

**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 MOTORS - RAJSHAHI | DEALER ADDRESS | Amchottar, Nawdapara, City<br>Hat Road, Rajshahi, | CUSTOMER NAME | Md. Amzad<br>Hossen |
| CUSTOMER ADDRESS |                       |                |   |               |                     |

|                    |                         |                    |  |                 |                |
|--------------------|-------------------------|--------------------|--|-----------------|----------------|
| Warranty Claim No  | 2700036-9476B3-2022-240 | JobCard No         | 2700036-9476B3-2023-187  | Chassis No      | DZDDJ1219551S3 |
| Tractor Model      | 60 RX SUPREME 2WD       | Engine No          | 4100FL2411212529   | Job Card Date   | 13-Dec-2022    |
| Date               | 13-Dec-2022             | Last Service Date  |  | Date of Failure | 13-Dec-2022    |
| Date of Sale       | 24-Oct-2022             | Hours Worked       | 241.00   | Invoice No      | 3602812875     |
| Last Service Hours |                         | Customer Complaint | OIL WAS COMING FROM THE<br>PIPE FROM STEERING UNIT<br>TO HOSE. |                 |                |
| Invoice Date       | 21-Sep-2022             | Buyer Ref No       |  |                 |                |

**PDI & Service Details**

| PDI         | 1st Service | 2nd Service | 3rd Service | 4th Service | 5th Service | 6th Service | 7th Service |
|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 04-Oct-2022 |             |             |             |             |             |             |             |

**Complaint Details**

| Aggregates      | Sub Aggregates | Part No | Part Description              |
|-----------------|----------------|---------|-------------------------------|
| STEERING SYSTEM |                | ST18    | STEERING -PIPE JOINTS LEAKAGE |

**Part Details**

| Complaint Code | Failure Type    | Part No    | Part Description                 | Quantity | Billing Type | SE Analysis |
|----------------|-----------------|------------|----------------------------------|----------|--------------|-------------|
|                | CULPRIT PART NO | 10029770BA | PIPE FROM STG. UNIT L TO HOSE LH | 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. |             |     |      |        |

**OutsideJob (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) | 22850 |

|                 |   |                     |                           |
|-----------------|---|---------------------|---------------------------|
| Culprit Part No | 10029770BA  | Culprit Part Name   |                           |
| Dealer Analysis | AFTER INSPECTION WE FOUND<br>LEAKAGE ON PIPE FROM<br>STEERING UNIT TO HOSE. | Dealer Action Taken | Complaint status<br>Close |

|                 |     |                      |             |         |                  |
|-----------------|-----|----------------------|-------------|---------|------------------|
| Acknowledgement | Yes | Acknowledgement Date | 19-Dec-2022 | Remarks | PLEASE<br>SETTLE |
|-----------------|-----|----------------------|-------------|---------|------------------|

*Rodur*