

Your Ref: rq3ljfq0s
Our Ref : CI/III22008276/P

26th August 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 SKE 9368Z ON 4th August 2022**

1. We refer to your letter dated 4th August 2022 and the instructions therein.
2. 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.



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
Software version	31.8.2.0_v4
Data status	DVD 06/2022
Battery voltage	12.7V
Hardware ID	4021217764FD
Application ID	252
Time of quick test creation	04.08.2022 18:19:58

XENTRY system number	PC0JR41B
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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, 23254, 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, 23338, 23339, 23341, 23342, 23343, 23344, 23350, 23351, 23354, 23357, 23359, 23362, 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, 23434, 23435, 23437, 23438, 23440, 23441, 23443, 23447, 23449, 23452, 23453, 23455, 23458, 23462, 23463, 23466, 23468, 23470, 23481, 23484, 23485, 23489, 23490, 23493, 23495, 23496, 23498, 23500, 23502, 23504, 23505, 23507, 23508, 23510, 23511, 23512, 23514, 23517, 23518, 23519, 23524, 23526, 23528, 23531, 23533, 23534, 23536, 23538, 23540, 23541, 23543, 23544, 23546, 23547, 23548, 23556, 23557, 23559, 23560, 23561, 23564, 23567, 23571, 23572, 23575, 23577, 23578, 23579, 23580, 23583, 23585, 23587, 23591, 23592, 23597, 23599, 23600, 23602, 23603, 23606, 23608, 23609, 23610, 23612, 23613, 23614, 23616, 23617, 23618, 23620, 23621, 23623, 23624, 23625, 23631, 23634, 23635, 23636, 23638, 23639, 23640, 23642, 23648, 23656, 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	

N129 - Integrated starter alternator (ISA)				-✓-
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.

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 identifier	000900	Control unit variant	HERMES_Hermes_FreshUp2

A105 - Touchpad (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

N22/1 - Air conditioning (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

N62 - Parking system (PARK) -i-

Model	Part number	Supplier	Version
Hardware	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_006790

Event	Text	Status
U014786	Communication with the control unit 'Head unit' has a malfunction. There is an incorrect signal.	A+S
	Name	First occurrence
	Frequency counter	255.00
	Main odometer reading	24480.00km
	Number of ignition cycles since the last occurrence of the fault	0.00

A+S=CURRENT and STORED

N69/1 - Left front door (DCU-LF) -√-

Model	Part number	Supplier	Version
Hardware	213 901 02 08	Temic	16/20 000
Software	167 902 83 06	Temic	19/17 000
Boot software	---	---	16/10 000
Diagnosis identifier	020418	Control unit variant	DMFL222_MOPF_DM222_MOPF_R23_167_R14

N69/2 - Right front door (DCU-RF) -√-

Model	Part number	Supplier	Version
Hardware	213 901 06 08	Temic	16/20 000
Software	167 902 83 06	Temic	19/17 000
Boot software	---	---	16/10 000
Diagnosis identifier	020418	Control unit variant	DMFR222_MOPF_DM222_MOPF_R23_167_R14

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

Owner ID Type Singapore NRIC	Owner ID 797G
Vehicle No. SKE9368Z ←	Make/Model MERCEDES BENZ/ GLE450 4MATIC M-HYBRID
Engine No.: 25693030280668	Chassis No.: W1N1671592A409936 ←
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 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)

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