

Your Ref: RT9Foowuvt 19<sup>th</sup> April 2022

Our Ref: CI/III22003353/P

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 6<sup>th</sup> April 2022

- 1. We refer to your letter dated 6<sup>th</sup> April 2022 and the instructions therein.
- 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 6<sup>th</sup> 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.

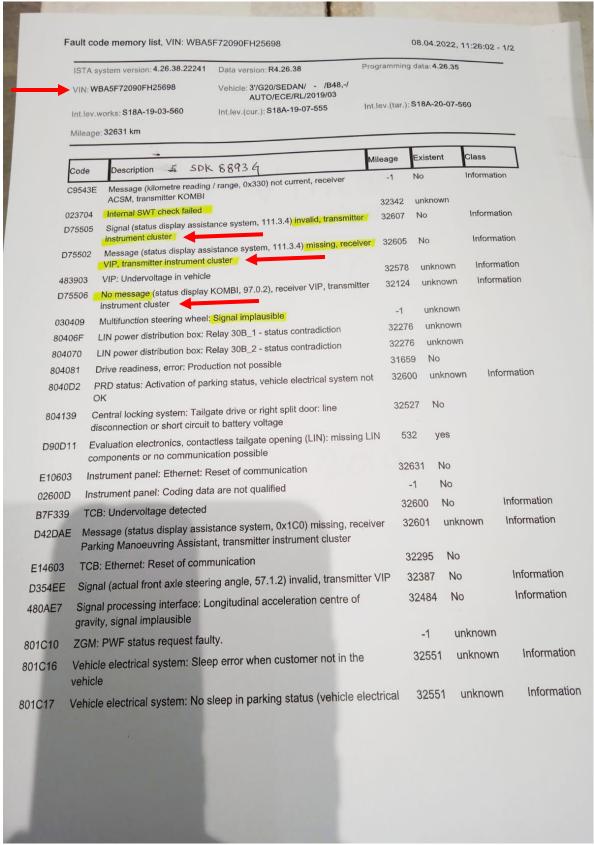


**Photo 5** shows the general view of the interior portion of the Insured Vehicle at the time of our inspection. The interior portion is observed to be unaffected and by any signs of accident.



**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).

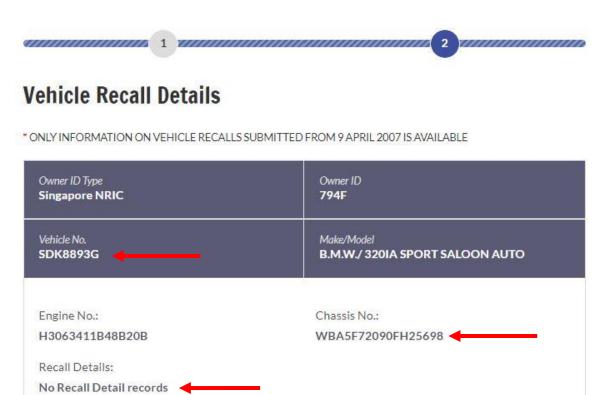


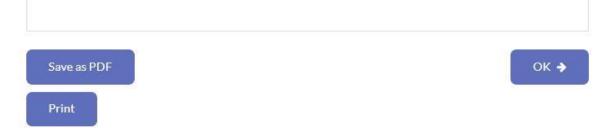


**Photo 7** shows the conducted ECU diagnosis of the Insured Vehicle at the time of our inspection. There was a few electronic error which all pointed to the driver's instrument cluster (arrowed) on the Insured Vehicle.



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.





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** 

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