

Your Ref: SMY 5232D
Our Ref : CI/III23004319/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 SMY 5232D ON 6th March 2023**

1. We refer to your letter dated 6th March 2023 and the instructions therein.
2. Our analysis, comments and opinions with respect to the cause of abnormalities to the insured vehicle SMY 5232D (herein referred to as “**Insured Vehicle**”) are set out below.

Inspection of the Insured Vehicle

3. The Insured Vehicle was physically inspected on 9th 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.	: SMY 5232D
Make / Model	: MERCEDES BENZ CLA200 AMG LINE (A)
Chassis No	: W1K1183872N157588
Year of Registration	: MARCH 2021
Mileage	: 47,024KM

5. The complaint on the Insured Vehicle was noted be to vibration during gear changes, difficulty in changing of gears and loss of power while changing of gears from gearbox while driving as well as an abnormal sound that can be heard in the cabin during the changing of gears and there a recommendation by the workshop to replace the gearbox unit. During our inspection, a test drive was conducted on the vehicle and the complained problems 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 unit they have found damages to the clutch pack in the gearbox of the Insured Vehicle and agreed that the complained problem is from these components in the gearbox unit See photos 1 – 8 below.



Photo 1 shows the mileage of the Insured Vehicle recorded at the time inspection at 47,024KM



Photo 2 shows the chassis number of the Insured Vehicle at the time of our inspection.



Photo 3 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 4 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 5 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 6 shows the general view of inside the gearbox unit of the Insured Vehicle at the time of our inspection. The components in the gearbox unit is observed to be unaffected and by any signs of accident.



Photo 7 shows the close up view of inside the gearbox unit of the Insured Vehicle at the time of our inspection. The clutch pack (arrowed) component in the gearbox unit is observed to be damaged with scratches on the surface on the clutch packs linings, this is the cause for the complained problems of difficulty in changing gears and the sound coming for the gearbox of the Insured Vehicle.

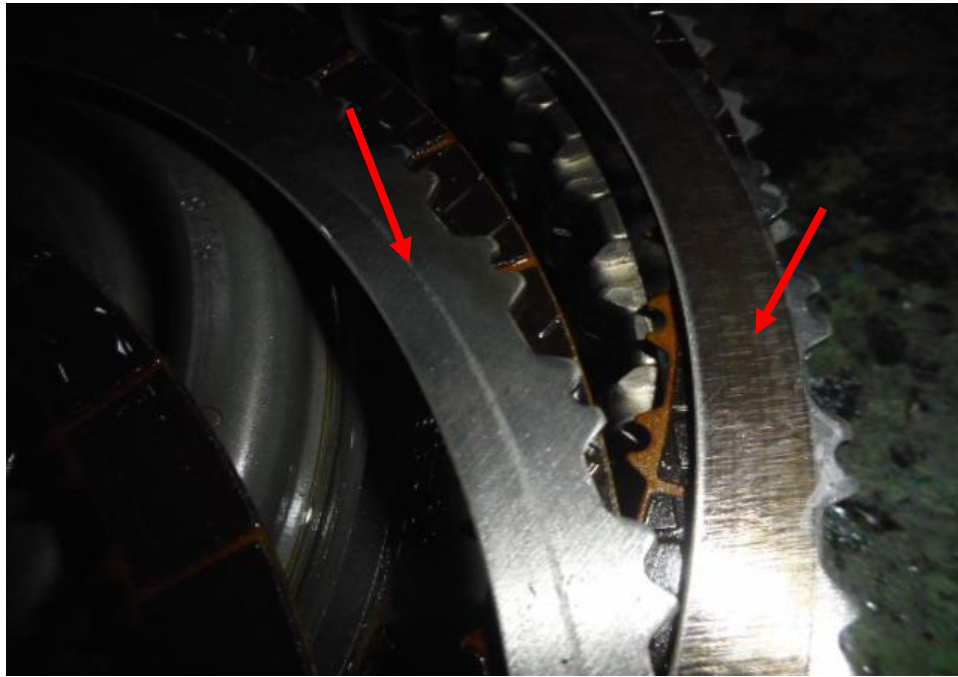


Photo 8 shows the close up view of inside the gearbox unit of the Insured Vehicle at the time of our inspection. The clutch pack (arrowed) component in the gearbox unit is observed to be damaged with scratches on the surface on the clutch packs linings, this is the cause for the complained problems of difficulty in changing gears and the sound coming for the gearbox of 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 clutches and overhaul the gearbox unit at \$8,078.40 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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