

3ashoto
NO 3752
SONALIKA

INTERNATIONAL TRACTORS LIMITED

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

Warranty Claim

PRINT

| | | | | | |
|------------------|---------------------|----------------|---------|---------------|---------------------------|
| COUNTRY NAME | BANGLADESH | DBR NAME | ACI LTD | DBR CODE | 2700036 |
| DEALER NAME | ACI JESSORE JESSORE | DEALER ADDRESS | Jessore | CUSTOMER NAME | Md. Jalil Gazi (Sathkira) |
| CUSTOMER ADDRESS | | | | | |

| | | | | | |
|--------------------|------------------------|--------------------|--------------------------|-----------------|----------------|
| Warranty Claim No | 2700036-9476B6-2022-53 | JobCard No | 2700036-9476B6-2023-40 | Chassis No | MXCDJ1137190S3 |
| Tractor Model | ALL ROUNDER 55 SUPREME | Engine No | 4100FL24B1145016 | Job Card Date | 25-Oct-2022 |
| Date | 25-Oct-2022 | Last Service Date | | Date of Failure | 25-Oct-2022 |
| Date of Sale | 31-Mar-2022 | Hours Worked | 735.00 | Invoice No | 3602808118 |
| Last Service Hours | | Customer Complaint | FRONT WHEEL RIM CRACKED. | | |
| 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 |
|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 12-Mar-2022 | | | | | | | |

Complaint Details

| | | | |
|------------|----------------|----------------|----------------------------|
| Aggregates | Sub Aggregates | Complaint Code | Complaint Desc |
| VEHICLE | | WH05 | WHEEL-FRONT WHEEL RIM BENT |

Part Details

| Complaint Code | Failure Type | Part No | Part Description | Quantity | Billing Type | SE Analysis |
|----------------|-----------------|------------|--|----------|--------------|-------------|
| | CULPRIT PART NO | 300011163A | FRONT WHEEL 5.5FX16(INHOUSE SILVER PAINT | 2.00 | 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 |
|---------------------|----------------|--------|------|--------|
| 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 | 300011163A | Culprit Part Name | | |
| Dealer Analysis | AFTER INSPECTION WE FOUND THAT FRONT WHEEL RIM OF BOTH SIDE HAS CRACKED. SCR RAISED SCR-2700036-2022-1524 PREVIOUSLY CLAIMED WARRANTY BUT REJECTED MISTAKENLY. PLEASE SEE ATTACHMENT FOR MAIL COMMUNICATION | Dealer Action Taken | Complaint status | Close |

| | | | | | |
|---------------------|--------------|----------------------|-------------|---------|--------------------------------|
| Acknowledgement | Yes | Acknowledgement Date | 21-Nov-2022 | Remarks | please settle. |
| Acknowledge Done By | DIPTENDU ROY | Approved Date | 28-Nov-2022 | Remarks | 90014128 |
| Approval | Approved | Payment Date | 02-Jan-2023 | Remarks | Remittance No- 08861OTT0061422 |
| Approval Done By | SUMESH KUMAR | | | | |
| Payment | DONE | | | | |