

Your Ref: MTS2022D0006273
Our Ref : CI/III22011700/P

21st November 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 SKM 2904E ON 31st October 2022**

1. We refer to your letter dated 31st October 2022 and the instructions therein.
2. Our analysis, comments and opinions with respect to the cause of abnormalities to the insured vehicle SKM 2904E (herein referred to as “**Insured Vehicle**”) are set out below.

Inspection of the Insured Vehicle

3. The Insured Vehicle was physically inspected on 2nd November 2022 at the premises of Elite Autocare Club Pte Ltd located at 25 Kaki Bukit Road, #01-37 Synergy@KB, Singapore 568047
4. A physical inspection was carried out to the Insured Vehicle where the following general information was recorded:-

Vehicle Registration No.	: SKM 2904E
Make / Model	: 118i AT ABS D/AIRBAG 2WD HID 5DR
Chassis No	: WBA1A32010E639410
Year of Registration	: DEC 2011
Mileage	: 154,132KM

5. The complaint on the Insured Vehicle was noted be that will engine will vibrate and engine drive train error will be lighted up. There is a recommendation by the workshop to replace vehicle Engine Control Unit (ECU). The vehicle was observed to be unaffected by any signs of accident. During our inspection, a test drive was conducted on the vehicle and the engine of the vehicle was unable to produced engine power and the engine drive train error was lighted up.

6. Prior to our inspection, the workshop had informed us that they had already replaced the various components like the high/low pressure fuel pump, fuel injectors, fuel pressure control valves and also conducted check of the components and the electrical systems of the vehicle Engine Control Unit (ECU) and visually all components was intact without any damage and however, during our inspection the issue was still not resolved during our inspection checks to the Insured Vehicle. See photos 1 – 9 below.



Photo 1 shows the mileage of the Insured Vehicle recorded at the time inspection at 154,132KM



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.



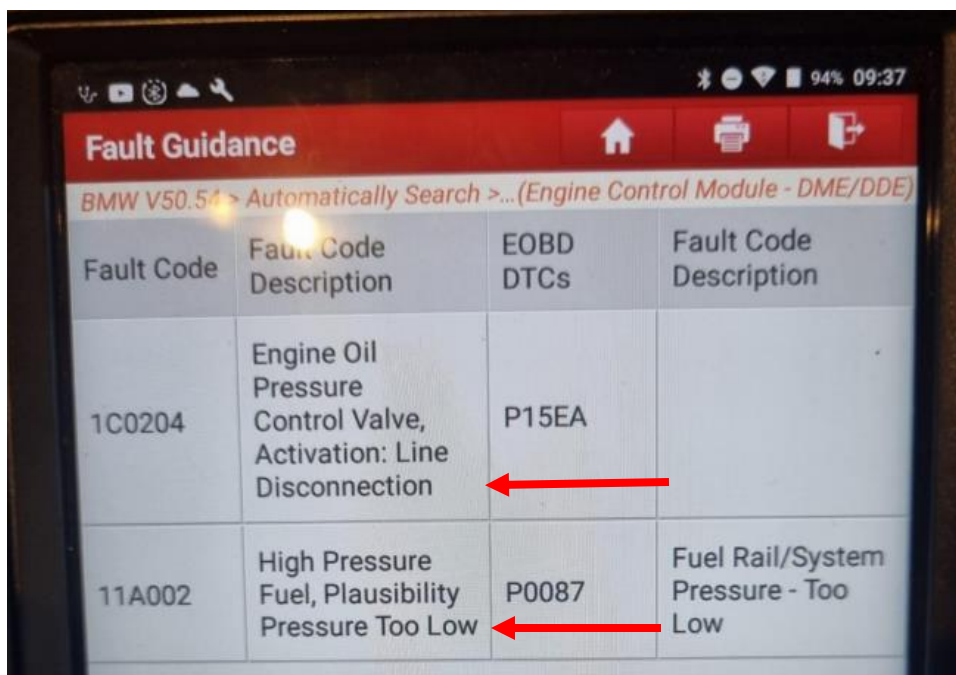
Photo 4 shows the chassis number of the Insured Vehicle at the time of our inspection.



Photo 5 shows the general view of the vehicle electrical control unit (ECU) (arrowed) in the engine compartment portion which was mounted onto the engine of the Insured Vehicle at the time of our inspection. The vehicle electrical control unit is observed to be unaffected and by any signs of accident.



Photo 6 shows the conducted ECU diagnosis of the Insured Vehicle at the time of our inspection. There was an engine drivetrain error (arrowed) on the Insured Vehicle and the engine was not producing sufficient engine power during our test drive.



Fault Code	Fault Code Description	EOBD DTCs	Fault Code Description
1C0204	Engine Oil Pressure Control Valve, Activation: Line Disconnection	P15EA	
11A002	High Pressure Fuel, Plausibility Pressure Too Low	P0087	Fuel Rail/System Pressure - Too Low

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 engine oil pressure control valve and low pressure for the high pressure fuel line (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 Engine Control 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 Singapore NRIC	Owner ID 015B ←
Vehicle No. SKM2904E ←	Make/Model B.M.W./ 118i AT ABS D/AIRBAG 2WD HID 5DR
Engine No.: A390J083N13B16A	
Chassis No.: WBA1A32010E639410	
Recall Details: No Recall Detail records ←	

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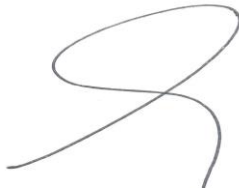
Recall details. Shows the vehicle recall results retrieved from LTA's website. There was no recall on the Insured Vehicle at the time of incident.

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 Engine Control Unit at \$4,772.20 is justifiable as all the relevant checks has been conducted.



Sherwin Beh
Technical Investigator



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