

## Veron Chen (LKKAUTO)

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**From:** Bryan Ang (LKKAUTO)  
**Sent:** Thursday, 21 March 2019 2:05 PM  
**To:** Nor Azian Binte Noordin; SUR; assignments  
**Cc:** Jason Sim; Koh Ming Shao  
**Subject:** RE: OD Claim - SLC1899J on 09/03/2019 (Our Ref: M225492) - Fire case  
**Attachments:** Enquiry on Vehicle Recall - Vehicle Specific.pdf

Dear Azian

I refer to your email below.

I have checked with Kah Motor and as Honda Vezel are not brought in by them, they are not the ones responsible for sending out recall letters. Usually, the parallel importer who brought this vehicle into Singapore will be informed by the automobile maker, Honda about any recall and from there the parallel importer will inform the respective car owners.

For this case, the contact details stated in the recall record filed with LTA was JPI Automobile. The handphone number provided in the records has been switched off ever since I started calling 2 days back. My search of this JPI Automobile returned a result of ceased operation. Attached LTA record for the recall of insured vehicle.

Base on this information gathered, it may have been possible that no letter was sent out to the insured pertaining to this recall.

Do you want me to check with insured driver and policyholder directly on whether any letter was received?

Best Regards,

**Bryan Ang**

**LKK Auto Consultants Pte Ltd**

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**From:** Nor Azian Binte Noordin <NorAzian\_Noordin@sg.msig-asia.com>  
**Sent:** Tuesday, 19 March 2019 10:42 AM  
**To:** SUR <sur@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Cc:** Jason Sim <Jason\_Sim@sg.msig-asia.com>; Koh Ming Shao <MingShao\_Koh@sg.msig-asia.com>  
**Subject:** OD Claim - SLC1899J on 09/03/2019 (Our Ref: M225492) - Fire case

Dear Bryan / LKK Auto,

As spoken earlier on, please expedite in providing us your technical report for this fire case.

Meantime, please assist to check with Kah Motor if there is any recall for this vehicle model by the manufacturer and whether any letter was sent out to our insured to bring the vehicle for servicing / rectification. Please also find out the date of letter sent out if possible.

Besides that, please also advise if there is any possibility that the cause of fire could be due to poor maintenance by the insured or driver or any wear and tear issue.

Best Regards

**Nor Azian Binte Noordin**

Executive, Claims Services (Motor)

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