

TVS**PRODUCT PERFORMANCE FEEDBACK REPORT****IFAD MOTORS LTD**

DMS NO:

Head Office

3214

IFAD Tower, Plot-7(New), Tejgoan Industrial Area, Dhaka-1208

| | | | | | |
|--------------|---|----------------|----------------|---------------|---------------|
| Ref.No: | Mym-55 | F.R SI NO: | 55 | Date: | 27.04.21 |
| Zone Name: | Mymenshingh | Engineer Name: | Md Jahid Hasan | Mchanic Name: | Md Forhad Mia |
| Approved by: | Prabir Biswas (Head of Service, Spare Parts & Production) | | | | |

| | | | | | | |
|------------------------------------|----------------------------|----------------------------|-------|------------------|------------------|--|
| Customer Name: | Rakib(Cuft vehicle driver) | | | Mobile No: | 1320784330 | |
| Address: | Cecuya,Mymenshingh | | | Dealer Name: | Jerin Motors | |
| Customer Complain:- | CH NO Full # | MD6M14CAXL4F00007 | | Present Km | 11624 | |
| Front shock absorber spring broken | EN NO Full # | AK4FL4202346 | | Model # | TVS King Duramax | |
| | Sale Date # | 01.09.2020 (Received date) | | | | |
| | Date of Comp# | 26.02.21 | | 1st PS Date | 1st PS Kms | |
| | Date of Repair# | Pending | | N/A | N/A | |
| | Free service information | | | | | |
| 1St Free Service | | 2nd Free Service | | 3rd Free Service | | |
| Date | KMs | Date | KMs | Date | KMs | |
| 03.10.20 | 1033 | 16.11.20 | 4,281 | 25.2.20 | 6521 | |


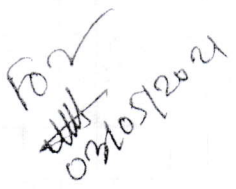
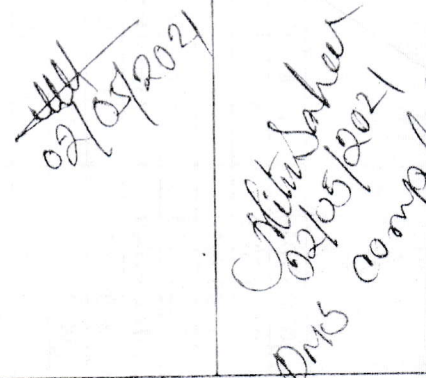
Observation:-we find & checked that the shock absorber fr spring broken.

Action Taken:- Please to be replace the shock absorber fr by new one under warranty.

Failure Particular

| SL | Part NO. | Part Name | Qty | Vendor code | Approved | Rejected |
|----|----------|-------------------|-----|-------------|----------|----------|
| 1 | G4100180 | Shock absorber fr | 1 | | | |
| 2 | | | | | | |
| 3 | | | | | | |
| 4 | | | | | | |

Failure Parts Photo**For Head Office Use**

| Failure Parts Photo | Head of Service | Engineer | DMS |
|---------------------|--|---|---|
| |  |  |  |