

From
Service Coordination Executive

ACI Motors Ltd.
Dhaka

To
Deputy Manager, Service

Copy to
ED, Motors
Director (S & PD)

Your Ref:

Our Ref: SCE/22/76

Date: 30th August, 2022

Subject: Approval for Providing Spare parts Warranty Support.

Dear Sir,

This is to be informed that, three of our Sonalika customers at Rajshahi region has Sonalika tractors. At early hour they've faced repeated failure issues. We've communicated to ITL regarding these repeated failure issues and after communication they advised us to claim composite valve assy instead of repeated 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	Territory	Damaged Parts
KZDDR1122390S3	Md. Juyal Rana	Puthiya	EXHAUST DUCT (Oval Type)
CZDDR1130527S3	Md. Tuhin	Godagari	EXHAUST DUCT (Oval Type)
EXCDH945613S3	Md. Sadekul Islam	Manda	GAS SPRING 4 CYL

Parts Details:

Damaged Parts				Warranty Claimed Parts from ITL			
Part Number	Part Name	QTY	COGS	Part Number	Part Name	QTY	COGS
10071979AA	EXHAUST DUCT (Oval Type)	2	5451.2	10023986CA	COMPOSITE VALVE ASSY.	1	7038.5
300033924A	GAS SPRING 4 CYL	1	1276.6				
Total			6727.8	Total		1	7038.5

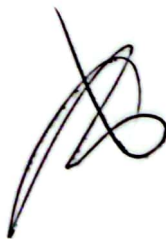
So, please approve the proposal of providing spare parts support to the customer.
This is for your kind approval.

Thanks and best regards,

Shahed

Md. Shahed Bin Jahan

Enclosed:
Warranty Claim



BM. Motors
Sir for your kind
recommendation
Rudou

ED, Motors
Sir for your kind approval
Rudou