

Meng Yan (LKK Auto)

From: Gabriel Wee <Gabriel@iii.com.sg>
Sent: Wednesday, 21 December 2022 10:54 AM
To: Claims CarServ; Lai Cherrie; Manivel Priyadarshini; SF Lai; Sherwin Beh (LKK Auto); admin-d
Subject: MTS2022D0011571 - Warranty Claims for SLP6650H
Attachments: CLAIM FORM.pdf; SLP 6550 H - Pictures .docx

Dear K.L,

Please note that the limit is \$10,000.

Aside to LKK – Please assist to survey vehicle SLP6650H

Best Regards,
Gabriel Wee



64 Cecil Street; #05 - IOB Building
Singapore 049711
Tel: 6347 6100, Ext – 248

From: Claims CarServ <claims@carserv.sg>
Sent: Saturday, 17 December 2022 2:35 pm
To: Gabriel Wee <Gabriel@iii.com.sg>; Lai Cherrie <warranty@cfhq.sg>; Manivel Priyadarshini <manivel@iii.com.sg>; SF Lai <maggie@carserv.sg>
Subject: [EXTERNAL] - Warranty Claims for SLP6650H

Hi Gabriel,

Good day to you.

Below are the Breakdown of Diagnostics for SLP6650H:

SLP6650H Mercedes E220D. Engine Jam. Towed to KB.

The drain plug was unscrewed and water flows out and there are signage of oil found inside the coolant reservoir. Signs of coolant leakage are found. (kindly refer attached pictures)

Assessment: Vehicle Coolant runs dry up and vehicle overheated causing cylinder head burned. Water ingress into engine and causes piston jammed. Vehicle require full engine overhaul.

Full engine overhaul estimation is expected to exceed more than \$10,000/-.

Claims form and Pictures are attach for your reference.

In this situation I suggest a third party surveyor to survey this vehicle.

Please advise the next course of action.

Await for your soonest reply.

Thank you with best regards.

K.L

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Yours Sincerely

K.L

Carserv Pte Ltd

138 Robinson Road

Oxley Tower

#29-02

Singapore 068906

Please excuse my brevity, I reply using Ipad

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