

Your Ref: rq3ljfqn0s 26th August 2022

Our Ref: CI/III22008276/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 SKE 9368Z ON 4th August 2022

- 1. We refer to your letter dated 4th August 2022 and the instructions therein.
- Our analysis, comments and opinions with respect to the cause of abnormalities to the insured vehicle SKE 9368Z (herein referred to as "Insured Vehicle") are set out below.

Inspection of the Insured Vehicle

- 3. The Insured Vehicle was physically inspected on 4th August 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. : SKE 9368Z

Make / Model : MERCEDES BENZ GLE450 4MATIC M-HYBRID

Chassis No : W1N1671592A409936

Year of Registration : JULY 2021 Mileage : 24,851KM

5. The complaint on the Insured Vehicle was noted be that the digital infotainment 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 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 24,851KM



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.

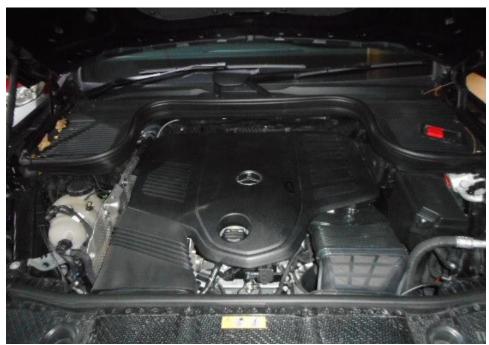


Photo 3 shows the general view of the engine portion of the Insured Vehicle at the time of our inspection. The engine compartment is observed to be unaffected by any signs of accident.

 $51~\text{UBI AVE 1,} \#01\text{-}25~\text{PAYA UBI INDUSTRIAL PARK,} \text{SINGAPORE 408933} \ \text{TEL}: (065)~62563561 \ \text{FAX}: (065)~67414108$



Photo 4 shows the chassis number of the Insured Vehicle at the time of our inspection.

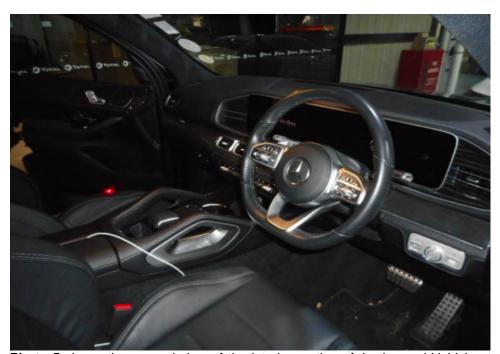
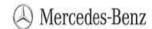


Photo 5 shows the general view of the interior portion of the Insured Vehicle at the time of our inspection. The interior portion is observed to be unaffected and by any signs of accident.



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

XENTRY



Initial quick test log

Model series	GLE (167) / 167.159
MB workshop	• •••
Vehicle identification number	W1N1671592A409936
Steering variant	Right-hand drive vehicle
Main odometer reading	24851.8km SKE 9368 Z
Software version	31.8.2.0 v4
Data status	DVD 06/2022
Battery voltage	12.7V
Hardware ID	4021217764FD
Application ID	252
Time of guick test creation	04.08.2022 18:19:58

XENTRY system number PC0JR41B

No need for commissioning of the Secure Onboard Communication was detected.

Installed add-on versions: 5225, 5226, 22869, 22915, 23057, 23058, 23134, 23143, 23152, 23167, 23169, 23170, 23171, 23172, 23173, 23174, 23175, 23176, 23177, 23178, 23179, 23180, 23181, 23182, 23183, 23184, 23185, 23187, 23188, 23189, 23190, 23191, 23193, 23194, 23195, 23197, 23199, 23200, 23202, 23204, 23208, 23209, 23212, 23215, 23218, 23220, 23221, 23224, 23229, 23237, 23238, 23239, 23240, 23249, 23257, 23260, 23266, 23271, 23273, 23276, 23278, 23280, 23283, 23287, 23290, 23294, 23295, 23298, 23301, 23305, 23309, 23311, 23314, 23315, 23317, 23319, 23321, 23324, 23328, 23331, 23332, 23334, 23336, 23339, 23341, 23342, 23343, 23344, 23350, 23351, 23354, 23357, 23359, 23362, 23364, 23364, 23367, 23369, 23371, 23373, 23374, 23376, 23380, 23381, 23385, 23388, 23391, 23394, 23396, 23398, 23399, 23402, 23403, 23404, 23406, 23409, 23411, 23415, 23418, 23421, 23422, 23423, 23427, 23430, 23433, 23444, 23445, 23448, 23452, 23453, 23452, 23453, 23454, 23546, 23547, 23548, 23490, 23491, 23490, 23491, 23490, 23491, 23490, 23491, 23490, 23491, 23517, 23518, 23500, 23502, 23504, 23505, 23507, 23507, 23508, 23511, 23512, 23514, 23517, 23518, 23519, 23524, 23564, 23567, 23571, 23572, 23575, 23577, 23578, 23579, 23560, 23561, 23664, 23667, 23671, 23672, 23673, 23644, 23648, 23664, 23668, 23609, 23610, 23642, 23648, 23656, 23658, 23659, 23661, 23664, 23669, 23660, 23660, 23664, 23664, 23669, 23664, 23664, 23668, 23669, 23664, 23664, 23668, 23669, 23664, 23664, 23668, 23669, 23664, 23664, 23668, 23669, 23664, 23664, 23668, 23669, 23660, 23661, 23638, 23639, 23640, 23642, 23648, 23656, 23658, 23658, 23659, 23661, 23664, 23666, 23667, 23668, 23669, 23670, 23671, 23673

N118 - Control unit 'Fuel pump' (FSCU09)			
Model	Part number	Supplier	Version
Hardware	000 901 53 03	Hella	17/30 000
Software	000 902 57 49	Hella	18/44 000
Software	000 903 07 31	Hella	18/44 000
Boot software	000 904 32 00	Hella	17/19 000
Diagnosis identifier	004508	Control unit variant	FSCM_GEN5_R18B_C508

Model	Part number	Supplier	Version
Hardware	256 901 08 00	Mitsubishi Electric	16/40 000
Software	256 902 25 01	Mitsubishi Electric	19/36 000
Software	256 903 41 01	Mitsubishi Electric	19/36 000
Boot software			16/39 000
Diagnosis identifier	000007	Control unit variant	ISG48V1_Variant_19B

N3/10 - Motor electronics 'MRG1' for combustion engine 'M256' (ME)				
Model	Part number	Supplier	Version	
Hardware	256 901 31 00	Bosch	17/13 000	
Software	256 902 30 00	Bosch	20/15 000	

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 infotainment instrument cluster (arrowed) on the Insured Vehicle.



Auto Consultants Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL: (065) 62563561 FAX: (065) 67414108

Model		Part number	Supplier		Version
Hardware		247 901 71 02	Harman / Becker		18/22 000
Software		247 902 08 09	Harman / Becker		20/20 003
Software		000 902 62 52	Daimler		19/22 000
Software		000 902 70 52	Daimler		19/29 000
Boot software					20/20 003
Diagnosis identifies		000000	0 1 1 1 1		
Diagnosis identifier		000900	Control unit variant		HERMES_Hermes_Fresh
					p2
A105 - Toucl	npad (TPAD)			
Model		Part number	Supplier		Version
Hardware		247 901 42 02	Marquardt		17/42 000
Software		247 902 35 01	Marquardt		17/42 000
Boot software			***		17/29 000
Diagnosis identifier		003101	Control unit variant		TPAD6 TPAD6 01
			Control unit Variant		TPADO_TPADO_01
N22/1 - Air c	onditioning	(AAC)			
Model		Part number	Supplier		Version
Hardware		000 901 97 06	Hella		17/40 001
Software		000 902 17 59	Hella		20/04 000
Boot software			***		16/04 003
Diagnosis identifier		008239	Control unit variant		HVAC222_HVAC_HSW17
ICO Danti		ADIO			
N62 - Parkin	g system (P				
Model Hardware		Part number	Supplier		Version
		000 901 83 11	Valeo		19/20 000
Software		000 902 35 75	Valeo		20/30 000
Boot software					17/51 000
Diagnosis identifier		006790	Control unit variant		PARKMAN213_Parkman
-	-				06790
Event U014786	Communication w	with the control unit 'Head	unit' has a malfunction. There	is an income at alone	Status A+S
0014700	Name	viui ule colluoi dilit. Head i	unit has a mailunction. There		
		1		First occurrence	Last occurrence
	Frequency coun				255.00
	Main odometer r			24480.00km	24848.00km
	Number of igniti	on cycles since the last	occurrence of the fault		0.00
				A-	S=CURRENT and STORE
N69/1 - Left f	ront door (D				
Model		Part number	Supplier		Version
lardware		213 901 02 08	Temic		16/20 000
Software		167 902 83 06	Temic		19/17 000
Boot software			***		16/10 000
		020418	Control unit variant		DMFL222_MOPF_DM222
Diagnosis identifier					MOPF_R23_167_R14
Diagnosis identifier					
	front door	(DCU-RF)			
N69/2 - Right	front door	(DCU-RF)	Supplier		
N69/2 - Right	front door	Part number	Supplier Temic		Version
N69/2 - Right Nodel Nardware	front door	Part number 213 901 06 08	Temic		Version 16/20 000
N69/2 - Right Model Hardware Boftware	front door	Part number			Version 16/20 000 19/17 000
N69/2 - Right Model Hardware Software	front door	Part number 213 901 06 08 167 902 83 06	Temic Temic 		16/20 000 19/17 000 16/10 000
N69/2 - Right Model Hardware Hoftware	front door	Part number 213 901 06 08 167 902 83 06	Temic Temic		Version 16/20 000 19/17 000 16/10 000 DMFR222_MOPF_DM222
169/2 - Right lodel ardware oftware oot software	front door	Part number 213 901 06 08 167 902 83 06	Temic Temic 		Version 16/20 000 19/17 000 16/10 000

Photo 8 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 infotainment instrument cluster (arrowed) on the Insured Vehicle.

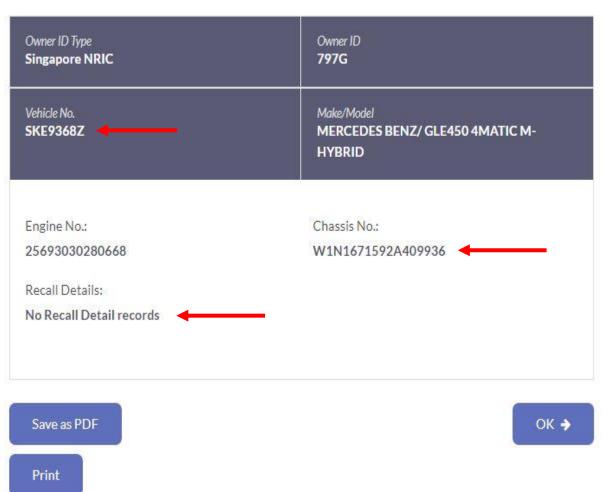


7. Our checks with both local and international bodies and associations had also revealed that at the time of writing this report, there is no manufacturer recall of similar make and model vehicle as the Insured Vehicle that may possibly be related to abnormalities being originated from the steering 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



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 \$2,824.80 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)

DISCLAIMER OF LIABILITY TO THIRD PARTIES:- This Report is made solely for the use and benefit of the Client named on the front page of this Report. No liability or responsibility whatsoever, in contract or tort, is accepted to any third party who may rely on the Report wholly or in part. Any third party acting or relying on this Report, in whole or in part, does so at his or her own risk.