

Shiau Chan (LKKAuto)

From: Sherwin Beh (LKK Auto)
Sent: Thursday, 6 January 2022 5:47 PM
To: Shiau Chan (LKKAuto)
Subject: Fw: [EXTERNAL] - SMW3446C - CLAIM SUBMISSION

Hello Shiau Chan

Kindly help me open a Ref no. for **SMW3446C**

Best Regards,

Sherwin Beh | Technical Investigator

LKK Auto Consultants

Office: 6256 3561 | Email: SherwinBeh@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 | S(408933)

From: Sherwin Beh (LKK Auto) <SherwinBeh@lkkauto.com>

Sent: Thursday, 6 January 2022 2:14 pm

To: Gabriel Wee <Gabriel@iii.com.sg>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Cc: Mekavathanan Sarangapani <mekavathanan@iii.com.sg>; Jonathan Kheng <jkheng@carfren.com.sg>; Eric Tan <eric@carfren.com.sg>; Manivel Priyadarshini <manivel@iii.com.sg>; Derrick Tan <DerrickTan@iii.com.sg>

Subject: Re: [EXTERNAL] - SMW3446C - CLAIM SUBMISSION

Hello Gabriel

Noted.

Best Regards,

Sherwin Beh | Technical Investigator

LKK Auto Consultants

Office: 6256 3561 | Email: SherwinBeh@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 | S(408933)

From: Gabriel Wee <Gabriel@iii.com.sg>

Sent: Thursday, 6 January 2022 11:03 am

To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Sherwin Beh (LKK Auto) <SherwinBeh@lkkauto.com>

Cc: Mekavathanan Sarangapani <mekavathanan@iii.com.sg>; Jonathan Kheng <jkheng@carfren.com.sg>; Eric Tan <eric@carfren.com.sg>; Manivel Priyadarshini <manivel@iii.com.sg>; Derrick Tan <DerrickTan@iii.com.sg>

Subject: RE: [EXTERNAL] - SMW3446C - CLAIM SUBMISSION

Dear Sherwin/Bryan,

We have been informed that the engines gas been stripped.

Please assist to go down to the workshop and finalise the repair urgently.

Best Regards,

Gabriel Wee



64 Cecil Street; #05 - IOB Building

Singapore 049711

Tel: 6347 6100, Ext – 248

From: Eric Tan <eric@carfren.com.sg>

Sent: Friday, 31 December 2021 9:59 am

To: Gabriel Wee <Gabriel@iii.com.sg>

Cc: Mekavathanan Sarangapani <mekavathanan@iii.com.sg>; Jonathan Kheng <jkheng@carfren.com.sg>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Sherwin Beh (LKK Auto) <SherwinBeh@lkkauto.com>; Manivel Priyadarshini <manivel@iii.com.sg>; Derrick Tan <DerrickTan@iii.com.sg>

Subject: Re: [EXTERNAL] - SMW3446C - CLAIM SUBMISSION

Noted, will do. Gabriel

On Fri, Dec 31, 2021 at 9:01 AM Gabriel Wee <Gabriel@iii.com.sg> wrote:

Dear Eric,

Please proceed to with necessary steps with the presence of our surveyors.

Upon the dismantling, please let us know the root cause of the engine failure.

Please do **NOT** to proceed with any repairs for this matter.

Best Regards,

Gabriel Wee



64 Cecil Street; #05 - IOB Building

Singapore 049711

Tel: 6347 6100, Ext – 248

From: Eric Tan <eric@carfren.com.sg>

Sent: Thursday, 30 December 2021 9:54 am

To: Mekavathanan Sarangapani <mekavathanan@iii.com.sg>; Gabriel Wee <Gabriel@iii.com.sg>

Cc: Jonathan Kheng <jkheng@carfren.com.sg>

Subject: Fwd: [EXTERNAL] - SMW3446C - CLAIM SUBMISSION

Morning Sir

We understand that Priya is on leave today and we need your authorization to proceed with this repair job asap.

Please see the Lkk surveyor attach documents.

Warmest Regards

Eric Tan

Allcars Pte Ltd.

----- Forwarded message -----

From: **Eric Tan** <eric@carfren.com.sg>

Date: Thu, Dec 30, 2021 at 9:46 AM

Subject: Re: [EXTERNAL] - SMW3446C - CLAIM SUBMISSION

To: Manivel Priyadarshini <manivel@iii.com.sg>

Cc: Jonathan Kheng <jkheng@carfren.com.sg>

Morning All

We have check and understand from Autosprint technician that in order to do a once & for all complete jobs, they need to

- 1) Hoist up the Engine assy form the car in order to remove the Crankshaft
- 2) Need to strip down the Front and Lower portion of the Engine (Overhaul)
- 3) Remove Crankshaft from Engine for Inspection
- 4) Contact LKK Surveyor to Re- Survey damaged parts.

As this is the first time we encounter this problem, We need your APPROVAL to Proceed repair.

Thank you & have a nice day

Eric Tan

Allcars Pte Ltd

On Wed, Dec 29, 2021 at 5:14 PM Jonathan Kheng <jkheng@carfren.com.sg> wrote:

Eric pls assist me to reply Priya on what is discussed with the workshop

Jonathan

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From: Manivel Priyadarshini <manivel@iii.com.sg>
Sent: Wednesday, December 29, 2021 2:59:35 PM
To: Jonathan (AllCars) <jkheng@carfren.com.sg>
Cc: Gabriel Wee <Gabriel@iii.com.sg>
Subject: FW: [EXTERNAL] - SMW3446C - CLAIM SUBMISSION

Dear Jonathan,

Our Surveyor have updated that damages to the crankshaft pulley, part of the locking pin component of the crankshaft pulley had dislodged off and got stuck in the engine crankshaft and part on the crankshaft pulley.

Please check with the workshop and update us.

Thank You
Best Regards,
Priya Manivel
Motor & Work Injury Claims Department
India International Insurance Pte Ltd
64 Cecil Street, #04/#05 IOB Building, Singapore 049711
[Tel:63476100,Ext-284](tel:63476100)



From: Sherwin Beh (LKK Auto) <SherwinBeh@lkkauto.com>
Sent: Wednesday, 29 December 2021 2:24 pm
To: Manivel Priyadarshini <manivel@iii.com.sg>
Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Subject: [EXTERNAL] - SMW3446C - CLAIM SUBMISSION

Hello Priya

Attached are quotation provided but Autosprint.

We have conducted the inspection of the insured vehicle. Preliminary advice as follows:-

- 1.Owner complained the vehicle's engine stalled halfway while he was driving it.
- 2.Vehicle found to be in good general condition with no signs of physical damage. Mileage recorded was 35,834km.
- 3.The engine was unable to be started up, as the crankshaft pulley was damaged and due to this particular hybrid model, that uses an electric motor to start up the engine connected but the crankshaft pulley of the vehicle.
- 4.We have found damages to the crankshaft pulley, part of the locking pin component of the crankshaft pulley had dislodged off and got stuck in the engine crankshaft and part on the crankshaft pulley.
- 5.From our visual inspection, we are recommending to replace S/N 7 and 8 in the quotation as these are the items that we deem damaged.

Best Regards,
Sherwin Beh | Technical Investigator

LKK Auto Consultants

Office: 6256 3561 | Email: SherwinBeh@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 | S(408933)

From: warranty claims <warrantyclaims@autosprint.com.sg>

Sent: Monday, 27 December 2021 4:54 pm

To: Sherwin Beh (LKK Auto) <SherwinBeh@lkkauto.com>

Cc: Justin AutoSprint <justin@autosprint.com.sg>; Wee Tiong See <weetiong.see@autosprint.com.sg>; Warranty Insurance - AutoSprint <warrantyins@autosprint.com.sg>

Subject: SMW3446C - CLAIM SUBMISSION

Dear Sherwin,

Please find attached claim documents for SMW3446C. Please check with insurer if workshop is ok to proceed with the works. Car is awaiting repairs to be carried out.

Supplier only able to provide a written quotation with their signature and stamp. Upon repair, the invoices will be attached accordingly.

There was not external damages to the vehicle.

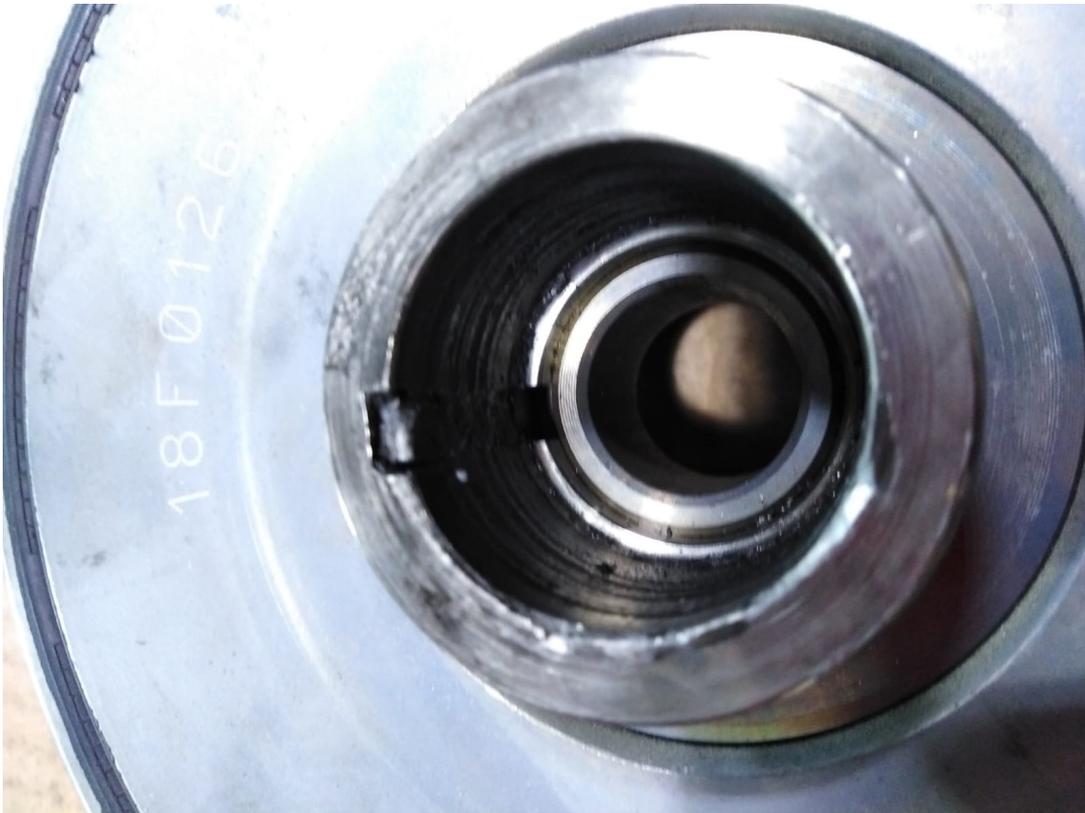
Awaiting your advise

Best Regards,
Autosprint Warranty Claims Admin









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