

Your Ref: C02998
Our Ref : CI/III22006055/P

28th June 2022

M/s India International Insurance Pte. Ltd.

64 Cecil Street #04, #05
IOB Building
Singapore 049711

**TECHNICAL INVESTIGATION REPORT OF WARRARTY CLAIM INVOLVING
THE INSURED VEHICLE SKL 3399L ON 16th June 2022**

1. We refer to your letter dated 16th June 2022 and the instructions therein.
2. Our analysis, comments and opinions with respect to the cause of abnormalities to the insured vehicle SKL 3399L (herein referred to as “**Insured Vehicle**”) are set out below.

Inspection of the Insured Vehicle

3. The Insured Vehicle was physically inspected on 17th June 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 3399L
Make / Model	: TOYOTA APLHARD 3.5 SC AUTO
Chassis No	: GGH30-0028603
Year of Registration	: JUNE 2022
Mileage	: 116,067KM

5. The complaint on the Insured Vehicle was noted be to a faulty gearbox as the vehicle was unable to move when it was shifted into gears and the vehicle had lost its driving ability at the material time. The recommendation by the workshop to was to overhaul the gearbox. The vehicle was observed to be unaffected by any signs of accident. See photos 1 – 14 below.



Photo 1 shows the mileage of the Insured Vehicle recorded at the time inspection at 116,067KM



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 and gearbox underside portion of the Insured Vehicle at the time of our inspection. The engine and transmission underside compartment is observed to be unaffected and by any signs of accident.



Photo 6 shows the general view of the gearbox underside portion of the Insured Vehicle at the time of our inspection. The gearbox unit was is observed unaffected and by any signs of accident.

6. Upon dismantling the gearbox unit they have found damages to the clutch packs in the gearbox of the Insured Vehicle and agreed that the complained problem is from these components in the gearbox unit See photos 7 – 14 below.



Photo 7 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 8 shows the close up view of the gearbox fluid of the Insured Vehicle at the time of our inspection. We observed that gearbox fluid was observed to be without any visible contamination.



Photo 9 shows the general view of the gearbox unit of the Insured Vehicle at the time of our inspection. We observed that the gears was observed to be intact.

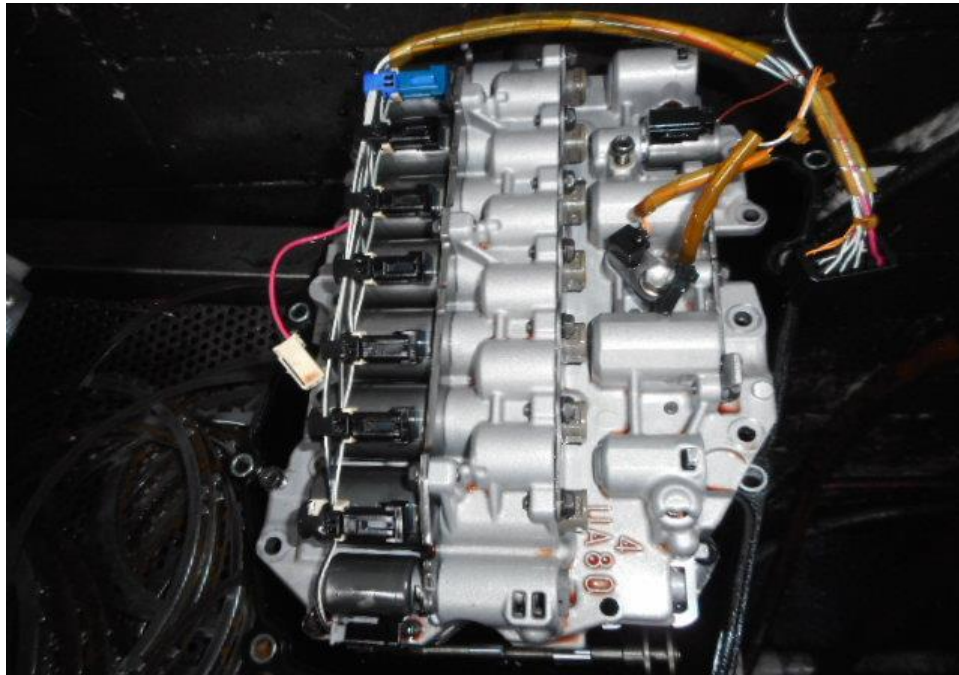


Photo 10 shows the general view of the gearbox unit of the Insured Vehicle at the time of our inspection. We observed that the valve body was observed to be intact.

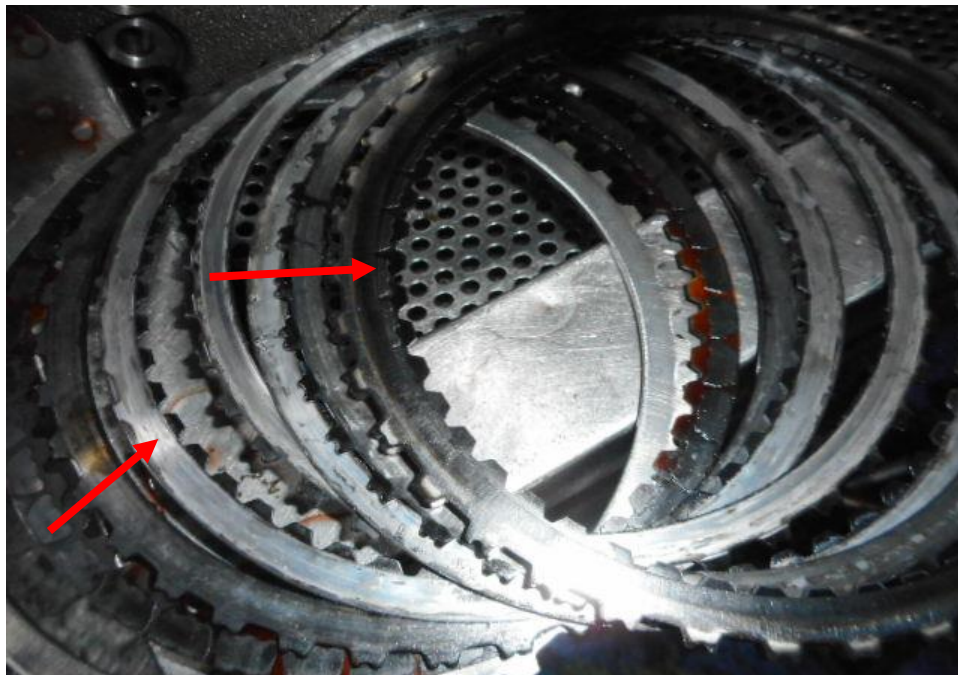


Photo 11 the general view of inside the gearbox unit of the Insured Vehicle at the time of our inspection. The clutch packs (arrowed) component in the gearbox unit is observed to be damaged with scratches and friction burnt marks on the surface on the clutch packs linings, this is the cause for the complained problems of the vehicle being unable to move despite shifting into gear on the Insured Vehicle.

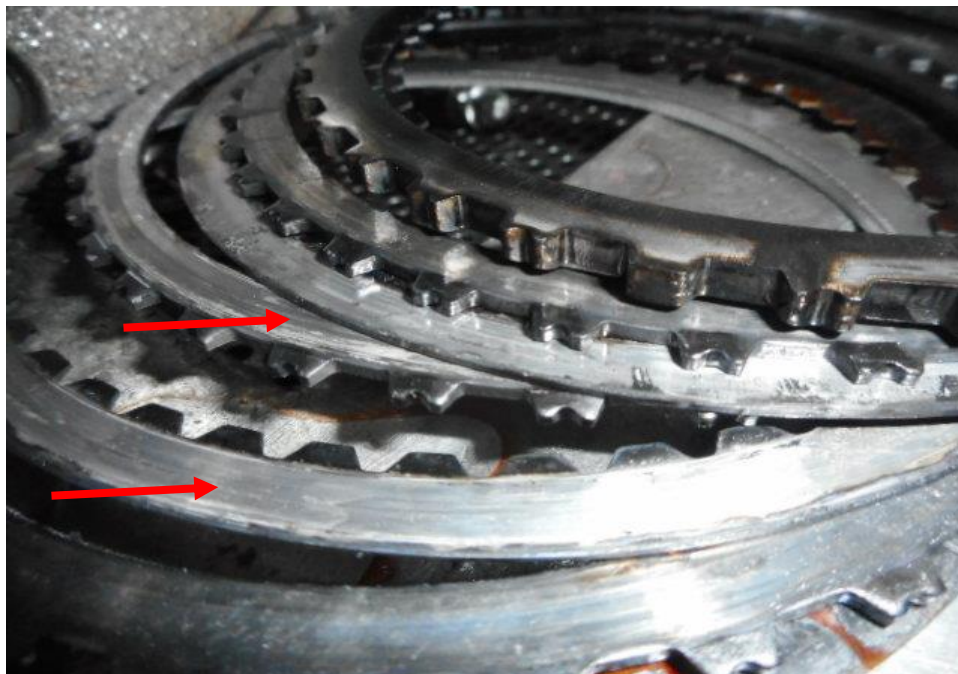


Photo 12 the close up view of inside the gearbox unit of the Insured Vehicle at the time of our inspection. The clutch packs (arrowed) component in the gearbox unit is observed to be damaged with scratches and friction burnt marks on the surface on the clutch packs linings, this is the cause for the complained problems of the vehicle being unable to move despite shifting into gear on the Insured Vehicle.

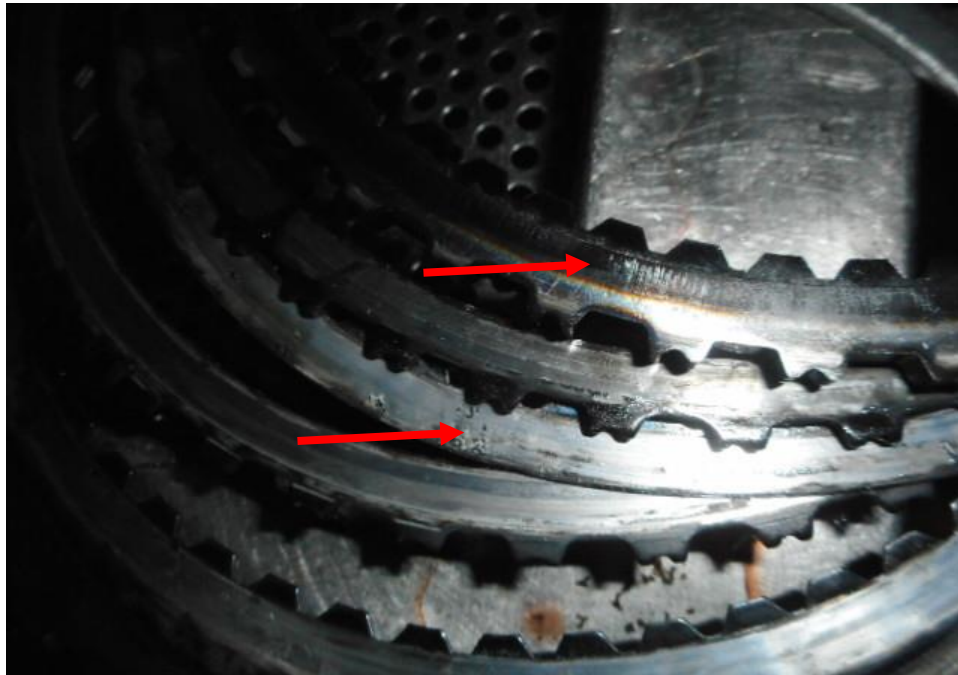


Photo 13 the close up view of inside the gearbox unit of the Insured Vehicle at the time of our inspection. The clutch packs (arrowed) component in the gearbox unit is observed to be damaged with scratches and friction burnt marks on the surface on the clutch packs linings, this is the cause for the complained problems of the vehicle being unable to move despite shifting into gear on the Insured Vehicle.

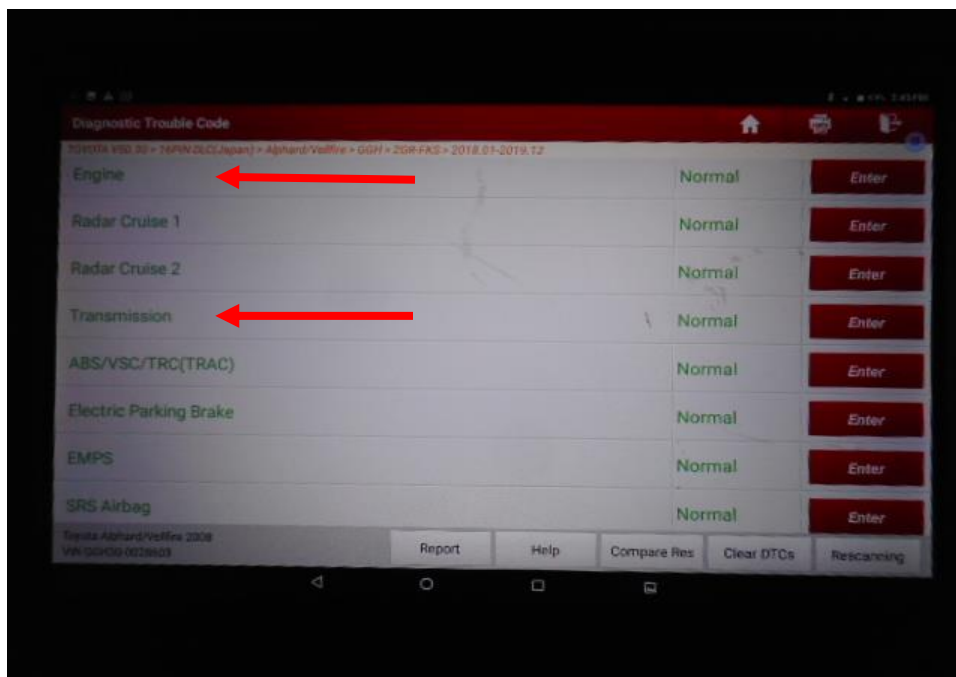


Photo 14 shows the conducted OBD diagnosis report of the Insured Vehicle at the time of our inspection. There was no electronic error on engine and gearbox/transmission system of the Insured Vehicle (arrowed).

7. Our checks with both local and international bodies and associations had also revealed that at the time of writing this report, there was manufacturer recalls to the engine unit of the Insured Vehicle. However, 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 unit 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 494G ←
Vehicle No. SKL3399L ←	Make/Model TOYOTA/ ALPHARD 3.5SC AUTO
Engine No.: 2GRK655186	Chassis No.: GGH300028603 ←

Recall Details

Recall No.: R2021071017		^
Manufacturer Recall Date: 07 Jul 2021	Estimated Completion Year of Recall: 2022	
Brief Description (As Provided by Motor Dealer): Due to inappropriate software programming for the idling stop function and insufficient heat insulation of the battery, the battery may deteriorate abnormally if the engine is left idling frequently over prolong period. ←	Date Rectified: -	
Hotline Information: VINCAR PTE LTD(MR.ELVYN ENG) at 64721119		
For more details, contact VINCAR PTE. LTD.		

Recall details. Shows the vehicle recall results retrieved from LTA's website. There was recalls regarding the engine unit on the Insured Vehicle.

Recall No.: R2020060872


Manufacturer Recall Date:

05 Mar 2020

Estimated Completion Year of Recall:

2022

Brief Description (As Provided by Motor Dealer):

Due to the manufacturing process of the impeller in the low-pressure fuel pump, it may causes the fuel pump to become inoperative. 

Date Rectified:

-

Hotline Information:

VINCAR PTE LTD (MR. ELVYN ENG) at
64721119

For more details, contact VINCAR PTE. LTD.

Recall No.: R2019110779


Manufacturer Recall Date:

31 Oct 2019

Estimated Completion Year of Recall:

2021

Brief Description (As Provided by Motor Dealer):

Due to an inappropriate engine charging control program in vehicles with idling stop system, the battery may deteriorate if the engine is left idling frequently for prolong periods. 

Date Rectified:

-

Hotline Information:

VINCAR PTE. LTD. at 64721119

For more details, contact VINCAR PTE. LTD.

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Recall details. Shows the vehicle recall results retrieved from LTA's website. There was recalls regarding the engine unit on the Insured Vehicle.

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. Our investigations had also revealed that at the time of writing this report, there is no manufacturer recall to similar make and model vehicle as the Insured Vehicle that may possibly be related to this incident on the gearbox unit.
10. The recommendation to overhaul the Auto gearbox unit and replace the clutch set at \$6,826.60 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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