

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 COMILLA COMILLA	DEALER ADDRESS	Comilla	CUSTOMER NAME	Reazul Hoque
CUSTOMER ADDRESS					

Warranty Claim No	2700036-9476B7-2022-37	JobCard No	2700036-9476B7-2023-27	Chassis No	AXQDR1047265S3
Tractor Model	DI 48 RX 2WD	Engine No	3105ELU14D1048934	Job Card Date	20-Aug-2022
Date	20-Aug-2022	Last Service Date		Date of Failure	20-Aug-2022
Date of Sale	06-Apr-2022	Hours Worked	1321.00	Invoice No	3602812527
Last Service Hours		Customer Complaint	STEERING SYSTEM WAS NOT WORKING		
Invoice Date	31-Mar-2021	Buyer Ref No			

PDI & Service Details

PDI	1st Service	2nd Service	3rd Service	4th Service	5th Service	6th Service	7th Service
05-May-2021							

Complaint Details

Aggregates	Sub Aggregates	Complaint Code	Complaint Desc
STEERING SYSTEM		ST03	STEERING -COLUMN BRG BROKEN

Part Details

Complaint Code	Failure Type	Part No	Part Description	Quantity	Billing Type	SE Analysis
	CULPRIT PART NO	10012483AA	Inner Column (Rane)	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	10012483AA	Culprit Part Name	
Dealer Analysis	AFTER INSPECTION WE FOUND THAT INNER COLUMN HAS BROKEN.	Dealer Action Taken	
		Complaint status	Close
Acknowledgement	Yes	Acknowledgement Date	26-Aug-2022
Acknowledge Done By	DIPTENDU ROY	Remarks	please settle
Approval	Approved	Approved Date	26-Aug-2022
Approval Done By	SUMESH KUMAR	Remarks	90012848
Payment		Payment Date	
Payment Done By		Remarks	
Warranty Claim Date	25-Aug-2022	Status	PENDING FOR PAYMENT
		Date of Upload	25-Aug-2022

Service Engineer remarks pre modified failure