

Your Ref: MTS2022D0003130/DT
Our Ref : CI/III22006146/P

28th 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 SJW 757K ON 27th June 2022**

1. We refer to your letter dated 27th June 2022 and the instructions therein.
2. Our analysis, comments and opinions with respect to the cause of abnormalities to the insured vehicle SJW 757K (herein referred to as “**Insured Vehicle**”) are set out below.

Inspection of the Insured Vehicle

3. The Insured Vehicle was physically inspected on 7th 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.	: SJW 757K
Make / Model	: PORSCHE CAYENNE
Chassis No	: WP1ZZZ9YZLDA59192
Year of Registration	: APR 2020
Mileage	: 41,034KM

5. The complaint on the Insured Vehicle was noted be that the centre digital instrument display would not turn on. There is a recommendation by the workshop to replace the Infotainment head unit 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 41,034KM



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 interior portion of the Insured Vehicle at the time of our inspection. The Insured Vehicle's interior 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 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) would remained on after the vehicle's engine is turned on as compared to the centre display panel which did not turn on at all (yellow arrow).

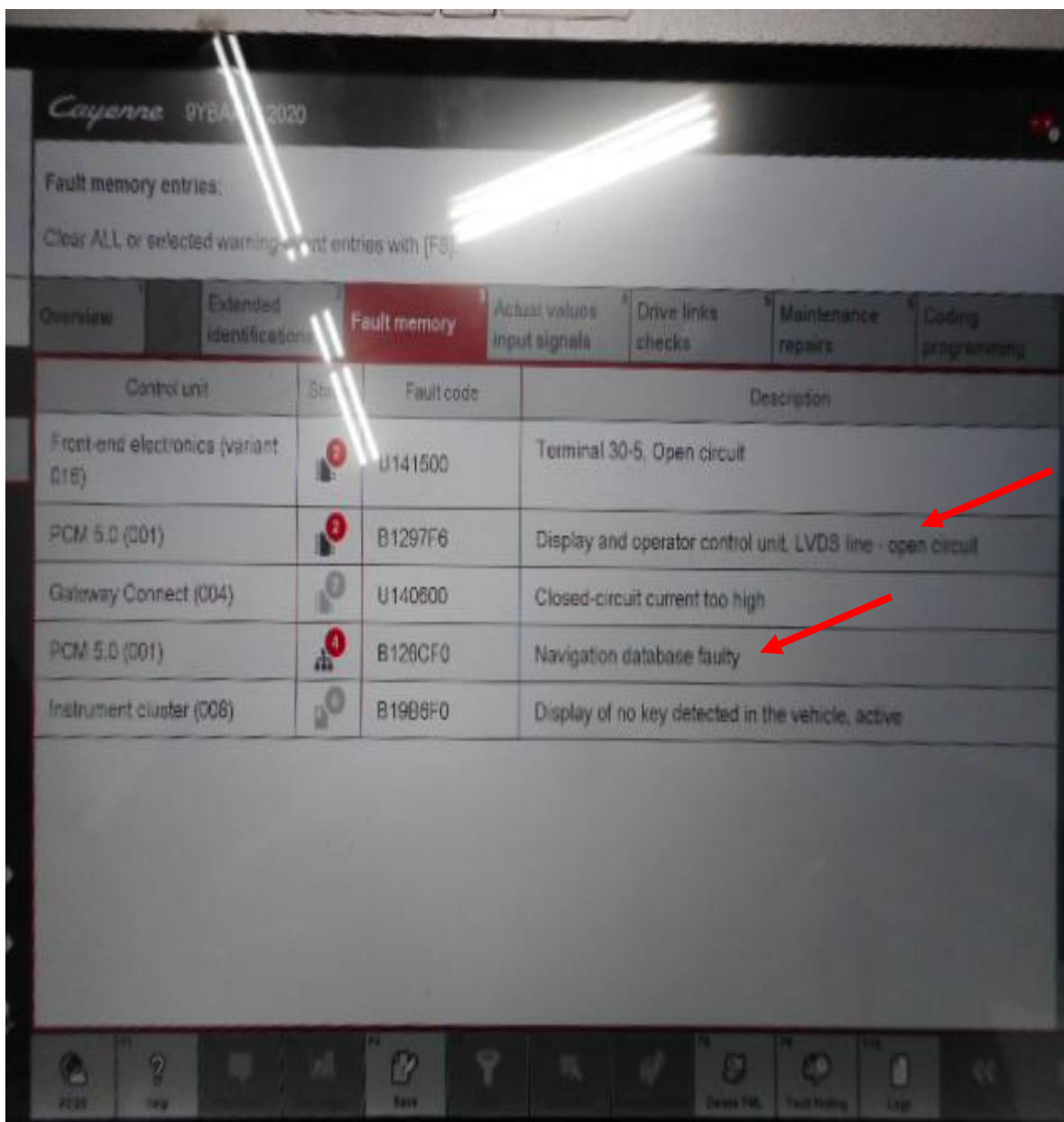


Photo 6 shows the conducted ECU diagnosis of the Insured Vehicle at the time of our inspection. There was a few electronic error which all pointed to the centre infotainment head unit cluster (arrowed) on the Insured Vehicle.

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 994E
Vehicle No. SJW757K ←	Make/Model PORSCHE/ CAYENNE V6 TIPTRONIC
Engine No.: DCB155115	Chassis No.: WP1ZZZ9YZLDA59192 ←
Recall Details: No Recall Detail records ←	

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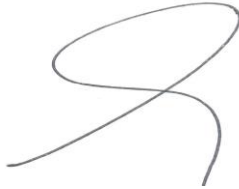
Recall details. Shows the vehicle recall results retrieved from LTA's website. There was no recall on the Insured Vehicle at the time of incident.

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, capped at \$3,000 for claims is justifiable as all the relevant checks has been conducted.



Sherwin Beh
Technical Investigator



Ang Bryan Tani
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Technical Investigation & Reconstructionist (SAE-A)

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