

INTERNATIONAL TRACTORS LIMITED

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

Warranty Claim

PRINT

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|------------------|-----------------------|----------------|---|---------------|---------------------------|
| COUNTRY NAME | BANGLADESH | DBR NAME | ACI LTD | DBR CODE | 2700036 |
| DEALER NAME | ACI MOTORS - RAJSHAHI | DEALER ADDRESS | Amchottar, Nawdapara, City Hat Road, Rajshahi, | CUSTOMER NAME | Md. Mohatab Hossain |
| CUSTOMER ADDRESS | | | | | |

| | | | | | |
|--------------------|-------------------------|--------------------|---|-----------------|----------------|
| Warranty Claim No | 2700036-9476B3-2022-152 | JobCard No | 2700036-9476B3-2023-99 | Chassis No | HZDDR1066258S3 |
| Tractor Model | 60 RX SUPREME 2WD | Engine No | 4100FL14F1061106 | Job Card Date | 22-Jul-2022 |
| Date | 22-Jul-2022 | Last Service Date | | Date of Failure | 22-Jul-2022 |
| Date of Sale | 06-Nov-2021 | Hours Worked | 913.00 | Invoice No | 3602801267 |
| Last Service Hours | | Customer Complaint | FUEL METER WAS NOT SHOWING PROPER READING | | |
| Invoice Date | 09-Jun-2021 | Buyer Ref No | | | |

PDI & Service Details

| PDI | 1st Service | 2nd Service | 3rd Service | 4th Service | 5th Service | 6th Service | 7th Service |
|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 17-Jun-2021 | | | | | | | |

Complaint Details

| Aggregates | Sub Aggregates | Complaint Code | Complaint Desc |
|-------------|----------------|----------------|--------------------------------------|
| ELECTRICALS | | IN06 | INSTRUMENT-FUEL METER NOT WORKING |

Part Details

| Complaint Code | Failure Type | Part No | Part Description | Quantity | Billing Type | SL Analysis |
|----------------|-----------------|------------|------------------|----------|--------------|-------------|
| | CULPRIT PART NO | 10022398AA | TANK UNIT | 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 | BillNo | 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 | 10022398AA | Culprit Part Name | |
| Dealer Analysis | AFTER INSPECTION WE FOUND THAT TANK UNIT HAS DAMAGED SCR RAISED SCR-2700036-2022-938 | Dealer Action Taken | Complaint status Close |

| | | | | | |
|---------------------|--------------|----------------------|-------------|---------|----------------------------|
| Acknowledgement | Yes | Acknowledgement Date | 29-Jul-2022 | Remarks | PRE MODIFIED FAILURE |
| Acknowledge Done By | DIPTENDU ROY | | | | |

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