

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 RANGPUR Rangpur	DEALER ADDRESS	Rangpur	CUSTOMER NAME	Md.Shakil islam
CUSTOMER ADDRESS					

Warranty Claim No	2700036-9476B5-2023-12	JobCard No	2700036-9476B5-2023-66	Chassis No	DZGDJ1220259S3
Tractor Model	DI 50 RX 2WD	Engine No	3105NH2411219896	Job Card Date	01-Mar-2023
Date	01-Mar-2023	Last Service Date		Date of Failure	01-Mar-2023
Date of Sale	15-Nov-2022	Hours Worked	789.00	Invoice No	3602813206
Last Service Hours		Customer Complaint	BUBBLES WERE COMING FROM THE UPPER SIDE OF THE RADIATOR.		
Invoice Date	29-Sep-2022	Buyer Ref No			

PDI & Service Details

PDI	1st Service	2nd Service	3rd Service	4th Service	5th Service	6th Service	7th Service
15-Oct-2022							

Complaint Details

Data not available.

Part Details

Complaint Code	Failure Type	Part No	Part Description	Quantity	Billing Type	SE Analysis
	CONSEQUENTIAL PARTS	803413016C	THERMOSTAT ASSY.74 Deg.	1.00	WARRANTY	
	CULPRIT PART NO	800413003A	RADIATOR ASSY. (180 TUBES) FE	1.00	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.				

OutsideJob (D)

Complaint Code	Details of Job	BillNo	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	800413003A	Culprit Part Name	
Dealer Analysis	AFTER INSPECTION WE FOUND THAT THERMOSTAT ASSY DEFECTIVE AND RADIATOR HAS LEAKAGE.		
	Dealer Action Taken	Complaint status	Close

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DEALER NAME	ACI RANGPUR Rangpur	DEALER ADDRESS	Rangpur	CUSTOMER NAME	Md.Shakil islam
CUSTOMER ADDRESS					

Warranty Claim No	2700036-9476B5-2023-11	JobCard No	2700036-9476B5-2023-65	Chassis No	DZGDJ1220259S3
Tractor Model	DI 50 RX 2WD	Engine No	3105NH24I1219896	Job Card Date	01-Mar-2023
Date	01-Mar-2023	Last Service Date		Date of Failure	01-Mar-2023
Date of Sale	15-Nov-2022	Hours Worked	789.00	Invoice No	3602813206
Last Service Hours		Customer Complaint	ENGINE COULD NOT TAKE LOAD PROPERLY.		
Invoice Date	29-Sep-2022	Buyer Ref No			

PDI & Service Details

PDI	1st Service	2nd Service	3rd Service	4th Service	5th Service	6th Service	7th Service
15-Oct-2022							

Complaint Details

Data not available.

Part Details

Complaint Code	Failure Type	Part No	Part Description	Quantity	Billing Type	SE Analysis
	CONSEQUENTIAL PARTS	203403056A	PISTON RING SET (Ø105) FM	3.00	WARRANTY	
	CONSEQUENTIAL PARTS	703401087A	CYLINDER LINER SEALING (Ø105)	15.00	WARRANTY	
	CONSEQUENTIAL PARTS	703405042A	VALVE OIL SEAL	12.00	WARRANTY	
	CULPRIT PART NO	703401098C	CYLINDER LINER (Ø105)	5.00	WARRANTY	
	CULPRIT PART NO	703405057G	GASKET CYL HEAD (NA)	12.00	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	BillNo	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
	0		

Culprit Part No	703405057G	Culprit Part Name	
Dealer Analysis	AFTER INSPECTION WE FOUND DEEP SCORING MARK INSIDE THE LINER AND GASKET CYLINDER HEAD FREQUENTLY CRACKED IN THIS TRACTOR. THIS IS A SPECIAL CASE THAT CUSTOMER FACED		Complaint status
	Dealer Action Taken		Close

Padawan