

Your Ref: SNC 6872D
Our Ref : CI/III22002331/P

16th March 2022

M/s India International Insurance Pte. Ltd.

64 Cecil Street #05-02
IOB Building
Singapore 049711

**TECHNICAL INVESTIGATION REPORT OF WARRANTY CLAIM INVOLVING
THE INSURED VEHICLE SNC 6872D ON 8th March 2022**

1. We refer to your letter dated 8th March 2022 and the instructions therein.
2. Our analysis, comments and opinions with respect to the cause of abnormalities to the insured vehicle SNC 6872D (herein referred to as “**Insured Vehicle**”) are set out below.

Inspection of the Insured Vehicle

3. The Insured Vehicle was physically inspected on 11th March 2022 at the premises of Elite Autocare Club Pte Ltd located at 25 Kaki Bukit Road, #01-37 Synergy@KB, Singapore 568047
4. A physical inspection was carried out to the Insured Vehicle where the following general information was recorded:-

Vehicle Registration No.	: SNC 66872D
Make / Model	: MERCEDES BENZ E200 AVG (R18 LED)
Chassis No	: WDD2130422A222869
Year of Registration	: APR 2017
Mileage	: 146,926KM

5. The complaint on the Insured Vehicle was noted be to knocking noise from steering rack and pinion when turning the steering wheel and when the vehicle is driving over bumps and uneven road surfaces. There is a recommendation by the workshop to replace the steering rack and pinion 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 of the Electronic Power Steering system unit and visually all components was intact without any damage and 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 146,926KM



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 close up view of the power steering portion of the Insured Vehicle at the time of our inspection. The Electronic Power Steering unit and its steering rack and pinion component is observed to be unaffected and by any signs of accident.

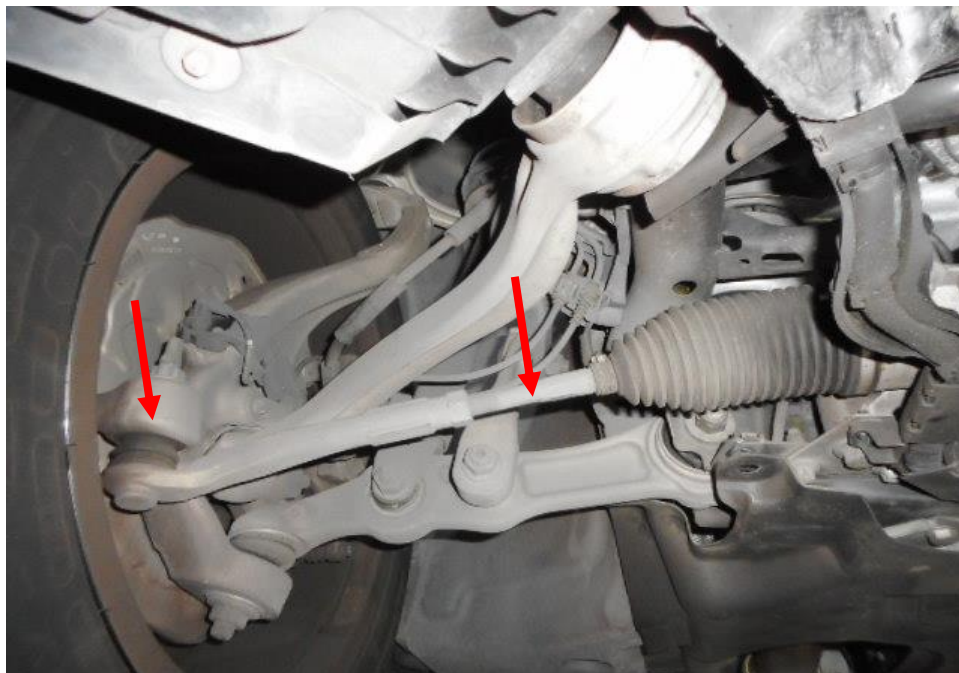


Photo 7 shows the close up view of the front left wheel of the Insured Vehicle at the time of our inspection. The steering tie rod (arrowed) is observed to be unaffected and by any signs of accident.

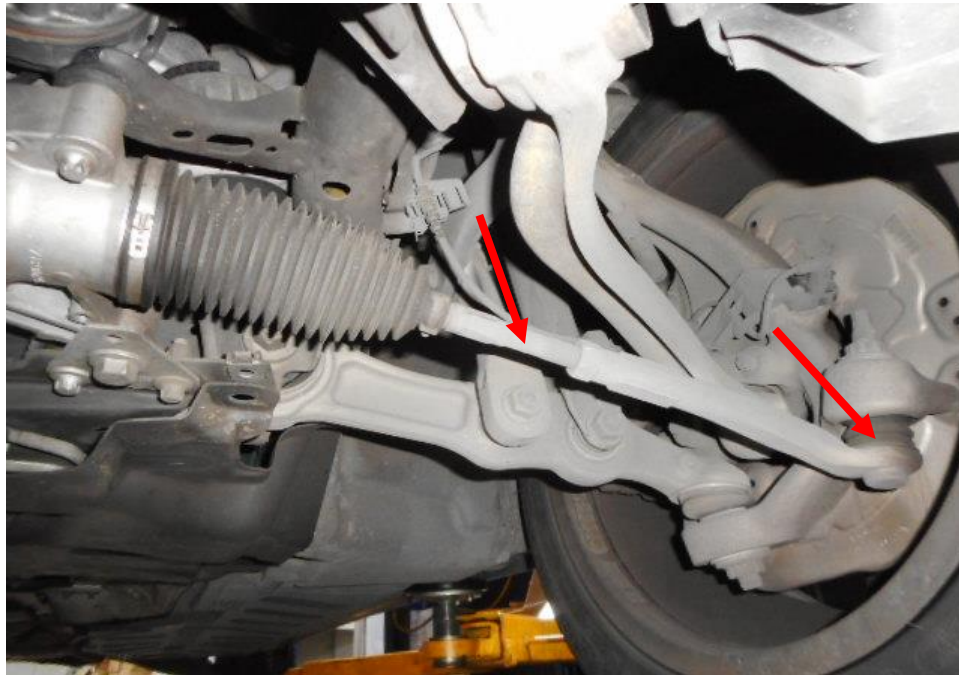


Photo 8 shows the close up view of the front right wheel of the Insured Vehicle at the time of our inspection. The steering tie rod (arrowed) is observed to be unaffected and by any signs of accident.



Photo 9 shows the conducted ECU diagnosis of the Insured Vehicle at the time of our inspection. There was no electronic error on the Electronic Power Steering 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 Singapore NRIC	Owner ID 155C
Vehicle No. SNC6872D ←	Make/Model MERCEDES BENZ/ E200 AVG (R18 LED)
Engine No.: 27492030986937	Chassis No.: WDD2130422A222869 ←
Recall Details: No Recall Detail records ←	

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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 Power steering rack and pinion unit at \$4,670.55 is justifiable as all the relevant checks has been conducted.



Sherwin Beh
Technical Investigator



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