

## Shirley Hiew (LKK Auto)

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**From:** Ong Chin Kiat <OngChinKiat@tokiomarine.com.sg>  
**Sent:** Thursday, 29 October 2020 10:19 am  
**To:** Shirley Hiew (LKK Auto)  
**Cc:** Bryan Ang (LKKAuto); SUR; Naz (LKKAuto)  
**Subject:** RE: XE 3905J Fire Case

Dear Shirley,

Spoken with Bryan.

We confirmed that you may proceed to advise workshop to proceed with the repair subject to check items to be verified and approve.

OD excess \$4,500.00.

Thank you.

***Kindly note that in accordance with the latest measures introduced by the Government to curb the spread of the Covid-19 virus, our response/processing time may be delayed. All correspondence will be by way of email only. We seek your understanding on the same.***

Warmest regards

**Ong Chin Kiat**  
Motor Claims Department

**Tokio Marine Insurance Singapore Ltd.**  
20 McCallum Street #09-01 Tokio Marine Centre Singapore 069046  
T (65) 6592 6416 | F (65) 6221 2101 | [www.tokiomarine.com](http://www.tokiomarine.com)

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**From:** Naz (LKKAuto) [mailto:Naz@lkkauto.com]  
**Sent:** 28/10/2020 5:52 PM  
**To:** Ong Chin Kiat <OngChinKiat@tokiomarine.com.sg>  
**Cc:** Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; SUR <sur@lkkauto.com>  
**Subject:** Fw: XE 3905J Fire Case

(on behalf of Bryan)

Dear Mr Ong,

We have surveyed the vehicle again, this time with the estimate provided. However, we have been told by Mr Su Tho of MAN that the faulty component (which could be from where the fire started) is not part of the MAN lorry. This means that it could possibly be part of the crane assembly. Kindly advise on the next course of action.

Thank you.

Best Regards,  
**Naz** | Technical Investigator  
**LKK Auto Consultants**  
Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Naz (LKKAuto)

**Sent:** Monday, 12 October 2020 11:52 AM

**To:** [OngChinKiat@tokiomarine.com.sg](mailto:OngChinKiat@tokiomarine.com.sg) <[OngChinKiat@tokiomarine.com.sg](mailto:OngChinKiat@tokiomarine.com.sg)>

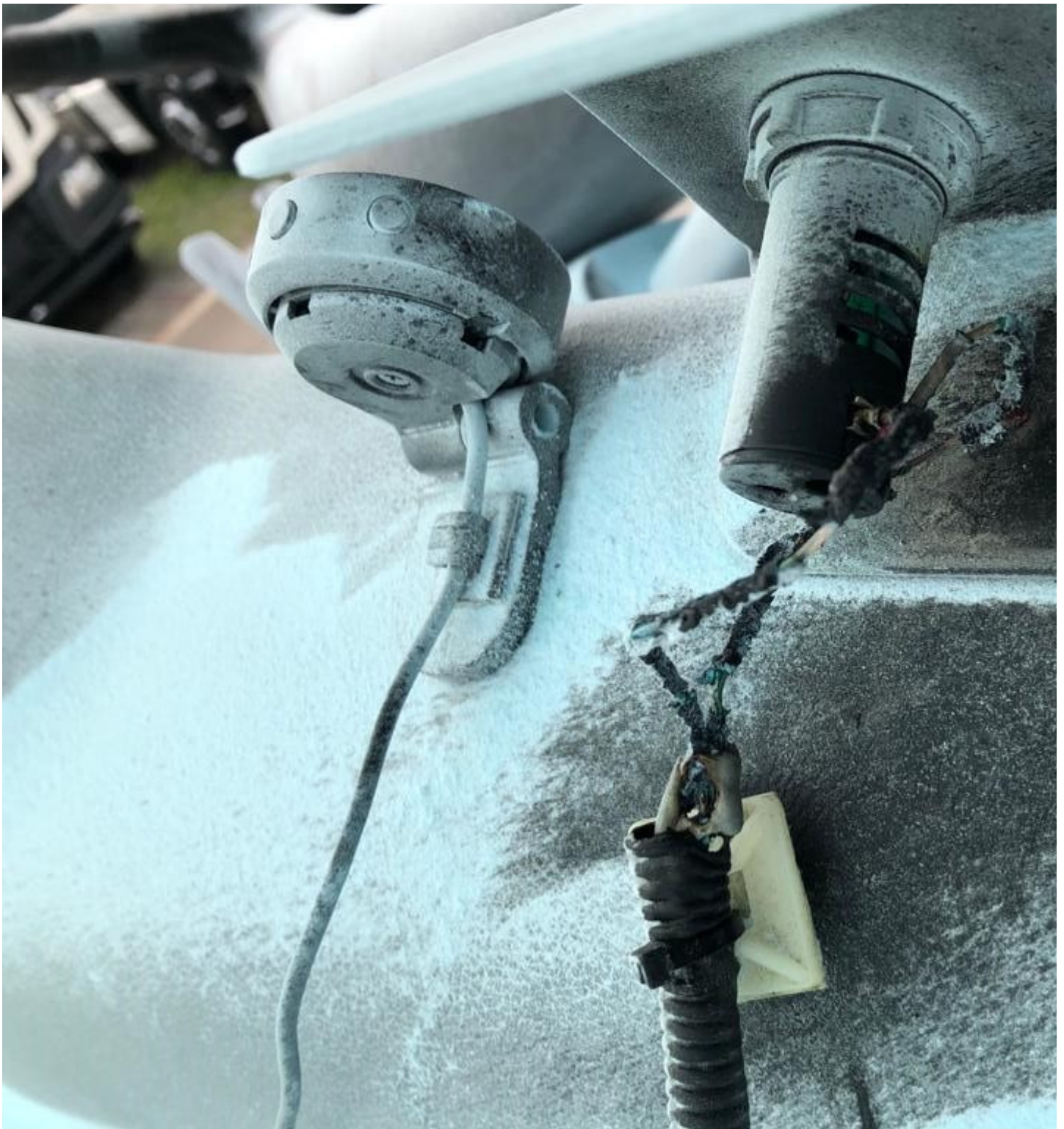
**Cc:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>; Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** XE 3905J Fire Case

(on behalf of Bryan)

Dear Mr Ong,

We have inspected the Insured Vehicle. Our preliminary findings revealed the cause of fire to be electrical. We found a faulty component inside the dashboard which could be from where the fire started. However, we are unable to determine if the component is part of the lorry or the mobile crane. Refer to the attached picture below.



We have asked Mr Su Tho , the service advisor at MAN for the parts diagram to identify the burnt component. However, he is requesting permission to dismantle the dashboard and relevant components to facilitate repair.

We have also spoken to Mr Ang, the manager at Tanglin Corporation who informed us that he wishes to have the Insured Vehicle repaired.

Kindly advise us on the next course of action.

Thank you.

Best Regards,

**Naz** | Technical Investigator

**LKK Auto Consultants**

Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

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

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