 16/09/2020

Ritubhakar  
 16.09.2020  
 DMS complete