

Your Ref: 4Dbme0PGhj
Our Ref : CI/III23004320/P

28th April 2023

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 SMY 6787M ON 17th February 2023**

1. We refer to your letter dated 17th February 2023 and the instructions therein.
2. Our analysis, comments and opinions with respect to the cause of abnormalities to the insured vehicle SMY 6787M (herein referred to as “**Insured Vehicle**”) are set out below.

Inspection of the Insured Vehicle

3. The Insured Vehicle was physically inspected on 6th February 2023 at the premises of Auto Sprint 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 6787M
Make / Model	: A3 SEDAN 1.4 TFSI AMBIENTE MY 15
Chassis No	: WAUZZZ8V9F1026551
Year of Registration	: NOV 2014
Mileage	: 136,322KM

5. The complaint on the Insured Vehicle was noted be to a faulty gearbox as the vehicle was unable to move when it was shifted into gears and the vehicle had lost its driving ability at the material time. The recommendation by the workshop to replace the mechatronic unit of the gearbox and conduct a gearbox overhaul. During our inspection, 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 that the mechatronic unit and the components in the gearbox of the Insured Vehicle was damaged and agreed that the complained problem is from these components in the gearbox. See photos 1 – 9 below.



Photo 1 shows the mileage of the Insured Vehicle recorded at the time inspection at 136,322KM



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 gearbox and mechatronic unit portion of the Insured Vehicle at the time of our inspection. These undercarriage components 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 gearbox unit of the Insured Vehicle at the time of our inspection. The gearbox component in the gearbox unit is observed to be damaged and fallen out of place. These damaged components is likely the cause of the failure to the gearbox system.

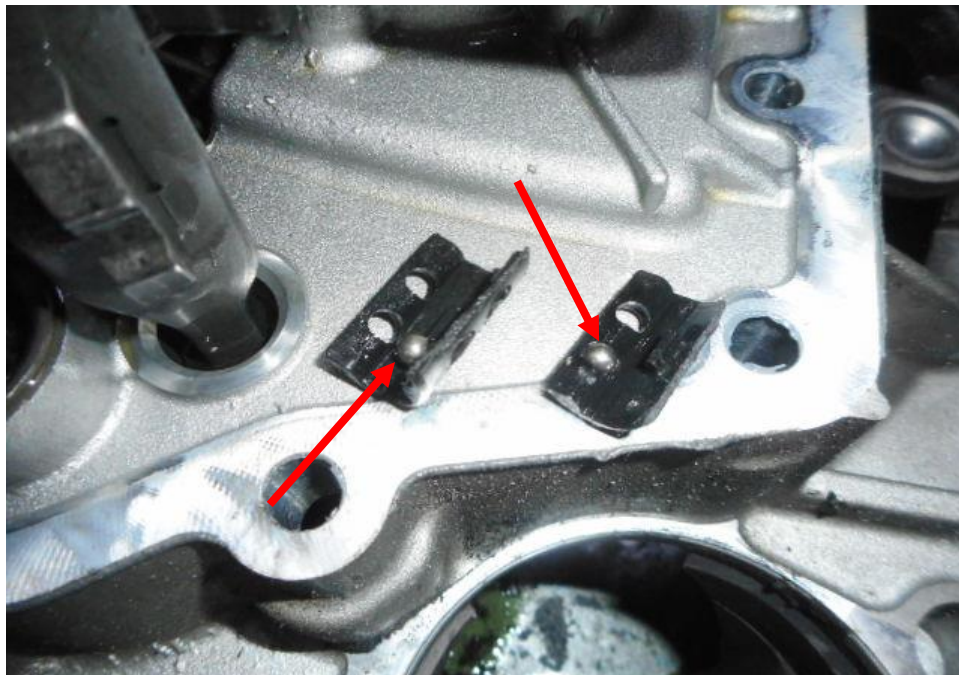


Photo 6 shows the close up view of gearbox unit of the Insured Vehicle at the time of our inspection. The gearbox ball bearing component (arrowed) in the gearbox unit is observed to be damaged and fallen out of place. These damaged components is likely the cause of the failure to the gearbox system.

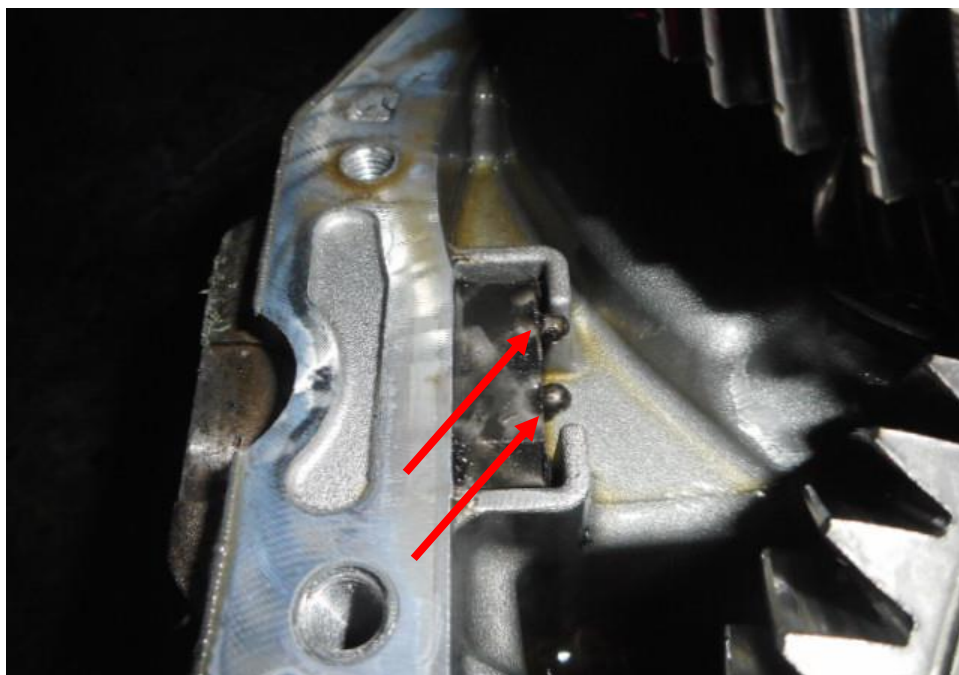


Photo 7 shows the close up view of gearbox unit of the Insured Vehicle at the time of our inspection. The gearbox ball bearing component (arrowed) in the gearbox unit is observed to be damaged and fallen out of place. These damaged components is likely the cause of the failure to the gearbox system.

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 clutch of the gearbox unit at \$5,346 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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