

Warranty Claim

PRINT

COUNTRY NAME	BANGLADESH	DBR NAME	ACI LTD	DBR CODE	2700036
DEALER NAME	ACI RANGPUR Rangpur	DEALER ADDRESS	Rangpur	CUSTOMER NAME	Md.Ajajul Haque
CUSTOMER ADDRESS					

Warranty Claim No	2700036-9476B4-2022-28	JobCard No	2700036-9476B4-2023-21	Chassis No	DZGDR1107284S3
Tractor Model	DI 50 RX SUPREME 2WD	Engine No	3105NH14I1098232	Job Card Date	14-Sep-2022
Date	14-Sep-2022	Last Service Date		Date of Failure	14-Sep-2022
Date of Sale	22-Nov-2021	Hours Worked	1238.00	Invoice No	3602803901
Last Service Hours		Customer Complaint	ROTAVATOR COULD NOT HOLD UPWARD POSITION.		
Invoice Date	22-Sep-2021	Buyer Ref No			

PDI & Service Details

PDI	1st Service	2nd Service	3rd Service	4th Service	5th Service	6th Service	7th Service
04-Oct-2021							

Complaint Details

Aggregates	Sub Aggregates	Complaint Code	Complaint Desc
HYDRAULIC		HY05	HYDRAULIC-CHECK VALVE FAULTY

Part Details

Complaint Code	Failure Type	Part No	Part Description	Quantity	Billing Type	SE Analysis
	CULPRIT PART NO	10023986CA	COMPOSITE VALVE ASSY.	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	10023986CA	Culprit Part Name	
Dealer Analysis	AFTER INSPECTION WE FOUND THAT COMPOSITE VALVE HAS DAMAGED.	Dealer Action Taken	Complaint status Close

Acknowledgement	Yes	Acknowledgement Date	20-Sep-2022	Remarks	please settle.
Acknowledge Done By	DIPTENDU ROY	Approved Date		Remarks	
Approval					
Approval Done By					

Redowan

PRINT

COUNTRY NAME	BANGLADESH	DBR NAME	ACI LTD	DBR CODE	2700036
DEALER NAME	ACI RANGPUR Rangpur	DEALER ADDRESS	Rangpur	CUSTOMER NAME	Md.Ajajul Haque
CUSTOMER ADDRESS					

Warranty Claim No	2700036-9476B5-2022-43	JobCard No	2700036-9476B5-2023-30	Chassis No	DZGDR1107284S3
Tractor Model	DI 50 RX SUPREME 2WD	Engine No	3105NH1411098232	Job Card Date	20-Aug-2022
Date	20-Aug-2022	Last Service Date		Date of Failure	20-Aug-2022
Date of Sale	22-Nov-2021	Hours Worked	1104.00	Invoice No	3602803901
Last Service Hours		Customer Complaint	ROTAVATOR COULD NOT RAISE UPWARD.		
Invoice Date	22-Sep-2021	Buyer Ref No			

PDI	1st Service	2nd Service	3rd Service	4th Service	5th Service	6th Service	7th Service
04-Oct-2021							

Complaint Details	Sub Aggregate	Complaint Code	Complaint Desc
HYDRAULIC		HY01	HYDRAULIC-ABNORMAL NOISE FROM HYD PUMP

Complaint Code	Failure Type	Part No	Part Description	Quantity	Billing Type	SE Analysis
	CULPRIT PART NO	800402020B	HYD. PUMP ASSY. (12cc) 4 mtg. Lift	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) 0	Total(A+B+C+D+E) 22850

Culprit Part No	800402020B	Culprit Part Name			
Dealer Analysis	AFTER INSPECTION WE FOUND THAT HYDRAULIC PUMP HAS DAMAGED.	Dealer Action Taken	Complaint status	Close	
Acknowledgement	Yes	Acknowledgement Date	26-Aug-2022	Remarks	please settle
Acknowledge Done By	DIPTENDU ROY	Approved Date	26-Aug-2022	Remarks	90012862
Payment	SUMESH KUMAR	Payment Date		Remarks	
Warranty Claim Date	25-Aug-2022	Status	PENDING FOR PAYMENT	Date of Upload	25-Aug-2022

Service Engineer remarks: there is no flow through pump.