

Your Ref: QcrsamDKp4  
Our Ref : CI/III22002926/P

30<sup>th</sup> March 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 SCN 3883P ON 25<sup>th</sup> March 2022**

1. We refer to your letter dated 25<sup>th</sup> March 2022 and the instructions therein.
2. Our analysis, comments and opinions with respect to the cause of abnormalities to the insured vehicle SCN 3883P (herein referred to as “**Insured Vehicle**”) are set out below.

**Inspection of the Insured Vehicle**

3. The Insured Vehicle was physically inspected on 18<sup>th</sup> and 28<sup>th</sup> March 2022 at the premises of Auto Sprint 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.	: SCN 3883P
Make / Model	: FORD MUSTANG 2.3 ECOBOOST (A)
Chassis No	: 1FA6P8LH3J5152306
Year of Registration	: APR 2020
Mileage	: 25,693KM

5. The complaint on the Insured Vehicle was noted be to jerking during shifting of gear in park, reverse and drive as well as difficulty in changing of gears and loss of power while changing of gears from gearbox while driving and there a recommendation by the workshop to replace the gears, shaft and clutch in the gearbox unit. During our inspection, a test drive was conducted on the vehicle and the complained problem was still present. 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 checks and upon dismantling the gearbox unit they have found free play to the gear, shafts, clutches from these components in the gearbox unit of the Insured Vehicle and agreed that the complained problem is from these components in the gearbox unit See photos 1 – 9 below.



**Photo 1** shows the mileage of the Insured Vehicle recorded at the time inspection at 25,693KM



**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 undercarriage portion of the Insured Vehicle at the time of our inspection. The undercarriage compartment is observed to be unaffected by any signs of accident.





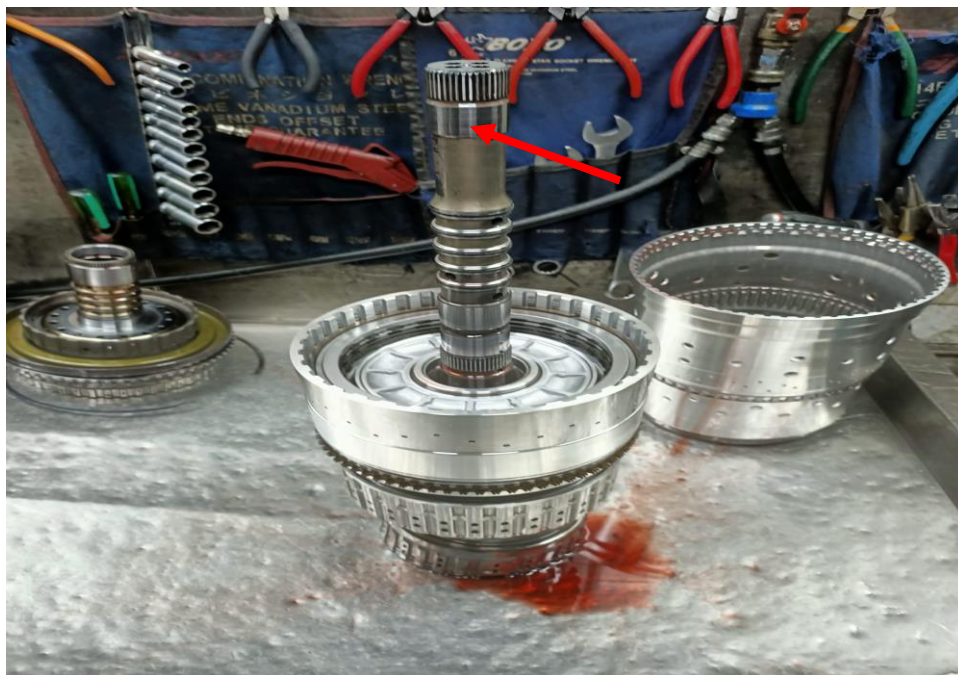
**Photo 4** shows the general view of the gearbox underside portion of the Insured Vehicle at the time of our inspection. The gearbox underside compartment is observed to be unaffected and by any signs of accident.



**Photo 5** shows the general view of inside the gearbox unit of the Insured Vehicle at the time of our inspection. The components in the gearbox unit is observed to be unaffected and by any signs of accident.



**Photo 6** shows the general view of inside the gearbox unit of the Insured Vehicle at the time of our inspection. The gears, shafts and clutches components in the gearbox unit is observed to be unaffected and by any signs of accident.

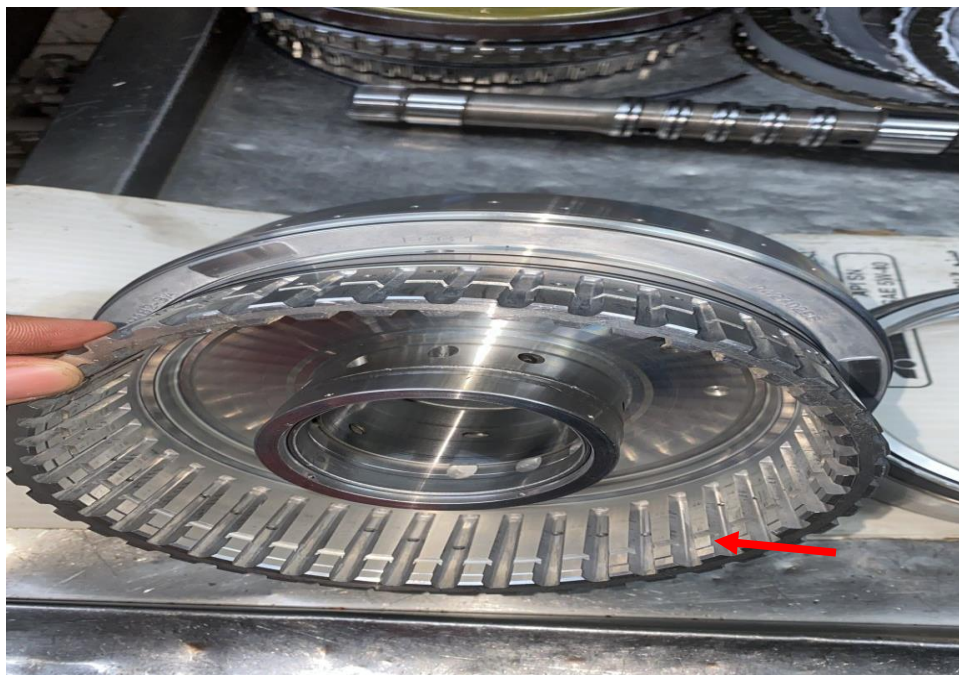


**Photo 7** shows the close up view of inside the gearbox unit of the Insured Vehicle at the time of our inspection. The shafts component (arrowed) in the gearbox unit is observed to be unaffected and by any signs of accident.





**Photo 8** shows the close up view of inside the gearbox unit of the Insured Vehicle at the time of our inspection. The clutch (arrowed) component in the gearbox unit is observed to be unaffected and by any signs of accident.



**Photo 9** shows the close up view of inside the gearbox unit of the Insured Vehicle at the time of our inspection. The gears component (arrowed) in the gearbox unit is observed to be unaffected and by any signs of accident.

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 gearbox 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>688F</b>
Vehicle No. <b>SCN3883P</b> ←	Make/Model <b>FORD/ MUSTANG 2.3 ECOBOOST AUTO</b>
Engine No.: <b>J5152306H</b>	Chassis No.: <b>1FA6P8LH3J5152306</b> ←
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 gearbox unit at \$6,710 as stated in the quotation is justifiable as all the relevant checks has been conducted to the Insured Vehicle.



**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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