



INTERNATIONAL TRACTORS LIMITED  
Vill. Chak Gujran, P.O. Piplanwala, Jalandhar Road, Hoshiarpur

Warranty Claim

PRINT

|                  |                       |                |          |               |                  |
|------------------|-----------------------|----------------|----------|---------------|------------------|
| COUNTRY NAME     | BANGLADESH            | DBR NAME       | ACI LTD  | DBR CODE      | 2700036          |
| DEALER NAME      | ACI DINAJPUR DINAJPUR | DEALER ADDRESS | Dinaipur | CUSTOMER NAME | Md. Fazlul Haque |
| CUSTOMER ADDRESS |                       |                |          |               |                  |

|                    |                        |                    |   |                 |                 |
|--------------------|------------------------|--------------------|---|-----------------|-----------------|
| Warranty Claim No  | 2700036-9476B5-2022-36 | Job Card No        | 2700036-9476B5-2023-23                  | Chassis No      | JXC DR105904253 |
| Tractor Model      | DI 55 RX 2WD           | Engine No          | 4100FL14H1085044                        | Job Card Date   | 13-Aug-2022     |
| Date               | 13-Aug-2022            | Last Service Date  |   | Date of Failure | 13-Aug-2022     |
| Date of Sale       | 01-Jul-2022            | Hours Worked       | 154.00                                  | Invoice No      | 3602802812      |
| Last Service Hours |                        | Customer Complaint | BAD NOISE WAS COMING FROM THE SILENCER. |                 |                 |
| Invoice Date       | 14-Aug-2021            | Buyer Ref No       |   |                 |                 |

PDI & Service Details

| PDI         | 1st Service | 2nd Service | 3rd Service | 4th Service | 5th Service | 6th Service | 7th Service |
|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 25-Aug-2021 |             |             |             |             |             |             |             |

Complaint Details

| ENGINE | Complaint Desc        |
|--------|-----------------------|
| EN137  | ENGINE-SILENCER NOISY |

Part Details

| Complaint Code | Failure Code    | Part No    | Part Name                 | Qty | Failure Type | Part Type |
|----------------|-----------------|------------|---------------------------|-----|--------------|-----------|
|                | CULPRIT PART NO | 10071979AA | EXHAUST DUCT (GOVAL TYPE) | 1   | WARRANTY     |           |

Labour Detail(B)

| Complaint Code      | Action Taken | Labour Code | Labour Hours | Labour Charge |
|---------------------|--------------|-------------|--------------|---------------|
| Data not available. |              |             |              |               |

Consumables C

| Complaint Code      | Description | Qty | Rate | Amount |
|---------------------|-------------|-----|------|--------|
| Data not available. |             |     |      |        |

Outside Job (D)

| Complaint Code      | Details of Job | Bill No | Date | Amount |
|---------------------|----------------|---------|------|--------|
| Data not available. |                |         |      |        |

Claim Summary

|                 |              |                   |       |
|-----------------|--------------|-------------------|-------|
| Part (A)        | Labour (B)   | Consumables (C)   |       |
| Outside Job (D) | Sale Tax (E) | Total (A+B+C+D+E) | 22850 |

|                 |   |                     |                        |
|-----------------|---|---------------------|------------------------|
| Culprit Part No | 10071979AA  | Culprit Part Name   |                        |
| Dealer Analysis | AFTER INSPECTION WE FOUND THAT EXHAUST DUCT FAULTY. | Dealer Action Taken | Complaint status Close |

|                     |              |                      |             |         |                      |
|---------------------|--------------|----------------------|-------------|---------|----------------------|
| Acknowledgement     | Yes          | Acknowledgement Date | 18-Aug-2022 | Remarks | PRE MODIFIED FAILURE |
| Acknowledge Done By | DIPTENDU ROY | Approved Date        |             | Remarks |                      |
| Approval            |              |                      |             |         |                      |
| Approval Done By    |              |                      |             |         |                      |