

Your Ref: ynYv6aQ7mh
Our Ref : CI/III22011913/P

29th 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 SMY 7674Z ON 16th November 2022**

1. We refer to your letter dated 16th November 2022 and the instructions therein.
2. Our analysis, comments and opinions with respect to the cause of abnormalities to the insured vehicle SMY 7674Z (herein referred to as “**Insured Vehicle**”) are set out below.

Inspection of the Insured Vehicle

3. The Insured Vehicle was physically inspected on 15th November 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.	: SMY 7674Z
Make / Model	: MERCEDES BENZ GLC 300 SPORT 4MATIC (A) M-HYBRID
Chassis No	: W1N2539842V250746
Year of Registration	: MARCH 2021
Mileage	: 19,846KM

5. The complaint on the Insured Vehicle was noted be an error and warning message light regarding the electronic 48V battery Systems (ISG) for the integrated starter generator system. There is a recommendation by the workshop to replace 48V battery. 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 48V battery Systems (ISG) for the integrated starter generator system and visually all components was intact without any damage. However, 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 19,846KM



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 48v battery and its components in the engine compartment portion of the Insured Vehicle at the time of our inspection. The 48v battery and its components is observed to be unaffected and by any signs of accident.

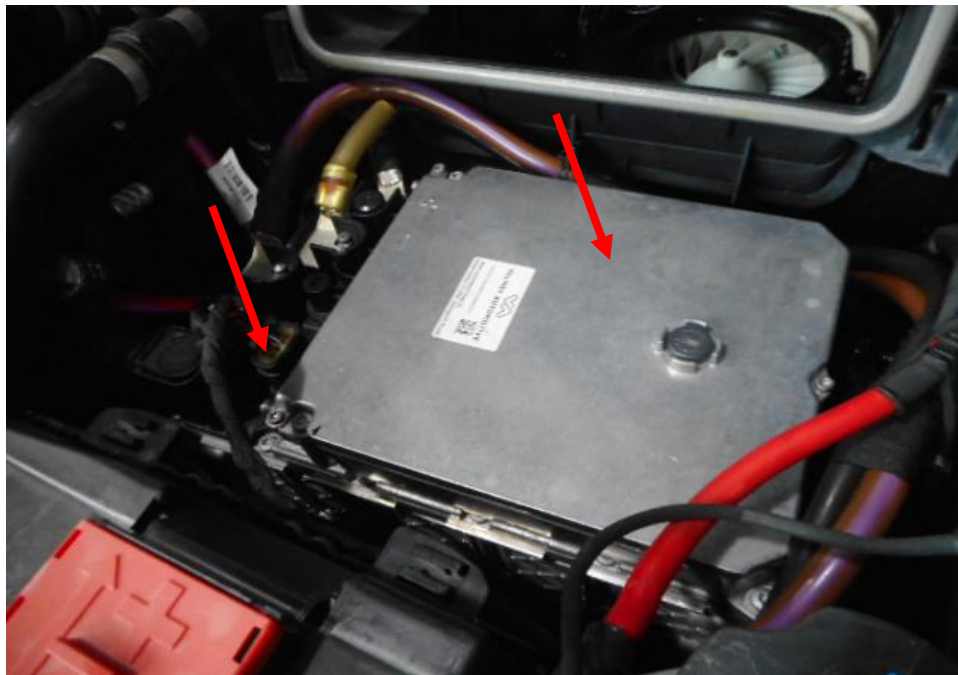


Photo 6 shows the close up view of the 48v battery and its components (arrowed) in the engine compartment portion of the Insured Vehicle at the time of our inspection. The 48v battery and its components is observed to be unaffected and by any signs of accident.

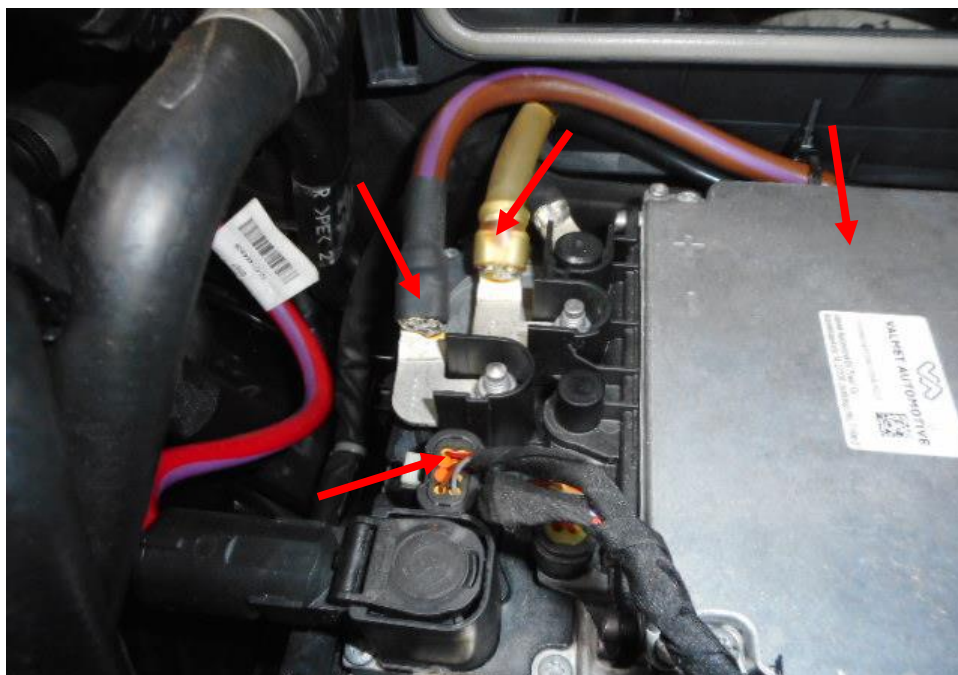


Photo 7 shows the close up view of the 48v battery and its components (arrowed) in the engine compartment portion of the Insured Vehicle at the time of our inspection. The 48v battery and its components is observed to be unaffected and by any signs of accident.



Photo 8 shows the conducted ECU diagnosis of the Insured Vehicle at the time of our inspection. There was an electronic error (arrowed) on the 48v battery integrated starter system (ISG) of the Insured Vehicle.

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Diagnostic Scan

Vehicle Diagnostic Report

The Report is created by **LAUNCH X-431**

Repair Shop

Shop Name:AUTOSPRINT PTE LTD

Address:24 LENG KEE ROAD #07-01/02 Leng Lee AutoPoint, Singapore 159096
SINGAPORE SINGAPORE

Zip Code:159096

Telephone:69118331 fax62517438

Email:

SN:989890010977

Test Time:2022-11-17 12:07:54

Technician Name:BAO



Vehicle Information

Make:Mercedes-Benz

Model:253.984 - GLC 300 4MATIC Off-Roader

VIN:W1N2539842V250746

Odometer:19846 km

Vehicle Software Version:V49.90

Diagnostic Application Version:V7.03.036

Diagnostic path:253>253.984 - GLC 300 4MATIC Off-Roader>Health Report



System fault code

The following system is abnormal:

48V - Starter-alternator 2 problems exist

1.P0AFA68 The power supply of the high-voltage on-board electrical system is too low. There is incomplete information. **STORED**

2.B21E368 The starter battery has opened the battery disconnect switch. There is incomplete information. **STORED**

LIB '(LIN Bus)' - Lithium - Ion Battery 1 problem exist

1.B183319 The battery for the 48V on-board electrical system has a malfunction. The limit value for current has been exceeded. **STORED**

Control Unit For Telematics Services 1 problem exist

1.B156913 The mobile phone backup antenna has a malfunction. There is an open circuit. **CURRENT And STORED**

Audio - Audio Or COMAND 2 problems exist

Photo 9 shows the conducted ECU diagnosis of the Insured Vehicle at the time of our inspection. There was an electronic error (arrowed) on the 48V battery of 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 422F
Vehicle No. SMY7674Z ←	Make/Model MERCEDES BENZ/ GLC300 SPORT 4MATIC M-HYBRID AUTO
Engine No.: 26492080065080	Chassis No.: W1N2539842V250746 ←
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 48V battery at \$4,183.70 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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