

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 MYMENSINGH	DEALER ADDRESS	Digharkanda, Chatrapara Aamlitola, Mymensingh	CUSTOMER NAME	Rumana Khatun
CUSTOMER ADDRESS					

Warranty Claim No	2700036-9476B1-2022-48	JobCard No	2700036-9476B1-2023-41	Chassis No	EXCDR1083913S3
Tractor Model	DI 55 RX 2WD	Engine No	4100FL14G1078224	Job Card Date	27-Oct-2022
Date	27-Oct-2022	Last Service Date		Date of Failure	27-Oct-2022
Date of Sale	06-Apr-2022	Hours Worked	467.00	Invoice No	3602802403
Last Service Hours		Customer Complaint	BAD NOISE WAS COMING FROM EXHAUST DUCT.		
Invoice Date	27-Jul-2021	Buyer Ref No			

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

Complaint Details	Aggregates	Sub Aggregates	Complaint Code	Complaint Desc
	ENGINE		EN137	ENGINE-SILENCER NOISY

Part Details	Complaint Code	Failure Type	Part No	Part Description	Quantity	Billing Type	SE Analysis
		CULPRIT PART NO	10071979AA	EXHAUST DUCT (OVAL TYPE)	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.				

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

Culprit Part No	10071979AA	Culprit Part Name	
Dealer Analysis	AFTER INSPECTION WE FOUND THAT EXHAUST DUCT FAULTY. SCR RAISED SCR-2700036-2022-1543	Dealer Action Taken	Complaint status Close

Acknowledgement	Yes	Acknowledgement Date	03-Nov-2022	Remarks	PRE MODIFIED FAILURE OF PA. ACTION IS ALREADY TAKEN FROM VENDOR END.
Acknowledge Done By	DIPTENDU ROY	Approved Date		Remarks	