

Your Ref: YZU6OV0JXW  
Our Ref : CI/III22001449/P

15<sup>th</sup> February 2022

**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 SMY 2928A ON 10<sup>th</sup> February 2022**

1. We refer to your letter dated 10<sup>th</sup> February 2022 and the instructions therein.
2. Our analysis, comments and opinions with respect to the cause of abnormalities to the insured vehicle SMY 2928A (herein referred to as “**Insured Vehicle**”) are set out below.

**Inspection of the Insured Vehicle**

3. The Insured Vehicle was physically inspected on 10<sup>th</sup> February 2022 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. : SMY 2928A  
Make / Model : MERCEDES BENZ GLC 300 SPORT 4MATIC

**(A) M-HYBRID**

Chassis No : W1N253984V261488  
Year of Registration : February 2021  
Mileage : 30,001KM

5. The complaint on the Insured Vehicle was noted be an error and warning message light regarding the electronic 48V battery Systems (ISG) for the integrated starter generator system. There is a recommendation by the workshop to replace 48V battery and its electric DC converter 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 check of the components and the electrical systems of the steering rack and pinion system and visually all components was intact without any damage and however, the issue was still present during our inspection of the Insured Vehicle. See photos 1 – 9 below.



**Photo 1** shows the mileage of the Insured Vehicle recorded at the time inspection at 30,001KM



**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.

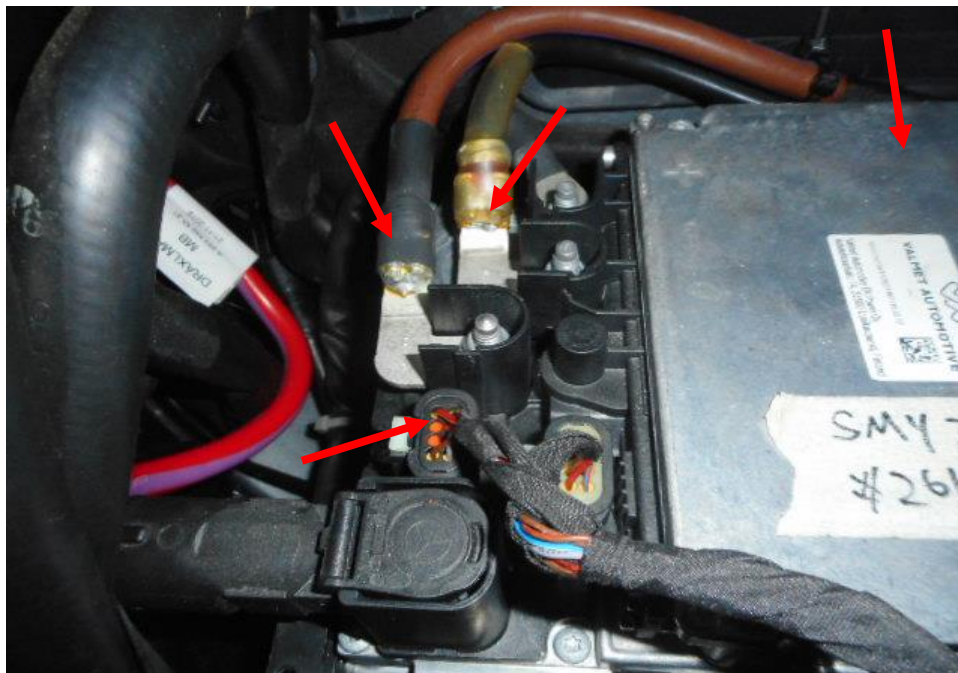


**Photo 5** shows the general view of the 48v battery and its components in the engine compartment portion of the Insured Vehicle at the time of our inspection. The 48v battery and its components is observed to be unaffected and by any signs of accident.





**Photo 6** shows the close up view of the 48v battery and its components (arrowed) in the engine compartment portion of the Insured Vehicle at the time of our inspection. The 48v battery and its components is observed to be unaffected and by any signs of accident.



**Photo 7** shows the close up view of the 48v battery and its components (arrowed) in the engine compartment portion of the Insured Vehicle at the time of our inspection. The 48v battery and its components is observed to be unaffected and by any signs of accident.



**Photo 8** shows the conducted ECU diagnosis of the Insured Vehicle at the time of our inspection. There was an electronic error (arrowed) on the 48v battery integrated starter system (ISG) of the Insured Vehicle.

### Vehicle Diagnostic Report

The Report is created by **LAUNCH X-431**

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#### 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: 2022-02-10 11:50:15  
 Technician Name: XIAN

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#### Vehicle Information

License #: SMY2928A  
 Make: Mercedes  
 Model: 253.984 - GLC 300 4MATIC Off-Roader  
 VIN: W1N2539842V261488  
 Odometer: 18642 miles  
 Vehicle Software Version: V49.68  
 Diagnostic Application Version: V7.03.021  
 Diagnostic path: Automatically Search

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#### System fault code

Starter-alternator 1 problem exist

1.P0AFA68 The power supply of the high-voltage on-board electrical system is too low. There is incomplete information. CURRENT and STORED

**DDW - DC/DC Converter-2 problems exist**

1.B183349 The battery for the 48V on-board electrical system has a malfunction. There is an internal electrical fault. CURRENT and STORED

2.B183371 The battery for the 48V on-board electrical system has a malfunction. The actuator is blocked. CURRENT and STORED

IC - Instrument Cluster 1 problem exist

1.P1C5C00 Battery discharge protection is activated. STORED

**Photo 9** shows the conducted ECU diagnosis of the Insured Vehicle at the time of our inspection. There was an electronic error (arrowed) on the 48V battery and the DC converter unit of the Insured Vehicle.

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 steering system 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 <b>Singapore NRIC</b>	Owner ID <b>716F</b>
Vehicle No. <b>SMY2928A</b> ←	Make/Model <b>MERCEDES BENZ/ GLC 300 SPORT 4MATIC AUTO M-HYBRID</b> ←
Engine No.: 26492080090609	
Chassis No.: W1N2539842V261488	
Recall Details: <b>No Recall Detail records</b> ←	

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**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.

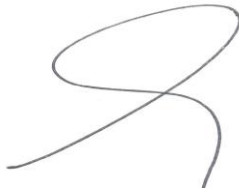


**Conclusion**

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 48V battery and DC convertor unit at \$2,819.45 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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