

Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Friday, 24 August 2018 2:30 PM
To: 'ANG Yvonne'
Subject: RE: SKV8821Z OD AXA / OD / C0432749

Dear Yvonne,

May I check whether the circuit is related to the air bag system ?

Ans: No. This is a separate system for the air bag

Is it possible to claim under warranty instead ? Airbag and sound system don't sound related ?

Ans: We have checked with Ital and according to their service manager, it is not possible to claim under warranty as the manufacturer/factory will investigate before approving for any warranty claim.

If this happens, it is unlikely that it will be approved as vehicle was involved in an accident and the impact force could have cause the audio sound system to short circuit and malfunction.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: ANG Yvonne <yvonne.ang@axa.com.sg>
Sent: Wednesday, 1 August 2018 6:14 PM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Subject: RE: SKV8821Z OD AXA / OD / C0432749

Hi Denise

May I check whether the circuit is related to the air bag system ? is it possible to claim under warranty instead ?
Airbag and sound system don't sound related ?

Please clarify

Regards

Yvonne Ang
Assistant Manager
Motor (Property) Claims

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: yvonne.ang@axa.com.sg
DID: 1800 880 4888

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From: Denise Tay (LKKAuto) [<mailto:denisetay@lkkauto.com>]

Sent: Tuesday, July 31, 2018 5:51 PM

To: ANG Yvonne <yvonne.ang@axa.com.sg>

Subject: RE: SKV8821Z OD AXA / OD / C0432749

Dear Yvonne,

Our surveyor had checked of the sound audio system, together with the service advisor Mr Shane.

Their views that the damage are due to the impact force caused shorted circuit to the system.

Which is located at the front dashboard.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: ANG Yvonne <yvonne.ang@axa.com.sg>

Sent: Monday, 23 July 2018 1:36 PM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Subject: FW: SKV8821Z OD AXA / OD / C0432749

Hi Denise

As for the supplementary part which cost \$16,782.87 Becker sound system ECU, please advise if this part is situated at the front or back ? as it stated shorted which may not caused by the accident as this should be related to audio sound system ,unless it's interlinked to other related circuits.

Above is comment is from our surveyor, kindly advise on this

Thanks

Yvonne Ang
Assistant Manager
Motor (Property) Claims

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | www.axa.com.sg
Email: yvonne.ang@axa.com.sg
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From: Denise Tay (LKKAuto) [<mailto:denisetay@lkkauto.com>]
Sent: Thursday, July 19, 2018 4:40 PM
To: ANG Yvonne <yvonne.ang@axa.com.sg>
Subject: SKV8821Z OD AXA / OD / C0432749

Dear Yvonne,

Mandate assist.

Initial mandate approval was at \$200,346.19 by Mary Tan.

Supplementary total at \$17,672.63.

Kindly let us have your approval for \$217,842.83 inclusive supplementary and confirm check items.

Thanks

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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