

From  
Service Coordination Executive

ACI Motors Ltd.  
Dhaka

To  
Business Manager

Copy to  
ED, Motors  
Director (S & PD)

Your Ref:

Our Ref: SCE/23/13

Date: 15<sup>th</sup> January, 2023

**Subject: Approval for Providing Spare parts Warranty Support.**

Dear Sir,

This is to be informed that, one of our Sonalika customer at Feni area has Sonalika 48 RX tractor which delivery date is 09.12.22. Unfortunately after coming back from work, his tractor faced an accident. As a result Front axle beam has badly damaged, which he requested to adjust by given warranty. As per company policy ITL doesn't provide warranty on accidental cases and after communication they advised us to claim radiator instead of damaged parts. So we want to give support to the customer by providing mentioned parts & we will adjust the stock by sample invoice.

**Customer Details:**

| Chassis Number | Customer Name | Area            |
|----------------|---------------|-----------------|
| JXQDJ1206655S3 | Taslima Akter | Sonagachi, Feni |

**Parts Details:**

| Damaged Parts |                 |     |        | Warranty Claimed Parts from ITL |                     |     |        |
|---------------|-----------------|-----|--------|---------------------------------|---------------------|-----|--------|
| Part Number   | Part Name       | QTY | COGS   | Part Number                     | Part Name           | QTY | COGS   |
| 10025636AG    | FRONT AXLE BEAM | 1   | 16,744 | 800413003A                      | RADIATOR ASSY. (180 | 1   | 21,357 |
| Total         |                 | 1   | 16,744 | Total                           |                     | 1   | 21,357 |

So, please approve the proposal of providing spare parts support to the customer.  
This is for your kind approval.

Thanks and best regards,

*Shahed*

Md. Shahed Bin Jahan

Enclosed:  
Warranty Claim

*To, BM, Motors. Sir  
For your kind Approval*

*ED, Motors  
Sir for your kind approval*

