

Your Ref: SDA 5111C
Our Ref : CI/III23004318/P

28th April 2023

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 SDA 5111C ON 24th March 2023**

1. We refer to your letter dated 24th March 2023 and the instructions therein.
2. Our analysis, comments and opinions with respect to the cause of abnormalities to the insured vehicle SDA 5111C (herein referred to as “**Insured Vehicle**”) are set out below.

Inspection of the Insured Vehicle

3. The Insured Vehicle was physically inspected on 24th March 2023 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.	: SDA 5111C
Make / Model	: MERCEDES BENZ S500 M-HYBRID
Chassis No	: W1K2231632A017450
Year of Registration	: JUNE 2021
Mileage	: 35,156KM

5. The complaint on the Insured Vehicle was noted be that the digital infotainment display would not turn on when the Insured Vehicle is started up. There is a recommendation by the workshop to replace the Infotainment control module. 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 infotainment control module and visually all components was intact without any damage and, 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 35,156KM



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



Photo 6 shows the close up view of the vehicle instrument portion of the Insured Vehicle at the time of our inspection. The infotainment instrument display (red arrowed) did not turn on even when the vehicle's engine is turned on as compared to the driver's display panel (yellow arrow).

XENTRY

 Mercedes-Benz

Initial quick test log



Model series	S (223) / 223.163	
MB workshop	germany - 2	
Vehicle identification number	W1K2231632A017450	
Steering variant	Right-hand drive vehicle	
Main odometer reading	35156.2km	
Software version	31.8.2.0_v4	
Data status	DVD 06/2022	
Battery voltage	13.2V	
Hardware ID	47CB3E94BE5E	
Application ID	252	
Time of quick test creation	25.03.2023 08:47:39	
XENTRY system number	PC06274V	

Photo 7 shows the conducted ECU diagnosis of the Insured Vehicle at the time of our inspection. There was an electronic error which all pointed to the infotainment instrument cluster (arrowed) on the Insured Vehicle.

A26/17 - MBUX multimedia system (Head unit) ←				-F-
Model	Part number	Supplier	Version	
Hardware	236 901 90 00	Harman / Becker	20/17 001	
Software	223 902 53 20	Harman / Becker	20/48 003	
Software	223 902 56 20	Harman / Becker	20/48 003	
Software	223 902 57 20	Harman / Becker	20/48 003	
Software	223 902 58 20	Harman / Becker	20/48 003	
Software	223 903 09 02	Harman / Becker	20/21 001	
Software	223 903 48 02	Harman / Becker	20/26 000	
Software	223 902 72 18	Daimler	20/47 001	
Software	223 903 48 03	Harman / Becker	20/48 003	
Software	223 902 60 20	Harman / Becker	20/48 003	
Software	223 902 63 20	Harman / Becker	20/48 003	
Boot software	223 904 71 01	Harman / Becker	20/48 003	
Diagnosis identifier		000409	Control unit variant	HU7_HU7_Premium_SOP3
Fault	Text			Status
B1F5113	The connection to one or more USB chargers has a malfunction. There is an open circuit. ←			A+S
	Name	First occurrence	Last occurrence	
	Frequency counter	---	102	
	Main odometer reading	29120km	35040km	
	Number of ignition cycles since the last occurrence of the fault	---	0	
	Operating time	01 19 F0 00 01	04 51 7D 9B 01	
25.03.2023 09:14:39		06/2022	W1K2231632A017450	
Copyright 2023 Mercedes-Benz AG		223.163	Page '34' of '35'	

XENTRY



Fault	Text			Status
B229754	Software module 'Augmented reality' has a malfunction. Calibration is missing. ←			A+S
	Name	First occurrence	Last occurrence	
	Frequency counter	---	1	
	Main odometer reading	29120km	29120km	
	Number of ignition cycles since the last occurrence of the fault	---	0	
	Operating time	01 05 E2 F3 01	01 05 E2 F3 01	
Event	Text			Status
B162700	If there are no customer complaints, ignore the following fault code: The specified and actual configurations of the components on the data line are different. _			S
	Name	First occurrence	Last occurrence	
	Freq	---	255	
	Main	29120km	35088km	
	Num	---	0	
	Operating time	01 2A A3 2A 01	05 19 5F A6 01	

Photo 8 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 infotainment instrument cluster (arrowed) on the Insured Vehicle.

Conclusion

7. 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.
8. The recommendation to replace the Infotainment control module at \$4,730.40 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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