

FW: FW: [EXTERNAL] - Re: MTS2022D0006273 - Re: Warranty Claims for SKM2904E

Dhanya B.Purushothaman <Dhanya@iii.com.sg>

Tue 22/11/2022 12:09 PM

To: Sherwin Beh (LKK Auto) <SherwinBeh@lkkauto.com>

Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Claims CarServ <claims@carserv.sg>; Manivel Priyadarshini <manivel@iii.com.sg>

Dear Sherwin,

As requested, NRIC of the owner is in the below email.

Regards

Dhanya

From: Claims CarServ <claims@carserv.sg>

Sent: Tuesday, 22 November 2022 12:03 pm

To: Dhanya B.Purushothaman <Dhanya@iii.com.sg>

Cc: Sherwin Beh (LKK Auto) <SherwinBeh@lkkauto.com>

Subject: Re: FW: [EXTERNAL] - Re: MTS2022D0006273 - Re: Warranty Claims for SKM2904E

Hi Dhanya,

Please be inform owner NRIC:S8636015B.

Thank you.

K.L

On Mon, 21 Nov 2022 at 17:18, Dhanya B.Purushothaman <Dhanya@iii.com.sg> wrote:

Dear KL,

Please help to get the NRIC of the owner please.

Regards

Dhanya

From: Sherwin Beh (LKK Auto) <SherwinBeh@lkkauto.com>

Sent: Monday, 21 November 2022 5:11 pm

To: Dhanya B.Purushothaman <Dhanya@iii.com.sg>

Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Manivel Priyadarshini <manivel@iii.com.sg>; Claims CarServ <claims@carserv.sg>

Subject: Re: [EXTERNAL] - Re: MTS2022D0006273 - Re: Warranty Claims for SKM2904E

Hello Dhanya

May i have the owner's NRIC to check for LTA records?

Best Regards,

Sherwin Beh | Technical Investigator

LKK Auto Consultants

Office: 6256 3561 | Email: SherwinBeh@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 | S(408933)

From: Dhanya B.Purushothaman <Dhanya@iii.com.sg>

Sent: Monday, 14 November 2022 10:37 am

To: Sherwin Beh (LKK Auto) <SherwinBeh@lkkauto.com>

Cc: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Manivel Priyadarshini <manivel@iii.com.sg>; Claims CarServ <claims@carserv.sg>

Subject: RE: [EXTERNAL] - Re: MTS2022D0006273 - Re: Warranty Claims for SKM2904E

Dear Sherwin,

Can we have the survey report for this vehicle please.

Regards

Dhanya

From: Claims CarServ <claims@carserv.sg>

Sent: Friday, 11 November 2022 8:00 am

To: Dhanya B.Purushothaman <Dhanya@iii.com.sg>

Cc: Sherwin Beh (LKK Auto) <SherwinBeh@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Manivel Priyadarshini <manivel@iii.com.sg>

Subject: [EXTERNAL] - Re: MTS2022D0006273 - Re: Warranty Claims for SKM2904E

Hi Dhanya,

Kindly refer to attached claims documents for your reference.

For your necessary action please.

Thank you with regards.

Yours Sincerely

K.L

For

Carserv

[138 Robinson Road](#) Oxley Tower

#29-02

Singapore 068906

On Mon, Oct 31, 2022 at 2:20 PM Dhanya B.Purushothaman <Dhanya@iii.com.sg> wrote:

Dear Sherwin,

Kindly arrange for the survey of this vehicle please.

Regards

Dhanya

From: Claims CarServ <claims@carserv.sg>
Sent: Monday, 31 October 2022 1:13 pm
To: Dhanya B.Purushothaman <Dhanya@iii.com.sg>
Cc: Manivel Priyadarshini <manivel@iii.com.sg>
Subject: Re: FW: [EXTERNAL] - Re: Warranty Claims for SKM2904E

Hi Dhanya & Priya,

Good day to you.

For this vehicle, LKK requires your good company to drop them an email then they can go down to survey the vehicle.

Can you please assist.

Thank you.

Yours Sincerely

K.L

For

Carserv

[138 Robinson Road](#) Oxley Tower

#29-02

Singapore 068906

On Tue, Oct 25, 2022 at 12:17 PM Claims CarServ <claims@carserv.sg> wrote:

Hi Dhanya,

Should be 4th Oct 2022.

However no documents were submitted yet.

Thank you with regards.

Yours Sincerely

K.L

For

Carserv

[138 Robinson Road](#) Oxley Tower

#29-02

Singapore 068906

On Tue, Oct 25, 2022 at 9:41 AM Dhanya B.Purushothaman <Dhanya@iii.com.sg> wrote:

Morning K L,

May we know the DOA for this claim please.

Regards

Dhanya

From: Claims CarServ <claims@carserv.sg>
Sent: Tuesday, 18 October 2022 11:43 am
To: Manivel Priyadarshini <manivel@iii.com.sg>
Cc: Dhanya B.Purushothaman <Dhanya@iii.com.sg>
Subject: Re: FW: [EXTERNAL] - Re: Warranty Claims for SKM2904E

Hi Priya,

Noted with thanks,

I shall get the Authorised Workshop to contact III survey firm.

Thank you.

Yours Sincerely

K.L

For

Carserv

[138 Robinson Road](#) Oxley Tower

#29-02

Singapore 068906

On Tue, Oct 18, 2022 at 11:41 AM Manivel Priyadarshini <manivel@iii.com.sg> wrote:

Dear K L,

Lets us have the claim amount ? if greater than \$2500.00 need to assign survey.

If case if the workshop is unable to ascertain the damage parts , please assign our panel surveyor Admin A admin-a@lkkauto.com .

Thank You

Best Regards,

Priya Manivel

Motor & Work Injury Claims Department

India International Insurance Pte Ltd

[64 Cecil Street, #04/#05 IOB Building, Singapore 049711](#)

[Tel:63476100,Ext-284](#)



From: Claims CarServ <claims@carserv.sg>

Sent: Tuesday, 18 October 2022 11:30 am

To: Manivel Priyadarshini <manivel@iii.com.sg>

Cc: Dhanya B.Purushothaman <Dhanya@iii.com.sg>

Subject: Re: FW: [EXTERNAL] - Re: Warranty Claims for SKM2904E

Hi Priya,

Below are the Breakdown of Diagnostics for SKM2904E:

Owner complains of shuddering and vibration when cold start. Diagnostics indicated Fuel system Pressure too low. Data stream indicates 0mPa at rail pressure. See attachment.

Suspected the ECU/DME that is controlling the Quantity Control Valve is not functioning properly.

A New ECU/DME from AGENT may cost in excess of \$3000 not inclusive of Programing and Labour. Seeking advise on way ahead and to seek approval to proceed with subsequent replacement of DME.

Yours Sincerely

K.L

For

Carserv

[138 Robinson Road](#) Oxley Tower

#29-02

Singapore 068906

On Tue, Oct 18, 2022 at 11:28 AM Claims CarServ <claims@carserv.sg> wrote:

Hi Priya,

After clarification, this vehicle is only claiming ECU/DME.

The rest of the parts stated in the email is explaining the EUC/DME causing the rest of the parts not functioning properly.

Thank you.

Yours Sincerely

K.L

For

Carserv

[138 Robinson Road](#) Oxley Tower

#29-02

Singapore 068906

On Thu, Oct 13, 2022 at 5:03 PM Manivel Priyadarshini <manivel@iii.com.sg> wrote:

Dear K L,

We refer to our telephone conversation,

Please check with the workshop for the claiming parts and revert to us.

Thank You

Best Regards,

Priya Manivel

Motor & Work Injury Claims Department

India International Insurance Pte Ltd

[64 Cecil Street, #04/#05 IOB Building, Singapore 049711](#)

[Tel:63476100,Ext-284](#)



From: Claims CarServ <claims@carserv.sg>

Sent: Thursday, 13 October 2022 11:59 am

To: Dhanya B.Purushothaman <Dhanya@iii.com.sg>; Manivel Priyadarshini <manivel@iii.com.sg>

Subject: [EXTERNAL] - Re: Warranty Claims for SKM2904E

Hi Priya and Dhanya,

From my understanding ECU is covered under the policy.

Can you kindly please confirm again.

Yours Sincerely

K.L

For

Carserv

[138 Robinson Road](#) Oxley Tower

#29-02

Singapore 068906

On Tue, Oct 4, 2022 at 6:32 PM Claims CarServ <claims@carserv.sg> wrote:

Hi Dhanya,

Kindly refer below email for your attention.

Please advise the necessary action.

Do you need to send a surveyor to survey this vehicle?

Await for your reply.

Thank you with regards.

Yours Sincerely

K.L

For

Carserv

[138 Robinson Road](#) Oxley Tower

#29-02

Singapore 068906

----- Forwarded message -----

From: **Warranty MyCar** <warranty@mycar.sg>

Date: Tue, Oct 4, 2022 at 3:19 PM

Subject: Warranty Claims for SKM2904E

To: <claims@carserv.sg>

Hi Andy,

Below are the Breakdown of Diagnostics for SKM2904E:

Owner complains of shuddering and vibration when cold start. Diagnostics indicated Fuel system Pressure too low. Datastream indicates 0mPa at rail pressure. See attachment.

Steps and Process taken:

1. Replace High Pressure Fuel Pump
2. Replaced Low Pressure Fuel Pump
3. Replace Fuel Injectors
4. Replace Fuel Rail Pressure Sensor
5. Remove Chipped Module and install back Stocked wirings.

Even after replacing the above parts, all symptoms still not resolved. Suspected the DME that is controlling the Quantity Control Valve is not functioning properly.

A New DME from AGENT may cost in excess of \$3000 not inclusive of Programing and Labour. Seeking advise on way ahead and to seek approval to proceed with subsequent replacement of DME.

Regards

Eric

Manager, My Car Consultant Pte Ltd

This email is intended solely for the person to whom it has been addressed. It may contain confidential and/or legally privileged information. If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses. Therefore, we do not accept liability for any errors or omissions

in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification. If you have sent or are sending personal data, you undertake that the personal data being sent is current, complete and accurate. You understand and consent that the personal data may be processed and retained by India International Insurance Pte Ltd ("III") in line with the purposes in III's Personal Data Policy (<https://www.iii.com.sg/privacy-policy>). For third party's personal data, you undertake that you have obtained the consent from the third party and made the party aware of all matters listed in this policy by referring them to III's website. This message may contain confidential information intended only for the individual named. If you are not the named addressee, do not disseminate, distribute or copy this email. Please notify the sender immediately and delete this email from your system. Any views expressed in the email are those of the individual sender, except where the sender specifically states them to be the view of III. The information and/or comments provided or expressed in this message are not to be construed as legal advice and are not intended to replace legal advice. You should not rely on any information and/or comments provided or expressed in this message/research memorandum as legal advice. III shall not be responsible for any loss or damage arising from your reliance on any information and/or comments provided or expressed in this message."

This email is intended solely for the person to whom it has been addressed. It may contain confidential and/or legally privileged information. If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses. Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification. If you have sent or are sending personal data, you undertake that the personal data being sent is current, complete and accurate. You understand and consent that the personal data may be processed and retained by India International Insurance Pte Ltd ("III") in line with the purposes in III's Personal Data Policy (<https://www.iii.com.sg/privacy-policy>). For third party's personal data, you undertake that you have obtained the consent from the third party and made the party aware of all matters listed in this policy by referring them to III's website. This message may contain confidential information intended only for the individual named. If you are not the named addressee, do not disseminate, distribute or copy this email. Please notify the sender immediately and delete this email from your system. Any views expressed in the email are those of the individual sender, except where the sender specifically states them to be the view of III. The information and/or comments provided or expressed in this message are not to be construed as legal advice and are not intended to replace legal advice. You should not rely on any information and/or comments provided or expressed in this message/research memorandum as legal advice. III shall not be responsible for any loss or damage arising from your reliance on any information and/or comments provided or expressed in this message."

This email is intended solely for the person to whom it has been addressed. It may contain confidential and/or legally privileged information. If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses. Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification. If you have sent or are sending personal data, you undertake that the personal data being sent is current, complete and accurate. You understand and consent that the personal data may be processed and retained by India International Insurance Pte Ltd ("III") in line with the purposes in III's Personal Data Policy (<https://www.iii.com.sg/privacy-policy>). For third party's personal data, you undertake that you have obtained the consent from the third party and made the party aware of all matters listed in

this policy by referring them to III's website. This message may contain confidential information intended only for the individual named. If you are not the named addressee, do not disseminate, distribute or copy this email. Please notify the sender immediately and delete this email from your system. Any views expressed in the email are those of the individual sender, except where the sender specifically states them to be the view of III. The information and/or comments provided or expressed in this message are not to be construed as legal advice and are not intended to replace legal advice. You should not rely on any information and/or comments provided or expressed in this message/research memorandum as legal advice. III shall not be responsible for any loss or damage arising from your reliance on any information and/or comments provided or expressed in this message."

This email is intended solely for the person to whom it has been addressed. It may contain confidential and/or legally privileged information. If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses. Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification. If you have sent or are sending personal data, you undertake that the personal data being sent is current, complete and accurate. You understand and consent that the personal data may be processed and retained by India International Insurance Pte Ltd ("III") in line with the purposes in III's Personal Data Policy (<https://www.iii.com.sg/privacy-policy>). For third party's personal data, you undertake that you have obtained the consent from the third party and made the party aware of all matters listed in this policy by referring them to III's website. This message may contain confidential information intended only for the individual named. If you are not the named addressee, do not disseminate, distribute or copy this email. Please notify the sender immediately and delete this email from your system. Any views expressed in the email are those of the individual sender, except where the sender specifically states them to be the view of III. The information and/or comments provided or expressed in this message are not to be construed as legal advice and are not intended to replace legal advice. You should not rely on any information and/or comments provided or expressed in this message/research memorandum as legal advice. III shall not be responsible for any loss or damage arising from your reliance on any information and/or comments provided or expressed in this message."

This email is intended solely for the person to whom it has been addressed. It may contain confidential and/or legally privileged information. If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses. Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification. If you have sent or are sending personal data, you undertake that the personal data being sent is current, complete and accurate. You understand and consent that the personal data may be processed and retained by India International Insurance Pte Ltd ("III") in line with the purposes in III's Personal Data Policy (<https://www.iii.com.sg/privacy-policy>). For third party's personal data, you undertake that you have obtained the consent from the third party and made the party aware of all matters listed in this policy by referring them to III's website. This message may contain confidential information intended only for the individual named. If you are not the named addressee, do not disseminate, distribute or copy this email. Please notify the sender immediately and delete this email from your system. Any views expressed in the email are those of the individual sender, except where the sender specifically states them to be the view of III. The information and/or comments provided or expressed in this message are not to be construed as legal advice and are not intended to replace legal advice. You should not rely on any information and/or comments provided or expressed in this message/research memorandum as legal advice. III shall not be responsible for any loss or damage arising from your reliance on any information and/or comments provided or expressed in this message."

This email is intended solely for the person to whom it has been addressed. It may contain confidential and/or legally privileged information. If you are not the person for whom this e-mail was intended, or if this

e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses. Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification. If you have sent or are sending personal data, you undertake that the personal data being sent is current, complete and accurate. You understand and consent that the personal data may be processed and retained by India International Insurance Pte Ltd ("III") in line with the purposes in III's Personal Data Policy (<https://www.iii.com.sg/privacy-policy>). For third party's personal data, you undertake that you have obtained the consent from the third party and made the party aware of all matters listed in this policy by referring them to III's website. This message may contain confidential information intended only for the individual named. If you are not the named addressee, do not disseminate, distribute or copy this email. Please notify the sender immediately and delete this email from your system. Any views expressed in the email are those of the individual sender, except where the sender specifically states them to be the view of III. The information and/or comments provided or expressed in this message are not to be construed as legal advice and are not intended to replace legal advice. You should not rely on any information and/or comments provided or expressed in this message/research memorandum as legal advice. III shall not be responsible for any loss or damage arising from your reliance on any information and/or comments provided or expressed in this message."

--

Yours Sincerely

K.L

Carserv Pte Ltd

138 Robinson Road

Oxley Tower

#29-02

Singapore 068906

Please excuse my brevity, I reply using Ipad

This email is intended solely for the person to whom it has been addressed. It may contain confidential and/or legally privileged information. If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses. Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification. If you have sent or are sending personal data, you undertake that the personal data being sent is current, complete and accurate. You understand and consent that the personal data may be processed and retained by India International Insurance Pte Ltd ("III") in line with the purposes in III's Personal Data Policy (<https://www.iii.com.sg/privacy-policy>). For third party's personal data, you undertake that you have obtained the consent from the third party and made the party aware of all matters listed in this policy by referring them to III's website. This message may contain confidential information intended only for the individual named. If you are not the named addressee, do not disseminate, distribute or copy this email. Please notify the sender immediately and delete this email from your system. Any views expressed in the email are those of the individual sender, except where the sender specifically states them to be the view of III. The information and/or comments provided or expressed in this message are not to be construed as legal advice and are not intended to replace legal advice. You should not rely on any information and/or comments provided or expressed in this message/research memorandum as legal advice. III shall not be responsible for any loss or damage arising from your reliance on any information and/or comments provided or expressed in this message."