

Your Ref: SMJ 1071G
Our Ref : CI/III22012542/P

14th December 2022

M/s India International Insurance Pte. Ltd.

64 Cecil Street #04/ #05
IOB Building
Singapore 049711

**TECHNICAL INVESTIGATION REPORT OF WARRANTY CLAIM INVOLVING
THE INSURED VEHICLE SMJ 1071G 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 SMJ 1071G (herein referred to as “**Insured Vehicle**”) are set out below.

Inspection of the Insured Vehicle

3. The Insured Vehicle was physically inspected on 22nd November 2022 at the premises of My Car Consultant Pte Ltd located at 60 Jln Lam Huat, #05-68 Carros Centre, Singapore 737869
4. A physical inspection was carried out to the Insured Vehicle where the following general information was recorded:-

Vehicle Registration No.	: SMJ 1071G
Make / Model	: CITROEN C4 PICASSO 1.6 BLUEHDI EAT6 S/R
Chassis No	: VF73ABHZTFJ870929
Year of Registration	: APR 2016
Mileage	: 84,885KM

5. The complaint on the Insured Vehicle was noted be to engine stalling while driving and unable to start up afterwards there a recommendation by the workshop to replace the flywheel and the gearbox converter. During our inspection, the vehicle unable to be started up and the complained problem was still present. 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 checks and upon dismantling the gearbox from the engine they have found free play to the flywheel resulting to the flywheel itself and the gearbox converter to sustained damages on the Insured Vehicle and agreed that the complained problem is from these components of the engine flywheel. See photos 1 – 7 below.



Photo 1 shows the mileage of the Insured Vehicle recorded at the time inspection at 84,885KM



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 undercarriage portion of the Insured Vehicle at the time of our inspection. The undercarriage compartment is observed to be unaffected by any signs of accident.



Photo 4 shows the general view of the gearbox underside portion of the Insured Vehicle at the time of our inspection. The gearbox underside compartment is observed to be unaffected and by any signs of accident.



Photo 5 shows the general view of the engine flywheel of the Insured Vehicle at the time of our inspection. The engine flywheel was observed to have free play and also sustained damages on it.



Photo 6 shows the close up view of the engine flywheel of the Insured Vehicle at the time of our inspection. The engine flywheel (arrowed) was observed to have free play and also sustained damages on it.

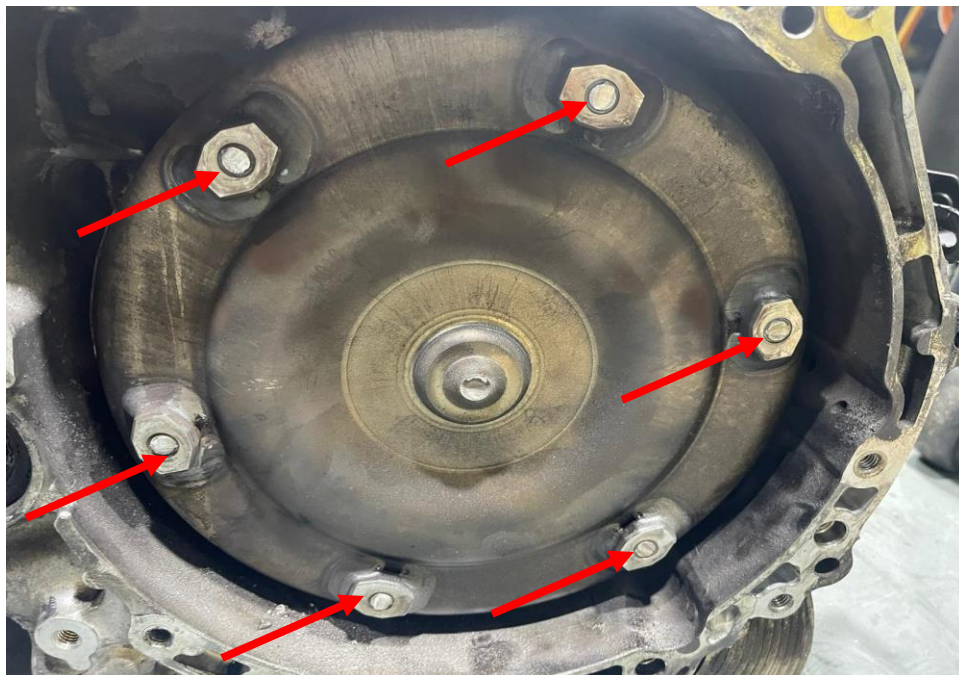


Photo 7 shows the close up view of the gearbox converter unit of the Insured Vehicle at the time of our inspection. The gearbox converter unit (arrowed) was observed to have sustained damages on it due to the free play of the engine flywheel.

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 transmission 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 630F
Vehicle No. SMJ1071G ←	Make/Model CITROEN/ GRAND C4 PICASSO 1.6 BLUEHDI EAT6 S/R
Engine No.: 10JBHD3028768	Chassis No.: VF73ABHZTFJ870929 ←
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 flywheel and the gearbox convertor unit at \$3,795.70 as stated in the quotation is justifiable as all the relevant checks has been conducted to the Insured Vehicle.

**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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