

**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 BOGRA BOGRA	DEALER ADDRESS	Bogra	CUSTOMER NAME	Md Shohagh Hossen
CUSTOMER ADDRESS					

Warranty Claim No	2700036-9476B3-2022-164	Job Card No	2700036-9476B3-2023-111	Chassis No	BZDDR101635583
Tractor Model	60 RX SUPREME 2WD	Engine No	4100FL14A1011628	Job Card Date	13-Aug-2022
Date	13-Aug-2022	Last Service Date		Date of Failure	13-Aug-2022
Date of Sale	30-Apr-2021	Hours Worked	1220.00	Invoice No	3602811438
Last Service Hours		Customer Complaint	WHEELS WERE MOVING SLOWLY WHILE STEERING		
Invoice Date	29-Jan-2021	Buyer Ref No			

PDI & Service Details

PDI	1st Service	2nd Service	3rd Service	4th Service	5th Service	6th Service	7th Service
09-Feb-2021							

Complaint Details

Complaint Code	Complaint Desc
STEERING SYSTEM	STEERING -POWER STEERING PUMP SEIZED

Part Details

Part Code	Part Name	Qty	Rate	Amount	Part Type	Part Status
	CULPRIT PART NO	803402027A	HYD. PUMP ASSY (9.5cc) 2 mtg. P.Steering	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)
	0	22850

Culprit Part No	803402027A	Culprit Part Name	
Dealer Analysis	AFTER INSPECTION WE FOUND THAT HYDRAULIC PUMP OF POWER STEERING HAS DAMAGED.		Complaint status
	Dealer Action Taken		Close

Acknowledgement	Yes	Acknowledgement Date	20-Aug-2022	Remarks	There is no oil flow through pump
Acknowledge Done By	DIPTENDU ROY				