

## Celine Fong (LKKAuto)

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**From:** Dallas Yee <Dallas.Yee@eurokars.com.sg>  
**Sent:** Wednesday, 21 September 2022 3:07 PM  
**To:** Bryan Ang (LKKAuto)  
**Cc:** Raymond Liu  
**Subject:** RE: Accident during Test Drive SMG5349X

Hi Bryan,

Thank you for your prompt reply.

Regards!

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### **Eurokars Habitat Pte Ltd.**

MINI Dealer  
Dallas Yee  
Service Manager

27 Leng Kee Road  
Singapore 159098

Tel.: +65-6551-5509

Mail: [dallas.yee@eurokars.com.sg](mailto:dallas.yee@eurokars.com.sg)

Web: [www.mini.com.sg](http://www.mini.com.sg)

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Eurokars Group  
Registered in Singapore  
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**From:** Bryan Ang (LKKAuto) <bryanang@lkkauto.com>  
**Sent:** 21 September 2022 2:58 PM  
**To:** Dallas Yee <Dallas.Yee@eurokars.com.sg>  
**Cc:** Raymond Liu <raymond.liu@eurokars.com.sg>  
**Subject:** RE: Accident during Test Drive SMG5349X

Hi Dallas

My comments in yellow.

Best Regards,

**Bryan Ang**

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: [bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Dallas Yee <[Dallas.Yee@eurokars.com.sg](mailto:Dallas.Yee@eurokars.com.sg)>  
**Sent:** Wednesday, 21 September 2022 1:50 pm  
**To:** Bryan Ang (LKKAuto) <[bryanang@lkkauto.com](mailto:bryanang@lkkauto.com)>  
**Cc:** Raymond Liu <[raymond.liu@eurokars.com.sg](mailto:raymond.liu@eurokars.com.sg)>

**Subject:** RE: Accident during Test Drive SMG5349X

**Importance:** High

Dear Bryan,

Your assistance is needed to go through the below process to see whether it is correct and feel free to add anything that I have missed out. For your information, our customer is a solicitor, hence we have to be precise on our reply to him.

Dear Mr. Kumar,

We refer to the tele-conversion during lunch time today, I spoke to LKK to have the clarity on their survey report.

1. We had furnished to LKK the same estimate that adjuster from the insurance company had adjusted to LKK.
2. LKK had already inspected the car as the state of accident without any repair work carryout.
3. LKK surveyor physically inspected your MINI against our estimate and found no further parts to be recommended for replacement.
4. For hidden parts that can only be seen after removal of some parts, LKK has instructed our colleagues in Eurokars Services Pte Ltd to call them once all the damaged parts recommended to be replaced have been removed.
5. LKK will go to Eurokars Services Pte Ltd to carryout 2<sup>nd</sup> inspection. During the 2<sup>nd</sup> inspection, LKK will inspect your MINI and instruct us on additional parts replacement (if any). With this, if there are any additional parts recommended by LKK, we will contact Liberty adjuster on the supplementary estimate recommended by LKK and seek for approval.
6. During the repair, At different stages of the repair, LKK will visit Eurokars Services Pte Ltd to witness check on our repair process.
7. Once the repair is completed, LKK will conduct another round of inspection to ensure the repair and replacement work are carried out to manufacturer's guidelines standards.
8. LKK will also carry out a mechanical inspection of your Mini to check whether there is any mechanical issue and/or abnormality to the various operating systems of your Mini.
9. Your car will be sent to STA/VICOM for chassis alignment test and result will be furnished to LKK.

LKK will furnished 2 reports stating step 1 to step 8 to us and a copy will be given to you.

Regards!

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**Eurokars Habitat Pte Ltd.**

MINI Dealer

Dallas Yee

Service Manager

27 Leng Kee Road

Singapore 159098

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