

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. Hasu Sarkar (Singra)
CUSTOMER ADDRESS					

Warranty Claim No	2700036-9476B3-2022-202	JobCard No	2700036-9476B3-2023-149	Chassis No	DZDDR1104658S3
Tractor Model	60 RX SUPREME 2WD	Engine No	4100FL14I1101448	Job Card Date	18-Oct-2022
Date	18-Oct-2022	Last Service Date		Date of Failure	18-Oct-2022
Date of Sale	12-Oct-2021	Hours Worked	1101.00	Invoice No	3602803794
Last Service Hours		Customer Complaint	BAD NOISE WAS COMING FROM THE SILENCER.		
Invoice Date	17-Sep-2021	Buyer Ref No			

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

Complaint Details	Sub Aggregates	Complaint Code	Complaint Desc
Aggregates			
ENGINE		EN137	ENGINE-SILENCER NOISY

Part Details	Complaint Code	Failure Type	Part No	Part Description	Quantity	Billing Type	SE Analysis
		CULPRIT PART NO	10071979AA	EXHAUST DUCT (OVAL TYPE)	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	Bill No	Date	Amount
Data not available.				

Claim Summary

Part(A)	Labour (B)	Consumables (C)
Outside Job (D)	Sale Tax (E) 0	Total(A+B+C+D+E) 22850

Culprit Part No	10071979AA	Culprit Part Name	
Dealer Analysis	AFTER INSPECTION WE FOUND THAT EXHAUST DUCT FAULTY. PREVIOUSLY CLAIMED WARRANTY. BUT UNFORTUNATELY WRONG PHOTO WAS ATTACHED. SCR-2700036-2022-1486		
	Dealer Action Taken	Complaint status	Close

Acknowledgement	Yes	Acknowledgement Date	25-Oct-2022	Remarks	please settle.
Acknowledge Done By	DIPTENDU ROY	Approved Date	31-Oct-2022	Remarks	90013759
Approval	Approved	Payment Date		Remarks	
Approval Done By	SUMESH KUMAR				
Payment					