

Veron Chen (LKKAUTO)

From: Desmond Lee Ker Wen (ECICS, Claims) <Desmond_Lee@ecics.com.sg>
Sent: Tuesday, 30 April 2019 5:55 PM
To: Bryan Ang (LKKAUTO)
Cc: Veron Chen (LKKAUTO)
Subject: RE: Our Claims Ref: DMPC1900096H/DL / OIV: SLD5378P / DOL: 06.04.19 / Vehicle on Fire.

Importance: High

Dear Bryan

The above matter refers.

Though the Dealer has adopted a lukewarm attitude towards the recall.
We have reasons to believe that since the recall is under the radar of the LTA.
Surely they will at least do something to ensure that the vehicle responds and not just "pray" and hope for the best.

With the Recall on such a Large scale campaign, surely the insured must have got wind of the news, and at least done some due diligence on his part or something to safeguard his interest in the vehicle?

Please assist to check further along the line which I have mentioned earlier.

Best regards

Desmond Lee

Senior Associate | Claims



DID (65) 6303 0167 **Tel** (65) 6337 4779
Email Desmond_Lee@ecics.com.sg **Web** www.ecics.com.sg
Address 10 Eunos Road 8, Singapore Post Centre, #09-04A, Singapore 408600.

From: Desmond Lee Ker Wen (ECICS, Claims)
Sent: Thursday, 25 April 2019 4:52 PM
To: 'Bryan Ang (LKKAUTO)'
Cc: Veron Chen (LKKAUTO)
Subject: RE: Our Claims Ref: DMPC1900096H/DL / OIV: SLD5378P / DOL: 06.04.19 / Vehicle on Fire.

Thank you for reverting Bryan.

Best regards

Desmond Lee



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Address 10 Eunos Road 8, Singapore Post Centre, #09-04A, Singapore 408600.

From: Bryan Ang (LKKAuto) [mailto:bryanang@lkkauto.com]

Sent: Thursday, 25 April 2019 4:46 PM

To: Desmond Lee Ker Wen (ECICS, Claims)

Cc: Veron Chen (LKKAuto)

Subject: RE: Our Claims Ref: DMPC1900096H/DL / OIV: SLD5378P / DOL: 06.04.19 / Vehicle on Fire.

Dear Desmond

I refer to your queries.

We do not have the newspaper article pertaining to the recall. Nonetheless, any newspaper article probably describes the purpose of the recall and the number of vehicles affected and does not show the specific vehicles involved. The only information indicating specific vehicle affected is the recall record from LTA. The insured driver may or may not have seen the newspaper article when it was published.

Although the vehicle was extensively burnt, my view on the fire being related to the recall was taking into consideration your insured driver's observation that he first saw flames at the front left dashboard, near the glove box compartment area (refer to para 16 of my report). This area was where the capacitor is located (refer to 10 of my report).

With regard to the responsibility of the dealer, I would agree that this particular recall could pose grave consequence if not rectified and that they should ensure that all affected vehicles under their care be rectified asap. For this case, the dealer had sent a letter with no follow up checks thereafter.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Desmond Lee Ker Wen (ECICS, Claims) <Desmond_Lee@ecics.com.sg>

Sent: Wednesday, 24 April 2019 2:46 PM

To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Cc: Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Subject: RE: Our Claims Ref: DMPC1900096H/DL / OIV: SLD5378P / DOL: 06.04.19 / Vehicle on Fire.

Dear Bryan

The above matter refers and also our request for newspaper cutting pertaining to the event.

What we would also like to know is the source where the fire started.

Is it at the capacitor which is the reason where the recall started or any other parts of the engine

which might have started the fire.

Your reply is greatly appreciated.

Best regards

Desmond Lee

Senior Associate | Claims



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Address 10 Eunos Road 8, Singapore Post Centre, #09-04A, Singapore 408600.

From: Desmond Lee Ker Wen (ECICS, Claims)

Sent: Monday, 22 April 2019 6:09 PM

To: 'Bryan Ang (LKKAUTO)'

Cc: Veron Chen (LKKAUTO)

Subject: RE: Our Claims Ref: DMPC1900096H/DL / OIV: SLD5378P / DOL: 06.04.19 / Vehicle on Fire.

Dear Bryan

Please also assist to insert the newspaper cutting of Honda Recall into the report as well.

Also like to know if the parallel importer after receiving news from HONDA only sent the letter of recall to our insured.

Did they just stopped short after that or did they continue to pursue the matter and exhaust all avenues.

Given the grave consequence of the matter, shouldn't they exhaust their resources to get the insured?

Please advise soonest.

Best regards

Desmond Lee

Senior Associate | Claims



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Address 10 Eunos Road 8, Singapore Post Centre, #09-04A, Singapore 408600.

From: Bryan Ang (LKKAUTO) [<mailto:bryanang@lkkauto.com>]
Sent: Thursday, 18 April 2019 2:37 PM
To: Desmond Lee Ker Wen (ECICS, Claims)
Cc: Veron Chen (LKKAUTO)
Subject: RE: Our Claims Ref: DMPC1900096H/DL / OIV: SLD5378P / DOL: 06.04.19 / Vehicle on Fire.

Dear Desmond

Further to my email below.

My report into the cause of fire is attached. Hard copy of report will be forwarded to your good office together with our total loss report and invoice for work done.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Bryan Ang (LKKAUTO)
Sent: Tuesday, 16 April 2019 6:14 PM
To: Desmond Lee Ker Wen (ECICS, Claims) <Desmond_Lee@ecics.com.sg>
Subject: RE: Our Claims Ref: DMPC1900096H/DL / OIV: SLD5378P / DOL: 06.04.19 / Vehicle on Fire.

Dear Desmond

In the midst of completing my report. Will try to send soft copy by tomorrow.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Desmond Lee Ker Wen (ECICS, Claims) <Desmond_Lee@ecics.com.sg>
Sent: Tuesday, 16 April 2019 2:55 PM
To: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Subject: RE: Our Claims Ref: DMPC1900096H/DL / OIV: SLD5378P / DOL: 06.04.19 / Vehicle on Fire.

Dear Bryan

How is the matter coming along?

Best regards

Desmond Lee

Senior Associate | Claims



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Address 10 Eunus Road 8, Singapore Post Centre, #09-04A, Singapore 408600.

From: Bryan Ang (LKKAUTO) [<mailto:bryanang@lkkauto.com>]

Sent: Thursday, 11 April 2019 9:39 AM

To: Desmond Lee Ker Wen (ECICS, Claims)

Subject: RE: Our Claims Ref: DMPC1900096H/DL / OIV: SLD5378P / DOL: 06.04.19 / Vehicle on Fire.

Dear Desmond

Yes, I will be providing a detailed technical report after speaking to insured and doing other ground work.

Best Regards,

Bryan Ang

LKK Auto Consultants Pte Ltd

phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108

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

From: Desmond Lee Ker Wen (ECICS, Claims) <Desmond_Lee@ecics.com.sg>

Sent: Thursday, 11 April 2019 9:34 AM

To: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>

Subject: Our Claims Ref: DMPC1900096H/DL / OIV: SLD5378P / DOL: 06.04.19 / Vehicle on Fire.

Dear Bryan

Understand that the vehicle might have been a product recall.

Will you be submitting a detailed report in Merimen soon?

Best regards

Desmond Lee

Senior Associate | Claims



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Tel (65) 6337 4779

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