

TVS**PRODUCT PERFORMANCE FEEDBACK REPORT****IFAD****IFAD MOTORS LTD****Head Office****IFAD TOWER, 07 Tejgaon I/A, Dhaka-1208.**

DMS JOB NO

2908

Ref.No:	Habiganj/Nov/332	F.R SI NO#	332	Date:	29.11.2020
Zone Name:	Habiganj Zone	Engineer Name:	Md. Abdullah Al Zayed		
Approved by:	Prabir Biswas (Head of Service & Spare Parts)				

Customer Name:	Chabu Mia	Mobile No:	01757673163
Address:	Suraboi, Habiganj	Dealer Name:	Shahjalal Automobile

Customer Complaint:-	CH NO Full #	MD6M14CA3J4A06908	Present Kms #	9810
Front Shock absorber has broken.	EN NO Full #	Ak4AJ4213865	Model #	Tvs King Deluxe CNG/LPG
	Sale Date #	23.07.2020	1st PS Date	1st PS Kms
	Date of Comp#	28.11.2020		
	Date of Repair #	28.11.2020		

Free service information

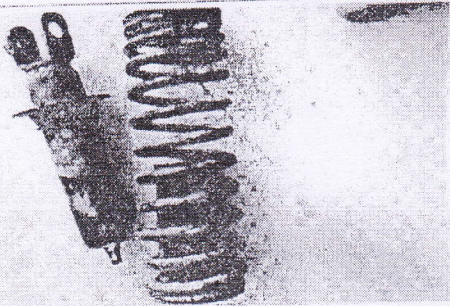
1st Free Service		2nd Free Service		3rd Free Service	
Date	KMs	Date	KMs	Date	KMs
25.08.2020	1020	04.10.2020	4740	28.11.2020	9810

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	G4100180	Front shock absorber	01	6000097 6210000 02 12 17		
2	G2100010					
3						
4						
5						
6						

Failure Parts Photo**For Head Office Use**

Prabir Biswas
14/12/2020

Abu S
29/11/2020
Mohammed Abdullah Al Zayed
Senior Service Engineer
IFAD MOTORS LTD.
Cell: 01701-227974

14.12.2020

Mitrasakar
14.12.2020
DMS complete