



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 COMILLA COMILLA	DEALER ADDRESS	Comilla	CUSTOMER NAME	Kamrul Islam Shifo
CUSTOMER ADDRESS					

Warranty Claim No	2700036-9476B7-2022-27	JobCard No	2700036-9476B7-2023-17	Chassis No	GXQDJ1163921S3
Tractor Model	DI 48 RX 2WD	Engine No	3105ELU24D1158233	Job Card Date	30-Jul-2022
Date	30-Jul-2022	Last Service Date		Date of Failure	30-Jul-2022
Date of Sale	06-Jun-2022	Hours Worked	112 00	Invoice No	3602809242
Last Service Hours		Customer Complaint	ROTAVATOR COULD NOT HOLD IN UPWARD POSITION.		
Invoice Date	22-Apr-2022	Buyer Ref No			

FDI & Service Details

FDI	1st Service	2nd Service	3rd Service	4th Service	5th Service	6th Service	7th Service
10-May-2022							

Complaint Details

HYDRAULIC	HY52	HYDRAULIC-MAIN CONTROL VALVE STICKY
-----------	------	-------------------------------------

Part Details

Complaint Code	Failure Type	Part No	Part Description	Quantity	Billing Type	SE Analysis
	CONSEQUENTIAL PARTS	10028944AD	RELIEF VALVE ASSY.	1	WARRANTY	
	CONSEQUENTIAL PARTS	10028960AD	RELEASE VALVE ASSY.	1	WARRANTY	
	CULPRIT PART NO	300037140A	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) 0	Total(A+B+C+D+E) 22850

Culprit Part No	300037140A	Culprit Part Name	
Dealer Analysis	AFTER INSPECTION WE FOUND THAT COMPOSITE VALVE AND OTHERS CONSEQUENTIAL PARTS HAS DAMAGED.		Complaint status Close

Acknowledgement	Yes	Acknowledgement Date	06-Aug-2022	Remarks	CONTAMINATION ISSUE
-----------------	-----	----------------------	-------------	---------	---------------------