

Warranty Claim

PRINT

| | | | | | |
|------------------|-----------------|----------------|---------|---------------|-------------|
| COUNTRY NAME | BANGLADESH | DBR NAME | ACI LTD | DBR CODE | 2700036 |
| DEALER NAME | ACI BOGRA BOGRA | DEALER ADDRESS | Bogra | CUSTOMER NAME | Abdul Jalil |
| CUSTOMER ADDRESS | | | | | |

| | | | | | |
|--------------------|-------------------------|--------------------|------------------------|-----------------|----------------|
| Warranty Claim No | 2700036-9476B3-2022-139 | JobCard No | 2700036-9476B3-2023-86 | Chassis No | CZGDR1128816S3 |
| Tractor Model | DI 50 RX 2WD | Engine No | 3105NH14K1123656 | Job Card Date | 10-Jul-2022 |
| Date | 10-Jul-2022 | Last Service Date | | Date of Failure | 10-Jul-2022 |
| Date of Sale | 06-Feb-2022 | Hours Worked | 471.00 | Invoice No | 3602805605 |
| Last Service Hours | | Customer Complaint | CLUTCH IS SLIPPING. | | |
| 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 | CL02 | CLUTCH-CLUTCH PLATE SLIPS |

| Part Details | Complaint Code | Failure Type | Part No | Part Description | Quantity | Billing Type | SE Analysis |
|--------------|----------------|-----------------|------------|--------------------------------|----------|--------------|-------------|
| | | CULPRIT PART NO | 10004432AC | CLUTCH PLATE ASSY. | 1 | WARRANTY | |
| | | CULPRIT PART NO | 11000457AA | PRESSURE PLATE FOR MAIN CLUTCH | 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) |
| | 0 | 22850 |

| | | | |
|---------------------|--|----------------------|----------------------------|
| Culprit Part No | 11000457AA | Culprit Part Name | |
| Dealer Analysis | AFTER INSPECTION WE FOUND THAT CLUTCH PLATE AND PRESSURE PLATE HAS DAMAGED | Dealer Action Taken | Complaint status Close |
| Acknowledgement | Yes | Acknowledgement Date | 17-Jul-2022 |
| Acknowledge Done By | DIPTENDU ROY | Remarks | FIR RAISED, PLEASE SETTLE. |
| Approval | Approved | Approved Date | 18-Jul-2022 |
| Approval Done By | SUMESH KUMAR | Remarks | 90012117 |
| Payment | | Payment Date | Remarks |
| Payment Done By | | | |
| Warranty Claim Date | 14-Jul-2022 | Status | PENDING FOR PAYMENT |
| | | Date of Upload | 14-Jul-2022 |

Service Engineer remarks

FINGER TYPE CLUTCH SLIPS AT EARLY HOUR.