



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	Abu Taher
CUSTOMER ADDRESS					

Warranty Claim No	2700036-9476B7-2022-41	JobCard No	2700036-9476B7-2023-31	Chassis No	HXQDR1071071S3
Tractor Model	DI 48 RX 2WD	Engine No	3105ELU14F1065535	Job Card Date	17-Sep-2022
Date	17-Sep-2022	Last Service Date		Date of Failure	17-Sep-2022
Date of Sale	22-Sep-2021	Hours Worked	1170.00	Invoice No	3602801667
Last Service Hours		Customer Complaint	ENGINE COULD NOT TAKE LOAD PROPERLY.		
Invoice Date	28-Jun-2021	Buyer Ref No			

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

Complaint Details	Aggregates	Sub Aggregates	Complaint Code	Complaint Desc
ENGINE			EN117	ENGINE-PISTON RINGS BROKEN

Part Details	Complaint Code	Failure Type	Part No	Part Description	Quantity	Billing Type	SE Analysis
		CULPRIT PART NO	203015035A	ENGINE OVERHAUL KIT DIA 105 P 3 Cylinder (3105)	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.				

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) 0	Total(A+B+C+D+E) 22850

Culprit Part No	203015035A	Culprit Part Name	
Dealer Analysis	AFTER INSPECTION WE FOUND THAT DEEP SCORING MARK INSIDE THE LINER AND ON THE PISTON AND CONSEQUENTIAL PARTS HAS DAMAGED.		
Dealer Action Taken		Complaint status	Close

Acknowledgement	Yes	Acknowledgement Date	26-Sep-2022	Remarks	PLEASE SETTLE.
Acknowledge Done By	DIPTENDU ROY	Approved Date		Remarks	
Approval					

Redwan