

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Wednesday, 1 August 2018 11:38 AM
To: Paul Ong Qing Yong; Guo Qiang (LKKAUTO)
Cc: SUR; Richmond Ho; LureneJaw@msfirstcapital.com.sg; KKLau
Subject: RE: SKN9166S

Sensitivity: Confidential

Dear Paul,

Our surveyor maintained that the drive seat not consistent to the accident on 22/09/2017.

Best Regards,
Shiau Chan (Ms) | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

From: Shiau Chan (LKKAUTO)
Sent: Thursday, 26 July 2018 9:55 AM
To: 'Paul Ong Qing Yong' <paul.ong@wearnes.com>; Guo Qiang (LKKAUTO) <GuoQiang@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Richmond Ho <richmond.ho@wearnes.com>
Subject: RE: SKN9166S
Sensitivity: Confidential

Dear Paul,

Thank you for the email.

We will check on the matter.

Dear Guo Qiang,

Please refer to the below email.

Best Regards,
Shiau Chan (Ms) | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

From: Paul Ong Qing Yong <paul.ong@wearnes.com>
Sent: Wednesday, 25 July 2018 11:49 AM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Cc: SUR <sur@lkkauto.com>; Richmond Ho <richmond.ho@wearnes.com>
Subject: Re: SKN9166S
Sensitivity: Confidential

Hi Shiau/Guoqiang,

Below from owner with regards to the driver chair seat brought up during the survey.

Owner requested to review with regards to the chair seat.

Apologies for the late response, I have not returned the discharge voucher as I would request Wearnes to raise the issue of replacement of the faulty driver seat to the underwriter under the following points.

1. Immediately post accident it is not possible for the owner to ascertain that the seat backrest has now play from the impact due to the shock and distress to the driver from the impact of the accident.
2. The defect was picked up prior to retrieving of the vehicle following the repair and not after.
3. The driver maintains a complete traceable maintenance record with Wearnes since new purchase and at the last servicing (60K) where the warranty was still valid and there was no defect noted otherwise the owner would have requested replacement under warranty.
4. As the OEM I believe Wearnes would be able to justify that the seat rest defect is extremely uncommon for a vehicle at this age and can only be attribute to the impact from the accident.