

Warranty Claim

PRINT

COUNTRY NAME	BANGLADESH	DBR NAME	ACI LTD	DBR CODE	2700036
DEALER NAME	ACI MOTORS - RAJSHAHI	DEALER ADDRESS	Amchottar, Nawdapara, City Hat Road, Rajshahi,	CUSTOMER NAME	Mst. Nurfun
CUSTOMER ADDRESS					

Warranty Claim No	2700036-9476B3-2022-186	JobCard No	2700036-9476B3-2023-133	Chassis No	MXCDJ1137229S3
Tractor Model	ALL ROUNDER 55 SUPREME	Engine No	4100FL24B1145044	Job Card Date	22-Sep-2022
Date	22-Sep-2022	Last Service Date		Date of Failure	22-Sep-2022
Date of Sale	10-Aug-2022	Hours Worked	90.00	Invoice No	3602808128
Last Service Hours		Customer Complaint	BAD NOISE WAS COMING FROM THE ENGINE AFTER STARING.		
Invoice Date	28-Feb-2022	Buyer Ref No			

PDI & Service Details

PDI	1st Service	2nd Service	3rd Service	4th Service	5th Service	6th Service	7th Service
15-Mar-2022							

Complaint Details

Aggregates	Sub Aggregates	Complaint Code	Complaint Desc
ENGINE		EN147	ENGINE-TIMING GEARS NOISY

Part Details

Complaint Code	Failure Type	Part No	Part Description	Quantity	Billing Type	SE Analysis
	CONSEQUENTIAL PARTS	200401009B	ENGINE GASKETS KIT. 4 CYL. (OVERHAUL)	1.00	WARRANTY	
	CONSEQUENTIAL PARTS	803404007A	BOTTOM INTERMEDIATE GEAR (90 HP)	1.00	WARRANTY	
	CONSEQUENTIAL PARTS	703404061I	CAM GEAR (Ø30)	1.00	WARRANTY	
	CULPRIT PART NO	703004106C	TIMING GEAR (For F.I.P.)	1.00	WARRANTY	
	CULPRIT PART NO	803404001G	TOP INTERMEDIATE GEAR ASSY.	1.00	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
	✓ [703403008C] TIMING GEAR (Crank Shaft)	Not found in parts list	22-Sep-2022	900.00

Claim Summary

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

Culprit Part No	803404001G	Culprit Part Name	
Dealer Analysis	AFTER INSPECTION WE FOUND THAT INTERMEDIATE GEAR, TIMING GEAR AND CONSEQUENTIAL PARTS HAS DAMAGED. [703403008C] TIMING GEAR (CRANK	Dealer Action Taken	Complaint status Close

Reviewer