

Your Ref: UM76SDAO7C
Our Ref : CI/III21011263/P

4th November 2021

M/s India International Insurance Pte. Ltd.

64 Cecil Street #04, #05
IOB Building
Singapore 049711

**TECHNICAL INVESTIGATION REPORT OF WARRANTY CLAIM INVOLVING
THE INSURED VEHICLE SMW 6664U ON 21th OCTOBER 2021**

1. We refer to your letter dated 21st October 2021 and the instructions therein.
2. Our analysis, comments and opinions with respect to the cause of abnormalities to the insured vehicle SMW 6664U (herein referred to as **"Insured Vehicle"**) are set out below.

Inspection of the Insured Vehicle

3. The Insured Vehicle was physically inspected on 29th October 2021 at the premises of Eclipse Pro Auto Transmission Pte Ltd located at 10 Ang Mo Kio, #02-04/10, Singapore 568047
4. A physical inspection was carried out to the Insured Vehicle where the following general information was recorded:-

Vehicle Registration No.	: SMW 6664U
Make / Model	: TOYOTA RAIZE 1.0 XS CVT
Chassis No	: A200A0021400
Year of Registration	: DEC 2020
Mileage	: 24,533KM

5. The complaint on the Insured Vehicle was noted be to Whistling noise from gearbox above 60kmph and there a recommendation by the workshop to replace the CVT automatic transmission unit. The vehicle was observed to be unaffected by any signs of accident.
6. Prior to our inspection, the workshop had informed us that they had already conducted replacements of the components in the CVT transmission unit. However, the issue was still present during our inspection of the Insured Vehicle See photos 1 – 8 below.



Photo 1 shows the mileage of the Insured Vehicle recorded at the time inspection at 24,533KM

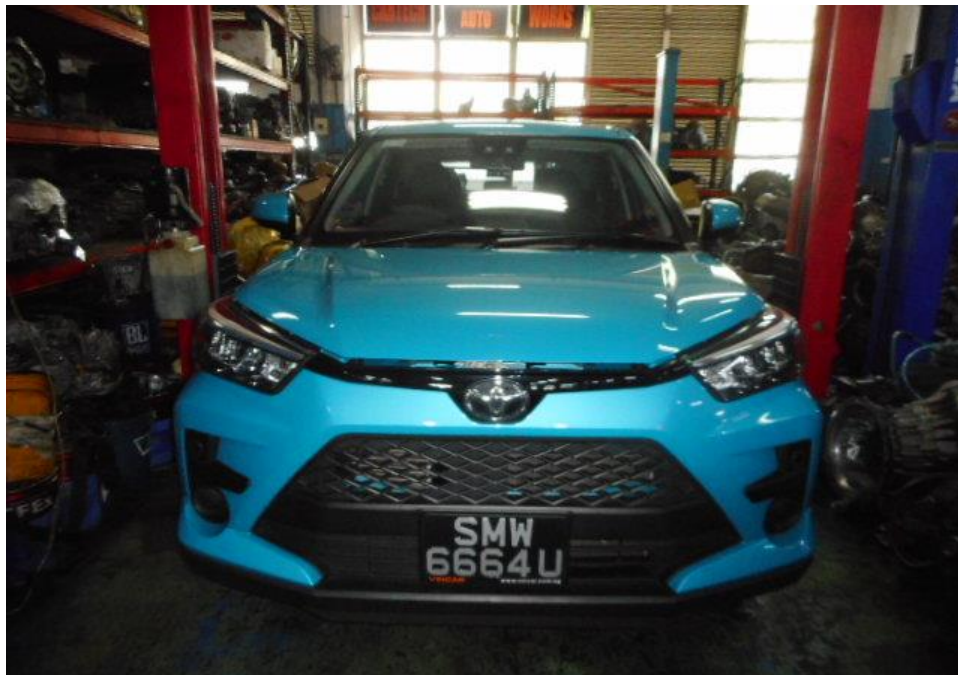


Photo 2 shows the general view of the front portion of the Insured Vehicle at the time of our inspection. The Insured Vehicle is observed to be unaffected by any signs of accident.



Photo 3 shows the general view of the engine portion of the Insured Vehicle at the time of our inspection. The engine compartment is observed to be unaffected by any signs of accident.



Photo 4 shows the chassis number of the Insured Vehicle at the time of our inspection.



Photo 5 shows the general view of the engine underside portion of the Insured Vehicle at the time of our inspection. The engine underside compartment is observed to be unaffected and by any signs of accident.



Photo 6 shows the conducted test drive of the Insured Vehicle at the time of our inspection. The said whistling noise was heard at moving speed of 60km/h (arrowed) above.



Photo 7 shows the conducted ECU diagnosis of the Insured Vehicle at the time of our inspection. There was no electronic error on the Insured Vehicle (arrowed).

7. Our checks with both local and international bodies and associations had also revealed that at the time of writing this report, there is no manufacturer recall of similar make and model vehicle as the Insured Vehicle that may possibly be related to abnormalities being originated from the transmission of the Insured Vehicle. See search result from LTA below.

Vehicle Recall Details

* ONLY INFORMATION ON VEHICLE RECALLS SUBMITTED FROM 9 APRIL 2007 IS AVAILABLE

Owner ID Type Singapore NRIC	Owner ID 945G
Vehicle No. SMW6664U ←	Make/Model TOYOTA/ RAIZE 1.0 XS CVT
Engine No.: 1KRK022592	Chassis No.: A200A0021400 ←
Recall Details: No Recall Detail records ←	

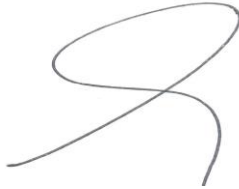
Recall details. Shows the vehicle recall results retrieved from LTA's website. There was no recall on the Insured Vehicle at the time of incident.

Conclusion

8. We did not find any evidence which had suggested that the cause of abnormalities to the Insured Vehicle was due to poor maintenance and/or recurring problem.
9. The recommendation to replace the CVT transmission unit is justifiable as all the relevant checks has been conducted.



Sherwin Beh
Technical Investigator



Ang Bryan Tani
AMSOE, AMIRTE, AFF SAE, M.MATAI, AFF.Inst.AEA
Senior Technical Investigator
Technical Investigation & Reconstructionist (SAE-A)

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