

From
Service Coordination Executive

ACI Motors Ltd.
Dhaka

To
Deputy Manager, Service

Copy to
ED, Motors
Director (S & PD)

Your Ref:

Our Ref: SCE/22/73

Date: 28th August, 2022

Subject: Approval for Providing Spare parts Warranty Support.

Dear Sir,

This is to be informed that, one of our Sonalika customer at Chuadanga area has Sonalika 60 RX tractor which delivery date is 31.01.22. Unfortunately after coming back from work, his bell housing has cracked and fallen down. As a result some parts has badly damaged, which he requested to adjust by given warranty. As per company policy ITL doesn't provide warranty on accidental cases and after communication they advised us to claim radiator instead of damaged parts. So we want to give support to the customer by providing mentioned parts & we will adjust the stock by sample invoice.

Customer Details:

Chassis Number	Customer Name	Area
LZDDR1134087S3	Md. Moshir Rahman	Meherpur, Chuadanga

Parts Details:

Damaged Parts				Warranty Claimed Parts from ITL			
Part Number	Part Name	QTY	COGS	Part Number	Part Name	QTY	COGS
10006078FA	BELL HOUSING(FINISH ED)	1	13,699	803413107B	RADIATOR ASSY. (218 tube)	1	19,905
10036755AA	COWL-METER BOARD-Sup	1	1,900				
10037042AA	LEVER ASSY.PTO (CLUTCH ASSY	1	1,699				
Total		3	17,298	Total		1	19,905

So, please approve the proposal of providing spare parts support to the customer.
This is for your kind approval.

Thanks and best regards,

Shahed

Md. Shahed Bin Jahan

Enclosed:
Warranty Claim

B.M. Motors
Sir for your kind
recommendation
Fardous

ED, Motors
Sir for your kind approval.
Mujib