

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 DHAKA DHAKA	DEALER ADDRESS	DHAKA	CUSTOMER NAME	Ismile Hossan
CUSTOMER ADDRESS					

Warranty Claim No	2700036-9476B1-2022-7	JobCard No	2700036-9476B1-2022-9	Chassis No	CXCDR1128934S3
Tractor Model	ALL ROUNDER 55 SUPREME	Engine No	4100FL14K1124282	Job Card Date	07-Mar-2022
Date	07-Mar-2022	Last Service Date		Date of Failure	07-Mar-2022
Date of Sale	18-Jan-2022	Hours Worked	310.00	Invoice No	3602805601
Last Service Hours		Customer Complaint	BAD NOISE WAS COMING FROM THE SILENCER.		
Invoice Date	25-Nov-2021	Buyer Ref No			

PDI & Service Details	1st Service	2nd Service	3rd Service	4th Service	5th Service	6th Service	7th Service
PDI							
07-Dec-2021							

Complaint Details	Complaint Code	Complaint Desc
Aggregates	Sub Aggregates	
ENGINE	EN137	ENGINE-SILENCER NOISY

Part Details	Complaint Code	Failure Type	Part No	Part Description	Quantity	Billing Type	SE Analysis
		CULPRIT PART NO	10071979AA	EXHAUST DUCT (OVAL 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)
	0	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	17-Mar-2022	Remarks	post modified failure in PA duct, action already taken at



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COUNTRY NAME	BANGLADESH	DBR NAME	ACI LTD	DBR CODE	2700036
DEALER NAME	ACI GAZIPUR GAZIPUR	DEALER ADDRESS	Gazipur	CUSTOMER NAME	Md. Sahidul Haque
CUSTOMER ADDRESS					

Warranty Claim No	2700036-9476B2-2022-33	JobCard No	2700036-9476B2-2022-142	Chassis No	KXCDH985042S3
Tractor Model	DI 55 RX 2WD	Engine No	4100FL04J970014	Job Card Date	15-Mar-2022
Date	15-Mar-2022	Last Service Date		Date of Failure	15-Mar-2022
Date of Sale	31-Mar-2021	Hours Worked	1452.00	Invoice No	3602810357
Last Service Hours		Customer Complaint	REAR AXLE SHAFT HAS BROKEN WITH A LOUD NOISE WHILE RUNNING ON ROAD.		
Invoice Date	31-Oct-2020	Buyer Ref No			

PDI & Service Details

PDI	1st Service	2nd Service	3rd Service	4th Service	5th Service	6th Service	7th Service
20-Nov-2020							

Complaint Details

Aggregates	Sub Aggregates	Complaint Code	Complaint Desc
REAR AXLE		RA03	REAR AXLE-AXLE SHAFT BROKEN

Part Details

Complaint Code	Failure Type	Part No	Part Description	Quantity	Billing Type	SE Analysis
	CULPRIT PART NO	10025063AB	REAR AXLE	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	BillNo	Date	Amount
Data not available.				

Claim Summary

Part(A)	Labour (B)	Consumables (C)
Outside Job (D)	Sale Tax (E) 0	Total(A+B+C+D+E) 22850

Part(A)

Culprit Part No	10025063AB	Culprit Part Name	
Dealer Analysis	AFTER INSPECTION WE FOUND THAT REAR AXLE (RIGHT) HAS BROKEN.	Dealer Action Taken	Complaint status Close

Acknowledgement	Yes	Acknowledgement Date	21-Mar-2022	Remarks	AXLE GOT SHEAR OFF.
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<https://crm.sonalika.com/EMS/Reports/Service/WarrantyClaimPrint.aspx?JobCardID=71878&STATUS=PENDING FOR APPROVAL>



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Warranty Claim

[PRINT](#)

COUNTRY NAME	BANGLADESH	DBR NAME	ACI LTD	DBR CODE	2700036
DEALER NAME	ACI GAZIPUR GAZIPUR	DEALER ADDRESS	Gazipur	CUSTOMER NAME	Sha Alom
CUSTOMER ADDRESS					

Warranty Claim No	2700036-9476B1-2022-8	JobCard No	2700036-9476B1-2023-1	Chassis No	JXCDH952231S3
Tractor Model	DI 55 RX 2WD	Engine No	4100FL04H946171	Job Card Date	31-Mar-2022
Date	31-Mar-2022	Last Service Date		Date of Failure	31-Mar-2022
Date of Sale	31-Oct-2020	Hours Worked	1387.00	Invoice No	3602809304
Last Service Hours		Customer Complaint	ENGINE COULD NOT TAKE LOAD PROPERLY.		
Invoice Date	26-Aug-2020	Buyer Ref No			

PDI & Service Details	1st Service	2nd Service	3rd Service	4th Service	5th Service	6th Service	7th Service
PDI							
25-Sep-2020							

Complaint Details	Sub Aggregate	Complaint Code	Complaint Description
ENGINE		EN113	ENGINE-PISTON & CYLINDER EXCESSIVE BORE CLEARANCE

Part Details	Complaint Code	Failure Type	Part No	Part Description	Quantity	Filing Type	SE Analysis
		CULPRIT PART NO	200403009A	B-END LINER KIT(4cyl. 8pcs) STD. Ø64	1	WARRANTY	
		CULPRIT PART NO	200415036A	Overhaul KIT_4100FLT. L/W. Molycoated("P")	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	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	200415036A	Culprit Part Name	
Dealer Analysis	AFTER INSPECTION WE HAVE FOUND DEEP SCORING MARK INSIDE THE LINER. ON THE PISTON AND CONSEQUENTIAL PARTS HAS DAMAGED		Complaint status
	Dealer Action Taken		Close

Acknowledgement	Yes	Acknowledgement Date	05-Apr-2022	Remarks	COMPRESSION RING DAMAGED AND
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