

Your Ref: GYP8AP7DHU
Our Ref : CI/III21011507/P

16th November 2021

M/s India International Insurance Pte. Ltd.

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

**TECHNICAL INVESTIGATION REPORT OF WARRARTY CLAIM INVOLVING
THE INSURED VEHICLE SGV 8188R ON 8th November 2021**

1. We refer to your letter dated 8th November 2021 and the instructions therein.
2. Our analysis, comments and opinions with respect to the cause of abnormalities to the insured vehicle SGV 8188R (herein referred to as “**Insured Vehicle**”) are set out below.

Inspection of the Insured Vehicle

3. The Insured Vehicle was physically inspected on 9th November 2021 at the premises of AutoSprint Pte Ltd located at 24 Leng Kee Rd, #07-01, Singapore 159096
4. A physical inspection was carried out to the Insured Vehicle where the following general information was recorded:-

Vehicle Registration No.	: SGV 8188R
Make / Model	: TOYOTA APLHARD 7-SEATER 2.5 SC CVT
Chassis No	: AGH300344143
Year of Registration	: FEB 2021
Mileage	: 11,221KM

5. The complaint on the Insured Vehicle was noted be to a faulty gearbox as the CVT automatic transmission belt broke while driving and the vehicle had lost its driving ability at the material time. The recommendation by the workshop to was to replace the gears, shafts, clutches and CVT chain in the CVT automatic transmission unit. The vehicle was observed to be unaffected by any signs of accident. See photos 1 – 12 below.



Photo 1 shows the mileage of the Insured Vehicle recorded at the time inspection at 11,221KM



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

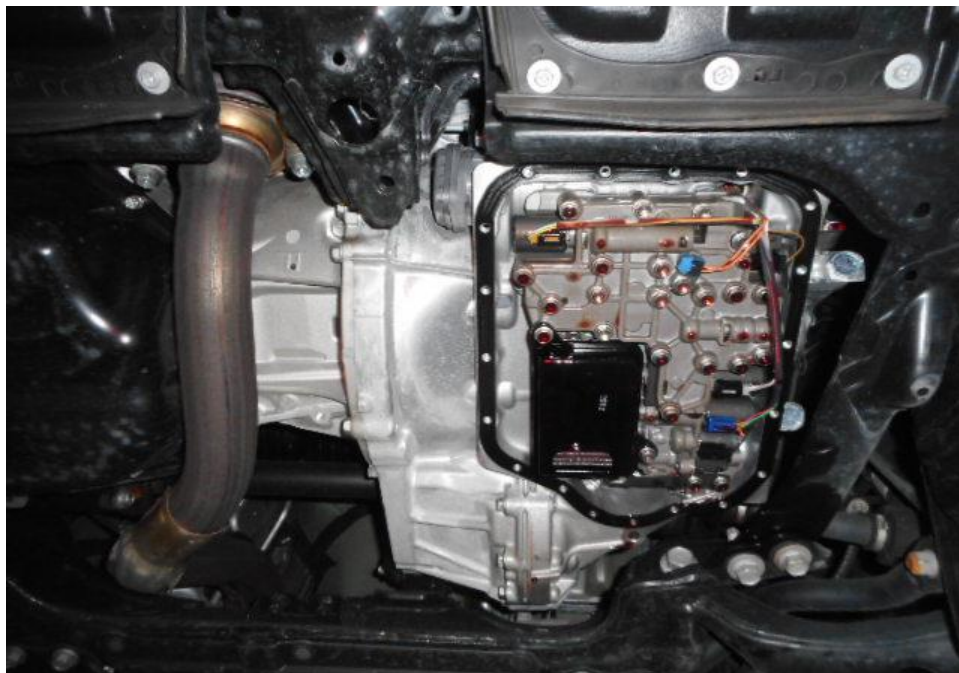


Photo 6 shows the general view of the CVT transmission unit underside portion of the Insured Vehicle at the time of our inspection. The CVT transmission unit oil sump was dismantled for inspection.



Photo 7 shows the close up view of the CVT transmission unit underside portion of the Insured Vehicle at the time of our inspection. We observed broken CVT transmission drive belt and transmission components that had fallen down to the oil sump.



Photo 8 shows the close up view of the CVT transmission fluid of the Insured Vehicle at the time of our inspection. We observed that CVT transmission fluid was observed to be without any visible contamination.

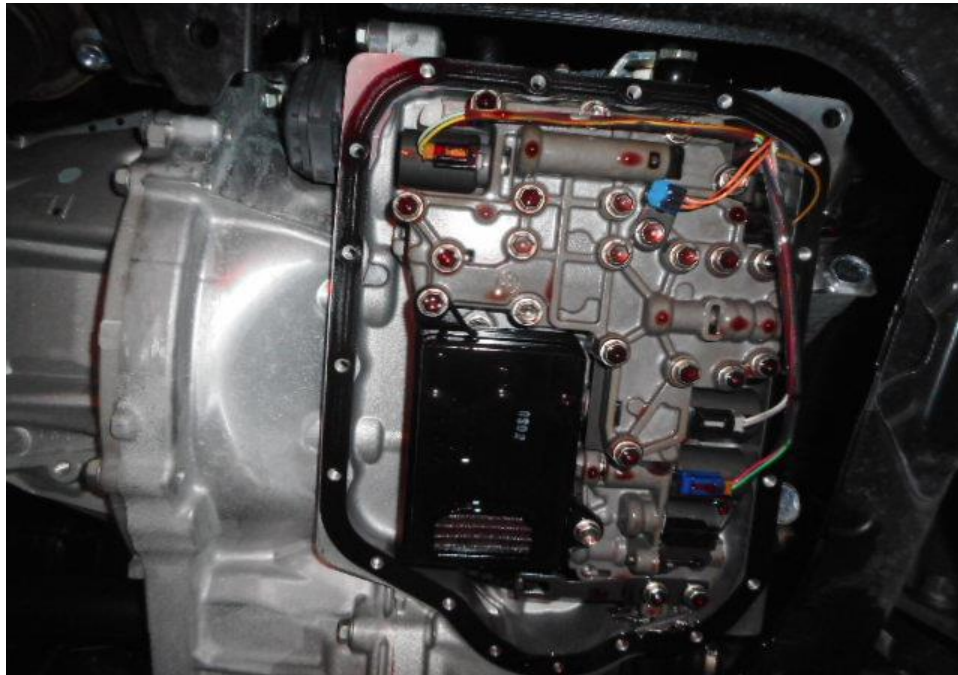


Photo 9 shows the general view of the CVT transmission unit underside portion of the Insured Vehicle at the time of our inspection. We observed that there was still CVT transmission drive belt and components still stuck inside the CVT transmission unit.

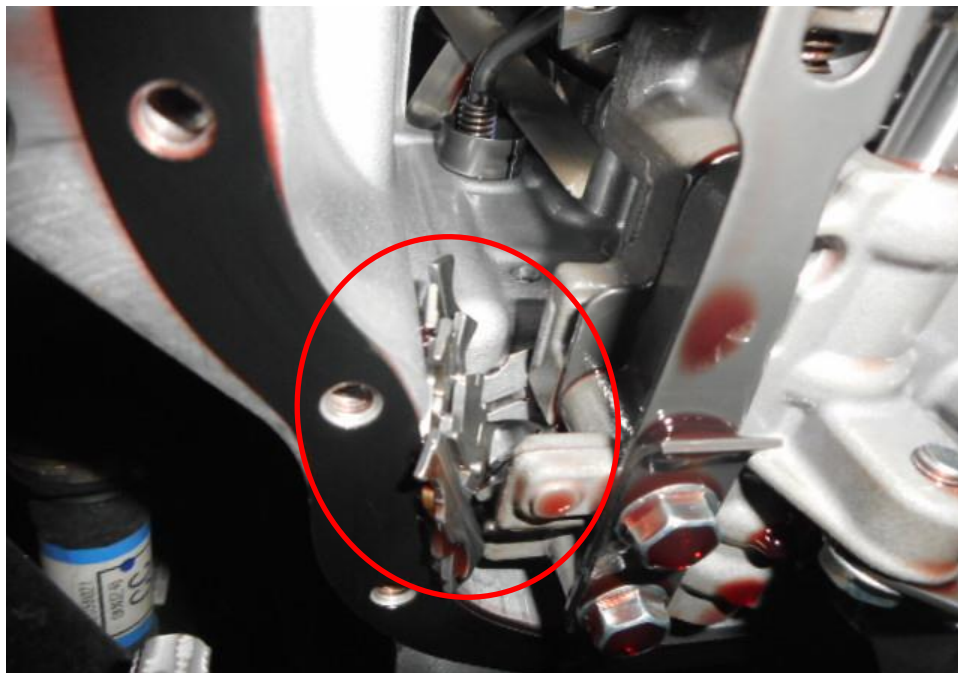


Photo 10 shows the close up view of the CVT transmission unit underside portion of the Insured Vehicle at the time of our inspection. We observed that there was still CVT transmission drive belt and components (circled) still stuck inside the CVT transmission unit.

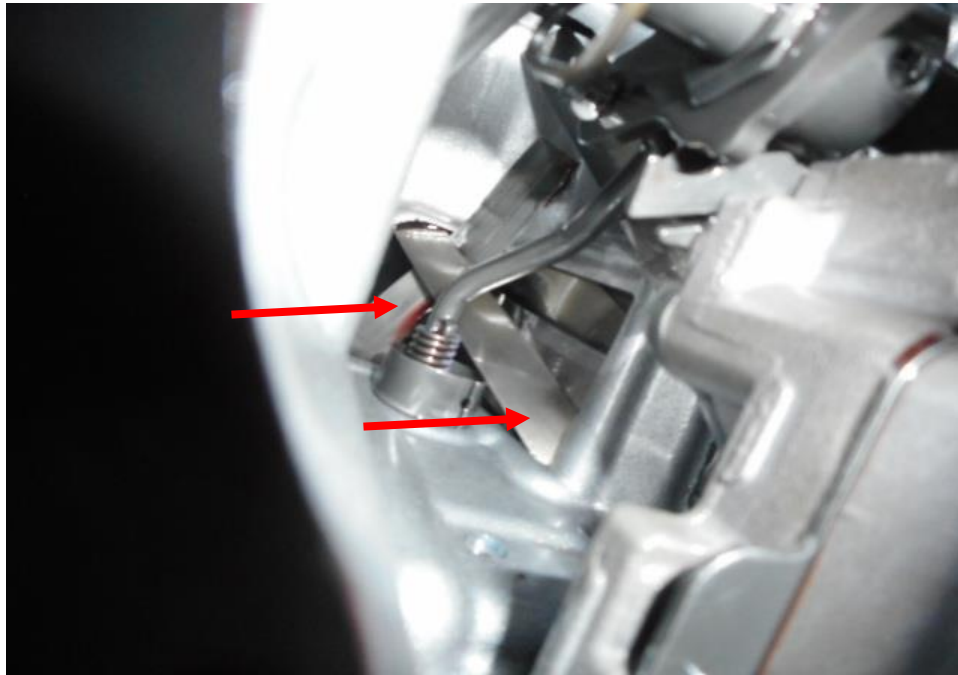


Photo 11 shows the close up view of the CVT transmission unit underside portion of the Insured Vehicle at the time of our inspection. We observed that there was still CVT transmission drive belt and components (arrowed) still stuck inside the CVT transmission unit.

Vehicle Diagnostic Report
The Report is created by **LAUNCH X431**

Repair Shop

Shop Name: AUTOSPRINT PTE LTD
Address: 24 LENG KEE ROAD #07-01/02 Leng Lee AutoPoint, Singapore 159096
SINGAPORE SINGAPORE
Zip Code: 159096
Telephone: 69118331 fax: 62517438
Email: enquiry@autospring.com.sg
SN: 989890010977
Test Time: 2021-11-06 12:05:19
Technician Name: Alysah

Vehicle Information

License #: GV8188R
Year: 2020
Make: Toyota
Model: Alphard/Vellfire
VIN: AGH30-0344143
Vehicle Software Version: V50.10
Diagnostic Application Version: V7.03.016
Diagnostic path: 16PIN DLC(Japan) > Alphard/Vellfire > AGH > 2AR-FE > 2020.01-

Inspection Result

The following systems are OK:

1. Engine
2. Radar Cruise 1
3. Radar Cruise 2
4. ABS/VSC/TRC(TRAC)
5. Electric Parking Brake
6. EMPS
7. SRS Airbag
8. Pre-Collision System
9. Air Conditioner
10. Combination Meter
11. Main Body
12. Illumination
13. AHS
14. Rear Left Door
15. Rear Right Door
16. Back Door

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⊙ ADAS

Photo 12 shows the conducted OBD diagnosis report of the Insured Vehicle at the time of our inspection. There was no electronic error on engine and transmission system of the Insured Vehicle (arrowed).

6. 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 CVT 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 214A
Vehicle No. SGV8188R ←	Make/Model TOYOTA/ ALPHARD 7-SEATER 2.5 SC CVT
Engine No.: 2AR2526484	Chassis No.: AGH300344143 ←

Recall Details

Recall No.: R2021071017

Manufacturer Recall Date: 07 Jul 2021	Estimated Completion Year of Recall: 2022
Brief Description (As Provided by Motor Dealer): Due to inappropriate software programming for the idling stop function and insufficient heat insulation of the battery, the battery may deteriorate abnormally if the engine is left idling frequently over prolong period.	Date Rectified: -
Hotline Information: VINCAR PTE LTD(MR.ELVYN ENG) at 64721119	
For more details, contact VINCAR PTE. LTD.	

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

ECLIPSE PRO AUTO TRANSMISSIONS
 10 ANG MO KIO INDUSTRIAL PARK 2A
 #02-10/04 AMK AUTO POINT SINGAPORE 568047
 Tel No. : 62575055 Fax No. : 62575155
 Buss. Reg. No. : 53243367W

AUTOSPRINT PTE LTD
 24 LENG KEE ROAD
 #07-01/02 LENG KEE AUTOPOINT S159006

Works Order : W0000169
 Date Printed : 18/11/2021
 Vehicle Num. : SGV8183R
 Make/Model : TOYOTA ALPHARD
 Mileage(Km) :
 P.O.R.O No. :
 Ref/Remark :

S/N	Quantity	Particular	Unit Price	Amount S\$
1.		GEAR SHAFTS CLUTCHES CVT CHAIN Labour	3,200.00	3,200.00

SingDollars : Three Thousand Two Hundred Only

E. & O.E.

Total S\$: 3,200.00

Terms : Cash

Customer's Signature/Co. Stamp

for ECLIPSE PRO AUTO TRANSMISSIONS

Repair details. Shows the list of components to repair retrieved from the repair shop. The recommendation to replace the gears, shafts, clutches and CVT chain in the CVT transmission system on the Insured Vehicle at \$3,200 is justifiable as all the relevant checks has been conducted.

Conclusion

7. 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.
8. Our investigations had also revealed that at the time of writing this report, there is no manufacturer recall to similar make and model vehicle as the Insured Vehicle that may possibly be related to this incident.
9. The recommendation to replace the gears, shafts, clutches and CVT chain in the CVT automatic transmission at \$3,200 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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