

Warranty Claim

PRINT

COUNTRY NAME	BANGLADESH	DBR NAME	ACI LTD	DBR CODE	2700036
DEALER NAME	ACI BARISAL Barisal	DEALER ADDRESS	Barisal	CUSTOMER NAME	Md Ebrahim Sarder (Charfession)
CUSTOMER ADDRESS					

Warranty Claim No	2700036-9476B9-2022-69	JobCard No	2700036-9476B9-2023-49	Chassis No	AZGDJ1138005S3
Tractor Model	DI 50 RX 2WD	Engine No	3105NH24C1148439	Job Card Date	20-Aug-2022
Date	20-Aug-2022	Last Service Date		Date of Failure	20-Aug-2022
Date of Sale	10-Jun-2022	Hours Worked	450.00	Invoice No	3602808559
Last Service Hours		Customer Complaint	STEERING WAS NOT WORKING PROPERLY.		
Invoice Date	23-Mar-2022	Buyer Ref No			

PDI & Service Details							
PDI	1st Service	2nd Service	3rd Service	4th Service	5th Service	6th Service	7th Service
05-Apr-2022							
Complaint Details							
Aggregates		Sub Aggregates		Complaint Code		Complaint Desc	
STEERING SYSTEM				FA14		FRONT AXLE- STEERING KNUCKLE BENT	
Part Details							
Complaint Code	Failure Type	Part No	Part Description		Quantity	Billing Type	SE Analysis
	CULPRIT PART NO	10006764BA	STEERING ARM DOUBLE		1	WARRANTY	
	CULPRIT PART NO	10009775AE	KING PIN STUB AXLE ASSY(2 & 3 CYL ST BEM		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) 0	Total(A+B+C+D+E) 22850

Culprit Part No	10009775AE	Culprit Part Name	
Dealer Analysis	AFTER INSPECTION WE FOUND THAT KING PIN STUB AXLE ASSY CORRODED.	Dealer Action Taken	Complaint status Close
Acknowledgement	Yes	Acknowledgement Date	26-Aug-2022
Acknowledge Done By	DIPTENDU ROY	Remarks	please settle
Approval	Approved	Approved Date	26-Aug-2022
Approval Done By	SUMESH KUMAR	Remarks	90012872
Payment		Payment Date	Remarks
Payment Done By			
Warranty Claim Date	25-Aug-2022	Status	PENDING FOR PAYMENT
		Date of Upload	25-Aug-2022

Service Engineer remarks excessive play between steering knuckle and arm.