

TVS

PRODUCT PERFORMANCE FEEDBACK REPORT

IFAD

IFAD MOTORS LTD

Head Office

IFAD TOWER, 07 Tejgaon I/A, Dhaka-1208.

DMS JOB NO

2852

Ref.No:	Habiganj/Nov/329	F.R SI NO#	329	Date:	21.11.2020
Zone Name:	Habiganj Zone	Engineer Name:		Md. Abdullah Al Zayed	
Approved by:	Prabir Biswas (Head of Service & Spare Parts)				

Customer Name:	Md. Arjan Miah - 329		Mobile No:	01791481351	
Address:	Nasirnagar, Bi Badia		Dealer Name:	Shahjalal Automobile	
Customer Complaint:-	CH NO Full #	MD6M14CA0J4A07952	Present Kms #	9840	
Front Shock absorber has broken.	EN NO Full #	Ak4AJ4723205	Model #	TVS King Deluxe	
	Sale Date #	13.07.2020		CNG/LPG	
	Date of Comp#	17.11.2020	1st PS Date	1st PS Kms	
	Date of Repair #	17.11.2020			

Free service information

1st Free Service		2nd Free Service		3rd Free Service	
Date	KMs	Date	KMs	Date	KMs
24.08.2020	1010	07.10.2020	3860	17.11.2020	9840

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

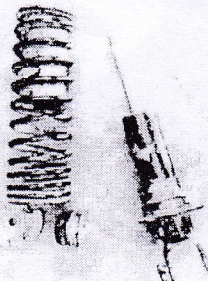
Action Taken:- New one front shock absorber replaced.

Failure Particular

Sl	Part NO	Part Name	Qty	Vendor code	Approved	Rejected
1	64100120 G 21.00010	Front shock absorber	1	Gabriel 60000297 04.18.08		
2						
3						
4						
5						
6						

Failure Parts Photo

For Head Office Use



Prabir Biswas  
28/11/2020

21/11/2020  
Abdullah Al Zayed  
Senior Service Engineer  
IFAD MOTORS LTD.  
Cell: 01701-227974

25/11/2020

Nitin Sahen  
25.11.2020