



INTERNATIONAL TRACTORS LIMITED

Vill. Chak Gujran, P.O. Piplanwala, Jalandhar Road, Hoshiarpur

PRINT

COUNTRY NAME	BANGLADESH	DBR NAME	ACI LTD	DBR CODE	2700036
DEALER NAME	ACI RANGPUR Rangpur	DEALER ADDRESS	Rangpur	CUSTOMER NAME	Md. Solaiman Ali
CUSTOMER ADDRESS					

Warranty Claim No	2700036-9476B5-2022-40	JobCard No	2700036-9476B5-2023-27	Chassis No	KXCDR1117907S3
Tractor Model	ALL ROUNDER 55 SUPREME	Engine No	4100FL14J1113137	Job Card Date	13-Aug-2022
Date	13-Aug-2022	Last Service Date		Date of Failure	13-Aug-2022
Date of Sale	24-Nov-2021	Hours Worked	1189.00	Invoice No	3602804593
Last Service Hours		Customer Complaint	ROTAVATOR COULD NOT HOLD UPWARD POSITION		
Invoice Date	17-Oct-2021	Buyer Ref No			

PDI & Service Details

PDI	1st Service	2nd Service	3rd Service	4th Service	5th Service	6th Service	7th Service
01 Nov-2021							

Complaint Details

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

Part Details

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

Acknowledgment	Yes	Acknowledgment Date	20 Aug 2022	Remarks	check valve got sticky
Acknowledge Done By	DIPTENDU ROY	Approved Date		Remarks	



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 RANGPUR Rangpur	DEALER ADDRESS	Rangpur	CUSTOMER NAME	Md. Solaiman Ali
CUSTOMER ADDRESS					

Warranty Claim No	2700036-9476B5-2022-31	Job Card No	2700036-9476B5-2023-18	Chassis No	KXC DR1117907S3
Tractor Model	ALL ROUNDER 55 SUPREME	Engine No	4100FL14J1113137	Job Card Date	02-Aug-2022
Date	02-Aug-2022	Last Service Date		Date of Failure	02-Aug-2022
Date of Sale	24-Nov-2021	Hours Worked	1101.00	Invoice No	3602804593
Last Service Hours		Customer Complaint	ROTAVATOR COULD NOT RAISE UP PROPERLY.		
Invoice Date	17-Oct-2021	Buyer Ref No			

PDI & Service Details

PDI	1st Service	2nd Service	3rd Service	4th Service	5th Service	6th Service	7th Service
01-Nov-2021							

Complaint Details

Category	Sub Aggregates	Complaint Code	Complaint Desc
HYDRAULIC		HY38	HYDRAULIC-HYD PUMP NOT BUILDING PRESSURE

Part Details

Complaint Code	Failure Type	Part No	Description	Quantity	Billing Type	SE
	CULPRIT PART NO	803402039A	HYD PUMP ASSY (16cc) 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)	Total(A+B+C+D+E)
	0	22850

Culprit Part No	803402039A	Culprit Part Name	
Dealer Analysis	AFTER INSPECTION WE FOUND THAT HYDRAULIC PUMP HAS DAMAGED	Dealer Action Taken	Complaint status Close

Acknowledgement	Yes	Acknowledgement Date	08-Aug-2022	Remarks	there is no oil flow through pump.
Acknowledge Done By	DIPTENDU ROY				