

Your Ref: 6E6jYCtICM  
Our Ref : CI/III22004956/P

24<sup>th</sup> June 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 SKL 831A ON 19<sup>th</sup> April 2022**

1. We refer to your letter dated 19<sup>th</sup> April 2022 and the instructions therein.
2. Our analysis, comments and opinions with respect to the cause of abnormalities to the insured vehicle SKL 831A (herein referred to as “**Insured Vehicle**”) are set out below.

**Inspection of the Insured Vehicle**

3. The Insured Vehicle was physically inspected on 19<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.	: SKL 831A
Make / Model	: MERCEDES BENZ GLS-CLASS GLS400D AMG LINE PREMIUM
Chassis No	: W1N1679232A215394
Year of Registration	: SEP 2020
Mileage	: 15,443KM

5. The complaint on the Insured Vehicle was noted be that there will not be any boost coming from the turbo of the Insured Vehicle. There is a recommendation by the workshop to replace the engine oil pump and do an overhaul. 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 engine components 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 – 6 below.



**Photo 1** shows the mileage of the Insured Vehicle recorded at the time inspection at 15,443KM



**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 conducted ECU diagnosis of the Insured Vehicle at the time of our inspection. There was no electronic error on the Insured Vehicle.

**XENTRY**

 Mercedes-Benz

Event	Text	Status
	Name	First occurrence
	Operating hours counter	827783171
	Status 'Operating hours counter'	1

S=STORED

**N133/1 - Instrument cluster (IC)**

-✓-

Model	Part number	Supplier	Version
Hardware	167 901 88 02	Visteon	18/25 000
Software	177 902 78 15	Visteon	19/51 004
Software	177 902 79 15	Visteon	19/51 004
Software	177 902 80 15	Visteon	19/51 004
Software	177 902 81 15	Visteon	19/51 004
Software	177 902 82 15	Visteon	19/51 004
Boot software	177 904 76 01	Visteon	19/51 004
Diagnosis identifier	00440B	Control unit variant	IC177_IC_E042

**N3/9 - Motor electronics 'MRD1' for combustion engine 'OM656' (CDI)**

-f-

Model	Part number	Supplier	Version
Hardware	656 901 15 00	Bosch	19/30 001
Software	654 902 76 00	Bosch	19/28 000
Software	656 903 41 01	Bosch	19/32 000
Boot software	654 904 13 00	Bosch	17/36 001
Diagnosis identifier	001136	Control unit variant	MRD1_OM656_18A_1

Fault	Text	Status
P0299E6	The boost pressure of turbocharger 1 is too low. _	S
	Name	First occurrence
	Position of accelerator pedal	24.40%
	Development data (EnvBik_ASMod_pEGFId_0)	1.16bar
	Development data (AirCtl_dmEGRLPDes)	30.00Kg/h
	Development data (EnvBik_AirFilOutP_P)	1.00bar
	B2/5b1 (Intake air temperature sensor)	33.00°C
	Atmospheric pressure	1004hPa
	Air mass (specified value)	1717.65mg/hub
	Temperature downstream of exhaust gas recirculation cooler (low pressure) EnvBik_ApmLpEgr_Tp	58.00°C
	Battery voltage	14.6V
	Development data (EnvBik_Bpd_PDmd)	1.88bar
	B11/5 (Charge air cooler coolant temperature sensor) U630 (Valid for USA and Canada) The signal 'B11/5 (Charge air cooler coolant temperature sensor)' is registered by the component 'N127 (Drivetrain control unit)' and transmitted via the CAN bus to the control unit 'N3/9 (CDI control unit)'.	43.00°C
	B17/11 (Temperature sensor upstream of charge air cooler) U630 (Valid for USA and Canada) EnvBik_CacInTpSnsr_Tp	0.00°C
	Development data (CacOutTp_Tp)	44.00°C
	Development data (EnvBik_Cmpr1OutPSnsr_P)	1.12bar
	Operating mode	Normal mode
	Status of combustion engine	Combustion engine RUNNING
	Development data (EnvBik_DpfInTpSnsr_Tp)	235.00°C
	Development data (EnvBik_DpfPDifSnsr_PDif1)	145hPa
	On/off ratio of component 'Y85 (Exhaust gas recirculation cooler bypass switchover valve)'	0.00%
	Development data (EnvBik_EGSSig_ratLamEngineDs)	1.10
	Development data (EnvBik_Egd_RDmd)	23.41%
	Development data (EnvBik_EgrDiagPtr_RDdev)	-1.18%
	Development data (EnvBik_EgrfPosnCtl_PercSp)	59.60%
	Development data (EnvBik_EgrfPosn_Perc)	59.60%
	Development data (EnvBik_EgrvPosnCtl_PercSp)	17.60%
	Development data (EnvBik_EgrvPosn_Perc)	17.20%
	Development data (EnvBik_Eld_RFracDmd)	62.00%

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**Photo 6** shows the conducted ECU diagnosis of the Insured Vehicle at the time of our inspection. There was an electronic error which all pointed to the engine turbocharger (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 engine 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 Company	Owner ID 892D
Vehicle No. SKL831A	Make/Model MERCEDES BENZ/ GLS400D AMG LINE 4MATIC AUTO
Engine No.: 65692980108035	Chassis No.: W1N1679232A215394
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 engine oil pump and conduct an overhaul at \$8,621.30 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*  
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