

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Monday, 2 November 2020 9:40 AM
To: Tan Kah Leong (KahLeong.Tan@sg.cntaiping.com)
Cc: Bryan Ang (LKKAUTO); Steve Chen (LKK Auto); SUR
Subject: FW: SDX68G - China OD - Vehicle Breakdown - Our ref: SNM20D202304/C01/TKL
Attachments: 1.jpg; 2.jpg; 3.jpg; 4.jpg; 5.jpg; 6.jpg; 7.jpg; 8.jpg; 9.jpg; 10.jpg

Dear Kah Leong,

Kindly refer below email opinion from surveyor.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Steve Chen (LKK Auto) <SteveChen@lkkauto.com>
Sent: Wednesday, 28 October 2020 10:28 PM
To: Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Cc: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Subject: SDX68G - China OD - Vehicle Breakdown - Our ref: SNM20D202304/C01/TKL

As per your instruction we proceed to inspect the vehicle. We noticed that the engine was overheating. Usually, due to an inefficient cooling system and the failure of cooling system component results in overheating of an engine. The factors which were frequently affecting the engine temperature are found to be the radiator, fan and the water pump & insufficient water in the Radiator. Hence, in our opinion that is not due to the accident occurred.

Thanks.

Best Regards,

Steve Chen | Assistant Automotive Assessor

LKK Auto Consultants

Phone: 6256 3561 | Email: SteveChen@lkkauto.com | fax: 6256-4315

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

From: Admin-D (LKKAUTO)
Sent: Wednesday, October 28, 2020 12:58 PM
To: Steve Chen (LKK Auto)
Subject: FW: SDX68G - China OD - Vehicle Breakdown - Our ref: SNM20D202304/C01/TKL

Latest email for this veh SDX68G.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>

Sent: Wednesday, 28 October, 2020 12:15 PM

To: assignments <assignments@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; VAuG Claims <claims@vinsautogroup.com.sg>

Subject: RE: SDX68G - China OD - Vehicle Breakdown - Our ref: SNM20D202304/C01/TKL

Dear LKK,

We refer to our email below.

We noted that the re-survey was conducted.

Please advise us if the report is ready for submission.

Thank you.

NOTICE :

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email claimsdept@sg.cntaiping.com or fax at 6224 7175. Any inconvenience caused is much regretted.

Regards

Tan Kah Leong

Assistant Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6193 | F: (65) 6222 7175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/

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From: Tan Kah Leong

Sent: Monday, October 26, 2020 10:33 AM

To: VAuG Claims <claims@vinsautogroup.com.sg>; assignments <assignments@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: RE: SDX68G - China OD - Vehicle Breakdown - Our ref: SNM20D202304/C01/TKL

LKK's ref: CS/CTI20006925/EVF3E2

Dear LKK,

We refer to your reference.

Please assist to liaise with Vin's Auto to conduct re-survey of the vehicle on the issues.

Thank you.

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Regards

Tan Kah Leong
Assistant Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6193 | F: (65) 6222 7175

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/

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From: VAuG Claims <claims@vinsautogroup.com.sg>
Sent: Saturday, October 24, 2020 4:43 PM
To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: SDX68G - China OD - Vehicle Breakdown

Good afternoon,

For your information, the vehicle SDX68G broke down along PIE on 24/10/2020 at around 9:30am, and the driver, Mr. Tan (Owner's husband), arranged the tow truck and towed back to our workshop at around 11am.

After we checked the vehicle, the engine overheated badly, and we found there were pipes leaking water behind the engine. (Attached video for your reference)

We informed Mr. Tan regarding this issue, and he did mention they did top up the water regularly, which also means that they knew there was a water leakage issue for his vehicle.

Mr. Tan would like to seek China's advice if this overheat issue was caused by the accident.

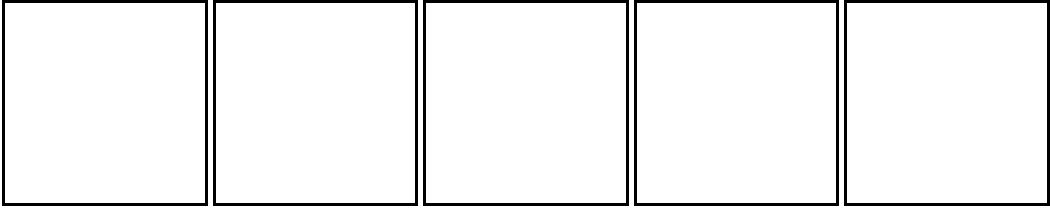
Thanks!
Best Regards
Raymond Teo

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Sin Ming AutoCity
160 Sin Ming Drive
Singapore 575722
Showroom/Office: #03-03
Workshops: #08-08/09/10
Tel: 64532121 (4 lines)
Fax: 64599795
Website: www.vinsautogroup.com.sg
Email: admin@vinsautogroup.com.sg

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** w.e.f 15th May 2017, we have shifted location! **
** w.e.f 20th November 2017, we have changed our email address! **