

INTERNATIONAL TRACTORS LIMITED

Vill. Chak Gujran, P.O. Piplanwala, Jalandhar Road, Hoshiarpur

PRINT

COUNTRY NAME	BANGLADESH	DBR NAME	ACI LTD	DBR CODE	2700036
DEALER NAME	ACI RANGPUR Rangpur	DEALER ADDRESS	Rangpur	CUSTOMER NAME	Md Ancharul Islam
CUSTOMER ADDRESS					

Warranty Claim No	2700036-9476B5-2022-41	JobCard No	2700036-9476B5-2023-28	Chassis No	CZGDR1128821S3
Tractor Model	DI 50 RX 2WD	Engine No	3105NH14K1123646	Job Card Date	13-Aug-2022
Date	13-Aug-2022	Last Service Date		Date of Failure	13-Aug-2022
Date of Sale	23-Jan-2022	Hours Worked	1099.00	Invoice No	3602805603
Last Service Hours		Customer Complaint	ROTAVATOR COULD NOT HOLD IN UPWARD POSITION		
Invoice Date	25-Nov-2021	Buyer Ref No			

PDI & Service Details

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

Complaint Details

Complaint Code	Complaint Description	Complaint Date	Complaint Case
HYDRAULIC		HY05	HYDRAULIC-CHECK VALVE FAULTY

Part Details

Complaint Code	Failure Type	Part No	Part Description	Quantity	Billing Type	Lab
	CULPRIT PART NO	10023986CA	COMPOSITE VALVE ASSY	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)	22850

Culprit Part No	10023986CA	Culprit Part Name	
Dealer Analysis	AFTER INSPECTION WE FOUND THAT COMPOSITE VALVE HAS DAMAGED	Dealer Action Taken	Complaint status Close

Acknowledgement	Yes	Acknowledgement Date	18-Aug-2022	Remarks	check valve sticky
Acknowledge Done By	DIPTENDU ROY	Approved Date		Remarks	
Approval					
Approval Done By					

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COUNTRY NAME	BANGLADESH	DBR NAME	ACI LTD	DBR CODE	2700036
DEALER NAME	ACI RANGPUR Rangpur	DEALER ADDRESS	Rangpur	CUSTOMER NAME	Md. Ancharul Islam
CUSTOMER ADDRESS					

Warranty Claim No	2700036-9476B5-2022-32	Job Card No	2700036-9476B5-2023-19	Chassis No	CZGDR1128821S3
Tractor Model	DI 50 RX 2WD	Engine No	3105NH14K1123646	Job Card Date	02-Aug-2022
Date	02-Aug-2022	Last Service Date		Date of Failure	02-Aug-2022
Date of Sale	23-Jan-2022	Hours Worked	989.00	Invoice No	3602805603
Last Service Hours		Customer Complaint	ROTAVATOR COULD NOT RAISE UPWARD.		
Invoice Date	25-Nov-2021	Buyer Ref No			

PDI & Service Details

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

Complaint Details

Aggregates	Sub Aggregates	Complaint Code	Complaint Desc
HYDRAULIC		HY38	HYDRAULIC-HYD PUMP NOT BUILDING PRESSURE

Part Details

Part No	Part Name	Qty	Unit Price	Total Price	SE No	Remarks
	CULPRIT PART NO	800402020B	HYD PUMP ASSY (12cc) 4 mtg. Lift	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	800402020B	Culprit Part Name	
Dealer Analysis	AFTER INSPECTION WE FOUND THAT HYDRAULIC PUMP HAS DAMAGED	Dealer Action Taken	Complaint status Close

Acknowledgement	Yes	Acknowledgement Date	08-Aug-2022	Remarks	there is no oil flow through pump
Acknowledge Done By	DIPTENDU ROY				