

Your Ref: RT9Foowuvt
Our Ref : CI/III22003353/P

19th April 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 SDK 8893G ON 6th April 2022**

1. We refer to your letter dated 6th April 2022 and the instructions therein.
2. Our analysis, comments and opinions with respect to the cause of abnormalities to the insured vehicle SDK 8893G (herein referred to as “**Insured Vehicle**”) are set out below.

Inspection of the Insured Vehicle

3. The Insured Vehicle was physically inspected on 6th April 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.	: SDK 8893G
Make / Model	: BMW 320i
Chassis No	: WBA5F72090FH25698
Year of Registration	: DEC 2020
Mileage	: 32,523KM

5. The complaint on the Insured Vehicle was noted be that the driver's digital instrument display would turn on and off intermittently but remains off most of the time. There is a recommendation by the workshop to replace the Infotainment control module. 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 Head unit infotainment control module 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 32,523KM



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



Photo 6 shows the close up view of the vehicle instrument portion of the Insured Vehicle at the time of our inspection. The driver's instrument display (red arrowed) remained turned off even when the vehicle's engine is turned on as compared to the centre display panel (yellow arrow).

Fault code memory list, VIN: WBA5F72090FH25698 08.04.2022, 11:26:02 - 1/2

ISTA system version: 4.26.38.22241 Data version: R4.26.38 Programming data: 4.26.35

VIN: WBA5F72090FH25698 Vehicle: 3/G20/SEDAN/ - /B48,-/ AUTO/ECE/RL/2019/03

Int.lev.works: S18A-19-03-560 Int.lev.(cur.): S18A-19-07-555 Int.lev.(tar.): S18A-20-07-560

Mileage: 32631 km

Code	Description	Mileage	Existent	Class
C9543E	Message (kilometre reading / range, 0x330) not current, receiver ACSM, transmitter KOMBI	-1	No	Information
023704	Internal SWT check failed	32342	unknown	
D75505	Signal (status display assistance system, 111.3.4) invalid, transmitter instrument cluster	32607	No	Information
D75502	Message (status display assistance system, 111.3.4) missing, receiver VIP, transmitter instrument cluster	32605	No	Information
483903	VIP: Undervoltage in vehicle	32578	unknown	Information
D75506	No message (status display KOMBI, 97.0.2), receiver VIP, transmitter instrument cluster	32124	unknown	Information
030409	Multifunction steering wheel: Signal implausible	-1	unknown	
80406F	LIN power distribution box: Relay 30B_1 - status contradiction	32276	unknown	
804070	LIN power distribution box: Relay 30B_2 - status contradiction	32276	unknown	
804081	Drive readiness, error: Production not possible	31659	No	
8040D2	PRD status: Activation of parking status, vehicle electrical system not OK	32600	unknown	Information
804139	Central locking system: Tailgate drive or right split door: line disconnection or short circuit to battery voltage	32527	No	
D90D11	Evaluation electronics, contactless tailgate opening (LIN): missing LIN components or no communication possible	532	yes	
E10603	Instrument panel: Ethernet: Reset of communication	32631	No	
02600D	Instrument panel: Coding data are not qualified	-1	No	
B7F339	TCB: Undervoltage detected	32600	No	Information
D42DAE	Message (status display assistance system, 0x1C0) missing, receiver Parking Manoeuvring Assistant, transmitter instrument cluster	32601	unknown	Information
E14603	TCB: Ethernet: Reset of communication	32295	No	
D354EE	Signal (actual front axle steering angle, 57.1.2) invalid, transmitter VIP	32387	No	Information
480AE7	Signal processing interface: Longitudinal acceleration centre of gravity, signal implausible	32484	No	Information
801C10	ZGM: PWF status request faulty.	-1	unknown	
801C16	Vehicle electrical system: Sleep error when customer not in the vehicle	32551	unknown	Information
801C17	Vehicle electrical system: No sleep in parking status (vehicle electrical	32551	unknown	Information

Photo 7 shows the conducted ECU diagnosis of the Insured Vehicle at the time of our inspection. There was a few electronic error which all pointed to the driver's instrument cluster (arrowed) on 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 794F
Vehicle No. SDK8893G ←	Make/Model B.M.W./ 320IA SPORT SALOON AUTO
Engine No.: H3063411B48B20B	Chassis No.: WBA5F72090FH25698 ←
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 Infotainment control module at \$2,750 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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