

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 MOTORS - RAJSHAHI	DEALER ADDRESS	Amchottar, Nawdapara, City Hat Road, Rajshahi,	CUSTOMER NAME	Md. Sirajul Islam
CUSTOMER ADDRESS					

Warranty Claim No	2700036-9476B3-2022-176	Job Card No	2700036-9476B3-2023-123	Chassis No	EXCDR1083888S3
Tractor Model	DI 55 RX 2WD	Engine No	4100FL14G1079482	Job Card Date	20-Aug-2022
Date	20-Aug-2022	Last Service Date		Date of Failure	20-Aug-2022
Date of Sale	10-Jul-2022	Hours Worked	477.00	Invoice No	3602802409
Last Service Hours		Customer Complaint	ENGINE BECAME OVERHEATED.		
Invoice Date	27-Jul-2021	Buyer Ref No			

PDI & Service Details							
PDI	1st Service	2nd Service	3rd Service	4th Service	5th Service	6th Service	7th Service
18-Aug-2021							

Complaint Details				
Aggregates	Sub Aggregates	Complaint Code	Complaint Desc	
ENGINE		EN144	ENGINE-THERMOSTAT VALVE NOT OPENING TEMPERATURE AS PER SPEC	

Part Details							
Complaint Code	Part No	Part Name	Quantity	Unit	Bin Type	SE Analysis	
	CONSEQUENTIAL PARTS	1100H44AA	Radiator cowl (plastic)	1	WARRANTY		
	CONSEQUENTIAL PARTS	10002384AA	FAN ASSY - PLASTIC (6 BLADE) D380	1	WARRANTY		
	CULPRIT PART NO	803413016C	THERMOSTAT ASSY 74 Deg	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	803413016C	Culprit Part Name			
Dealer Analysis	AFTER INSPECTION WE FOUND THAT THERMOSTAT ASSY HAS DAMAGED AND RADIATOR COWL THICKNESS WAS 2" INSTEAD OF 3"		Dealer Action Taken	Complaint status	Close
Acknowledgement	Yes	Acknowledgement Date	26-Aug-2022	Remarks	please settle
Acknowledge Done By	DIPTENDU ROY				
Approval	Approved	Approved Date	26-Aug-2022	Remarks	90012874
Approval Done By	SUMESH KUMAR				
Payment		Payment Date		Remarks	
Payment Done By					
Warranty Claim Date	25-Aug-2022	Status	PENDING FOR PAYMENT	Date of Upload	25-Aug-2022