

Shirley Hiew (LKK Auto)

From: Shirley Hiew (LKK Auto)
Sent: Friday, 9 October 2020 4:40 pm
To: Koh, Victor-CK
Cc: SUR
Subject: RE: SKL 3323E-DOA: 29/9/20 (AIG REF: 4168473829SG)
Attachments: SKL3323E Windscreen Parts Report.pdf

Dear Victor,

According to our surveyor, the locking pins mentioned previously is captured as photos number 63 - 68 in the Merimen system.

Please also see attached PDF documents. Where all the detachable parts of the rear windscreen are depicted.

Items 34 - 38 of the schematic drawings are individually printed for your easy viewing.

None of the items 34 - 38 look remotely similar to the locking pins that are presented in photos 65 - 68 in the Merimen system.

Please also note that the PDF documents are downloaded from the Audi E-catalogue.

Hope that the above clarifies matter.

Thank you.

Best Regards,

Shirley Hiew | 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)

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

From: Koh, Victor-CK <Victor-CK.Koh@aig.com>
Sent: Friday, 2 October 2020 3:31 pm
To: Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: SKL 3323E-DOA: 29/9/20 (AIG REF: 4168473829SG)

Hi,

Noted. Kindly request to take a photo of the new windscreen with the locking pins.
I checked and found that the pins could be bought separately kindly ask surveyor to check with Audi e-catalogue.

Thanks & Regards

Victor Koh
AIG
Claims Technical Controller
Claims | AIG Asia Pacific Insurance Pte. Ltd

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From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]
Sent: Friday, October 02, 2020 9:01 AM
To: Koh, Victor-CK; SUR
Subject: [EXTERNAL] SKL 3323E-DOA: 29/9/20 (AIG REF: 4168473829SG)

This message is from an external sender; be cautious with links and attachments.

Dear Victor,

Thank you for the authorisation.

Refer to the message, Why is the rear windscreen necessary to replace?

According to surveyor, When removing the windscreen from the tailgate, the locking pins of the windscreen would inadvertently be damaged.

Hence the rear windscreen has to be replaced.

Best Regards,

Veron Chen | Case Handler **ON BEHALF OF SHIRLEY**

LKK Auto Consultants Pte Ltd

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