

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

DMS JOB NO

**2777**

Ref.No:	Sylhet/Nov/08/288	F.R SI NO#	288	Date:	08.11.2020
Zone Name:	Sylhet, Sadar	Engineer Name:	Tisu Barua		
Approved by:	Prabir Biswas, GM -Head of Service & Spare Parts.				

Customer Name:	Soltan Ahmed	Mobile No:	01301772876		
Address:	Companygonj, Sylhet.	Dealer Name:	Tawsis Motors		
Customer Complain:-	CH NO Full #	MD6M14CA6K4K00461	Present Kms #	12,870	
Oil leakage from Front shock absorber	EN NO Full #	AK4KK4209861	Model #	Tvs King Deluxe lpg	
	Sale Date #	04.06.2020	1st PS Date	1st PS Kms	
	Date of Comp#	07.11.2020	No	No	
	Date of Repair #	Pending			
	Free service information				
1st Free Service		2nd Free Service		3rd Free Service	
Date	KMs	Date	KMs	Date	KMs
29.06.2020	865	01.08.2020	3263	30.08.2020	4532

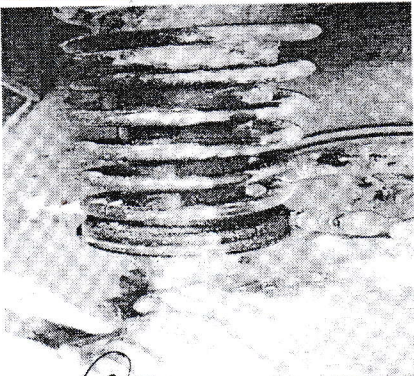
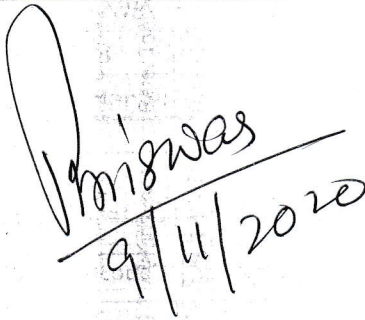
Obserbation:- We checked &amp; found that front shock absorber hard.


What is mean by hard???


oil leakage

Action Taken:- Require to replace this parts under warranty for your approval

Failure Particular						
SL	Part NO	Part Name	Qty	Vendor code	Approved	Rejected
1	G4100180	Front shock absorber	1	Gabrial		
2						
3						
4						
5						
6						

Failure Parts Photo	For Head Office Use
	

  
**TISU BARUA**  
 Service Engineer  
 IFAD MOTORS LTD  
 Sylhet Sadar, Sylhet.  
 Mob: 01704-113328

  
 08/11/2020

DMS Complete  
 Chaturbaha  
 08/11/2020