

Your Ref: 4622234556SG
Our Ref : CS4/AIG24004989/J

4 July 2024

M/s AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #09-16
AIG Building
Singapore 079120
(Motor Claims Department)

**TECHNICAL INVESTIGATION REPORT OF FIRE INCIDENT INVOLVING THE
INSURED VEHICLE SDA 7818J ON 19 JUNE 2024**

1. We refer to your letter dated 24 June 2024 and the instructions therein.
2. Our analysis, comments and opinions with respect to the cause of fire to the insured vehicle SDA 7818J (herein referred to as “**Insured Vehicle**”) are set out below.

Inspection of the Insured Vehicle

3. The Insured Vehicle was physically inspected on 25 June 2024 at the premises of Premium Automobiles Pte Ltd (herein referred to as “**PA**”) located at 55 Ubi Road 1, Singapore 408699.
4. A static inspection was carried out to the Insured Vehicle where the following general information was recorded:-

Vehicle Registration No.	: SDA 7818J
Make / Model	: AUDI A8L TFSI QU TIP (SR 19')
Chassis No	: WAUZZZF83KN003766
Year of Registration	: MARCH 2019
Mileage	: N/A

5. The Insured Vehicle was noted to have sustained fire damage that was confined to its interior compartment portion. The exterior body was observed to be unaffected by the fire.

6. Upon checking the interior compartment, it was observed that the front right driver seat left portion, multimedia infotainment head-unit, digital climate control panel, dashboard trims, centre console armrest and roof headliner had sustained fire/smoke damage. See photos 1 – 10 below.



Photo 1 shows the general view of the front portion of the Insured Vehicle at the time of our inspection. The fire damage to the Insured Vehicle was confined to its interior portion. Its exterior is observed to be unaffected by the fire.



Photo 2 shows the general view of the right body of the Insured Vehicle at the time of our inspection. The fire damage to the Insured Vehicle was confined to its interior portion. Its exterior is observed to be unaffected by the fire.



Photo 3 shows the general view of the left body of the Insured Vehicle at the time of our inspection. The fire damage to the Insured Vehicle was confined to its interior portion. Its exterior is observed to be unaffected by the fire.



Photo 4 shows the general view of the rear portion of the Insured Vehicle at the time of our inspection. The fire damage to the Insured Vehicle was confined to its interior portion. Its exterior is observed to be unaffected by the fire.

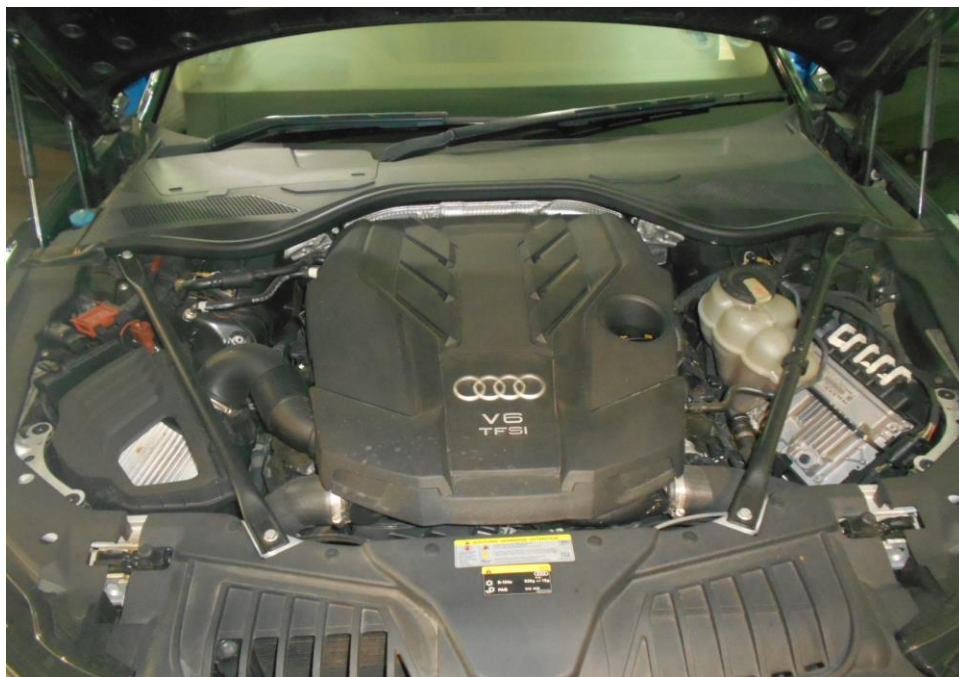


Photo 5 shows the general view of the engine portion of the Insured Vehicle at the time of our inspection. The fire damage to the Insured Vehicle was confined to its interior portion. Its engine compartment is observed to be unaffected by the fire.



Photo 6 shows the general view of the interior compartment of the Insured Vehicle at the time of our inspection. Parts and components (circled) that had sustained fire/smoke damage



Photo 7 shows the close up view of the from the driver seating compartment of the Insured Vehicle at the time of our inspection. Its centre console armrest (red circle) and front right driver seat (red arrow) was found to have been burnt and melt as a result of the fire.

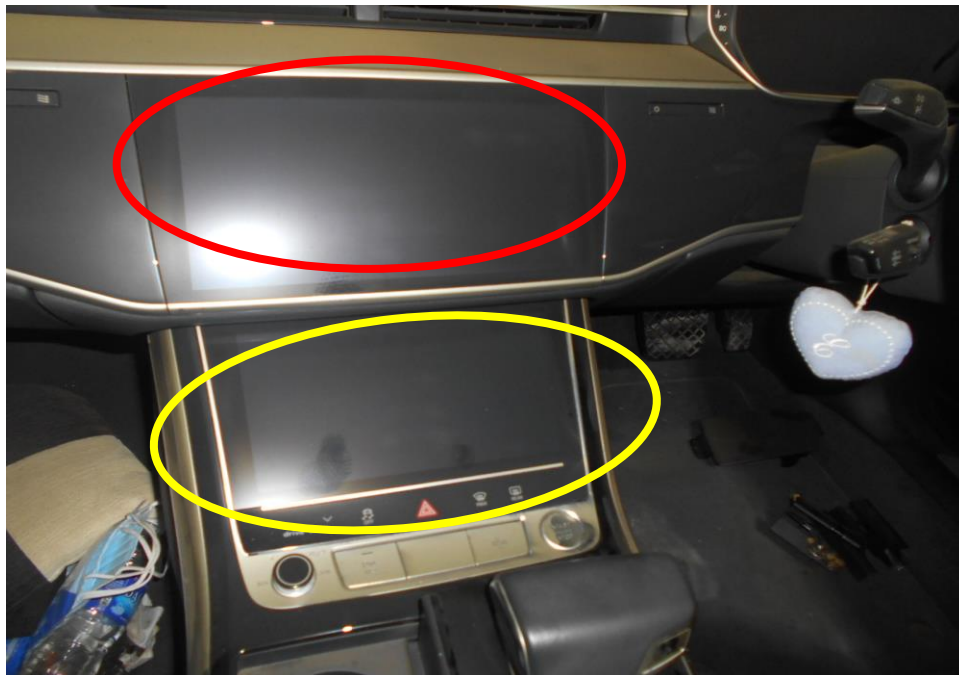


Photo 8 shows the general view of the multimedia infotainment head-unit (red circle) and digital climate control panel (yellow circle) of the Insured Vehicle at the time of our inspection. The unit was not illuminated when turned on and the surface on it had suffered heat and minor smoke damages as a result of the fire.

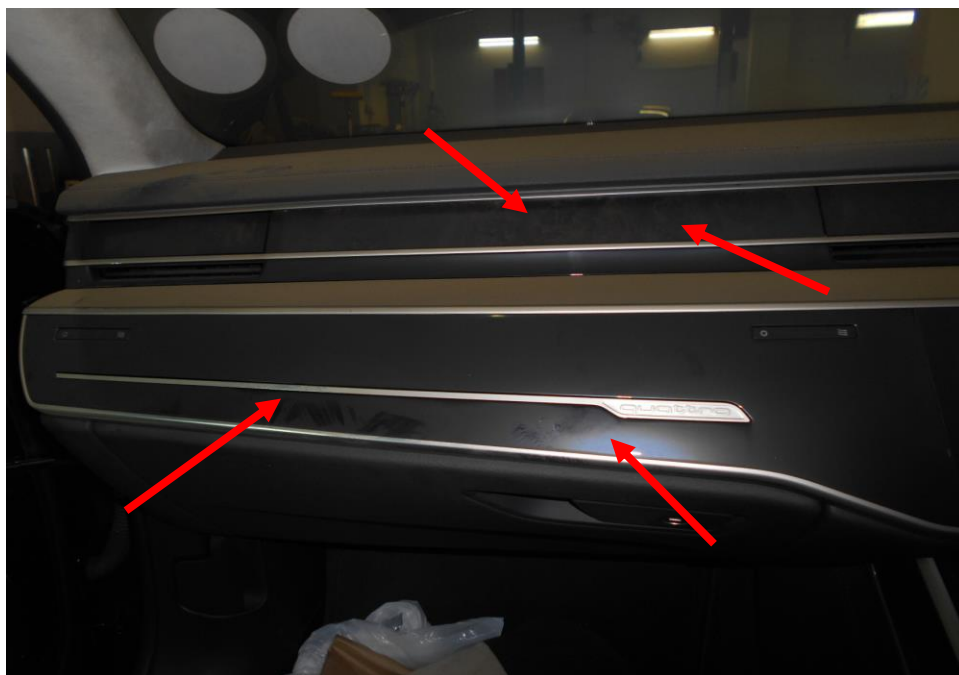


Photo 9 shows the general view of the dashboard trims of the Insured Vehicle at the time of our inspection. The surface had suffered heat and smoke damages (red arrows) as a result of the fire.



Photo 10 shows the general view of the interior roof headliner trim of the Insured Vehicle at the time of our inspection. The surfaces had suffered heat and smoke damages (red arrows) as a result of the fire.

Investigation and Technical Analysis

7. During examination of the Insured Vehicle's interior compartment, it was noted that the area around the left side of the driver's seat had sustained the most severe fire/smoke damage as compared to other areas inside the interior compartment of the Insured Vehicle. This suggests that the fire originated at the left side of the driver's seat

8. The driver seat was subsequently dismantled by the technician at PA to enable a closer inspection where the fire had originated. However, prior to dismantling the driver's seat of the Insured Vehicle, we had conducted an operational/functionality test of the driver's seat by electronically moving the driver seat forward and backwards. It was also noted that there were no abnormalities found and the driver seat of the Insured Vehicle was able to be adjusted without any difficulties or resistances. The driver seat motor and wirings were also found to be intact and undamaged. See photo 11- 18 below.



Photo 11 shows the driver electric power seat controls being pushed towards the seat decline position (red arrow) during the operational/functionality test.



Photo 12 shows the driver seat at its decline position (red arrow) during the operational/functionality test.



Photo 13 shows the drive electric power seat controls being pushed towards the seat incline position (red arrow) during the operational/functionality test.

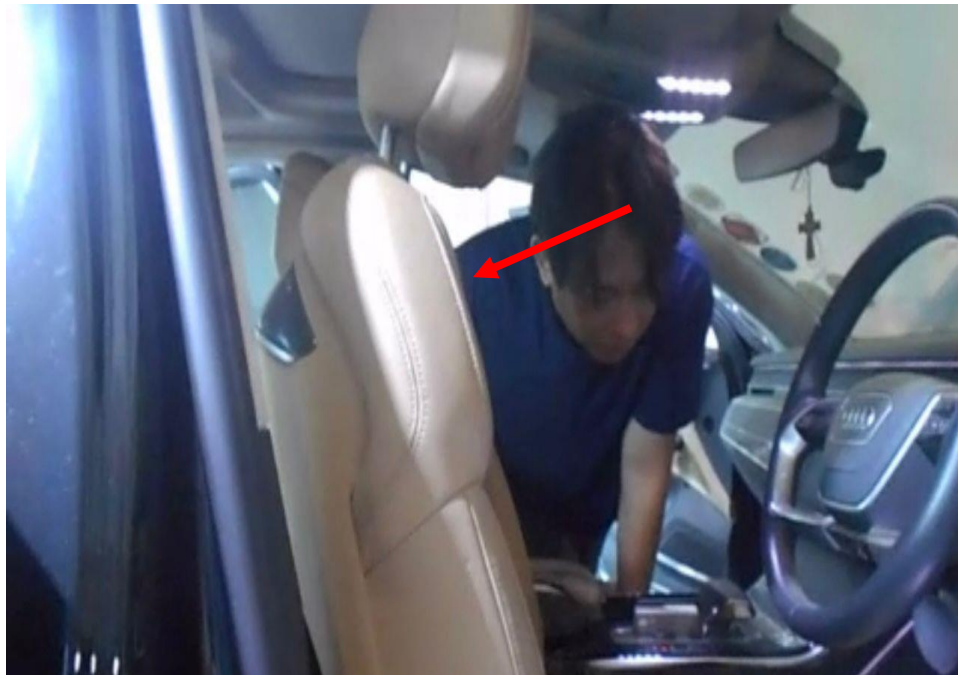


Photo 14 shows the driver seat at its incline position during the operational/functionality test.

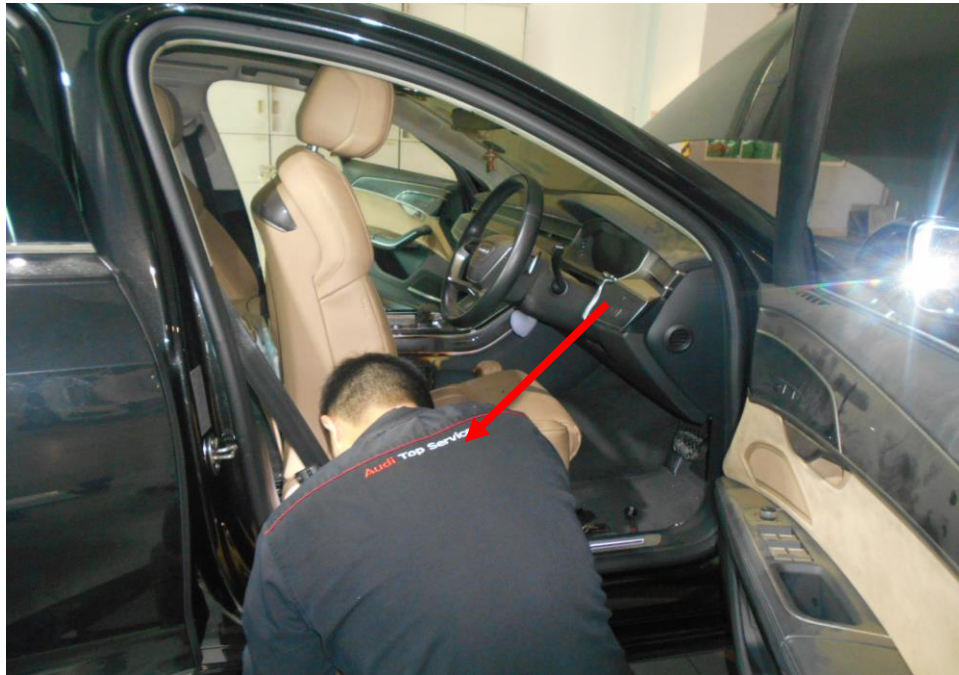


Photo 15 shows the technician at PA (red arrow) dismantling the driver seat.



Photo 16 shows the technician at PA (red arrow) removing the driver seat (yellow arrow).

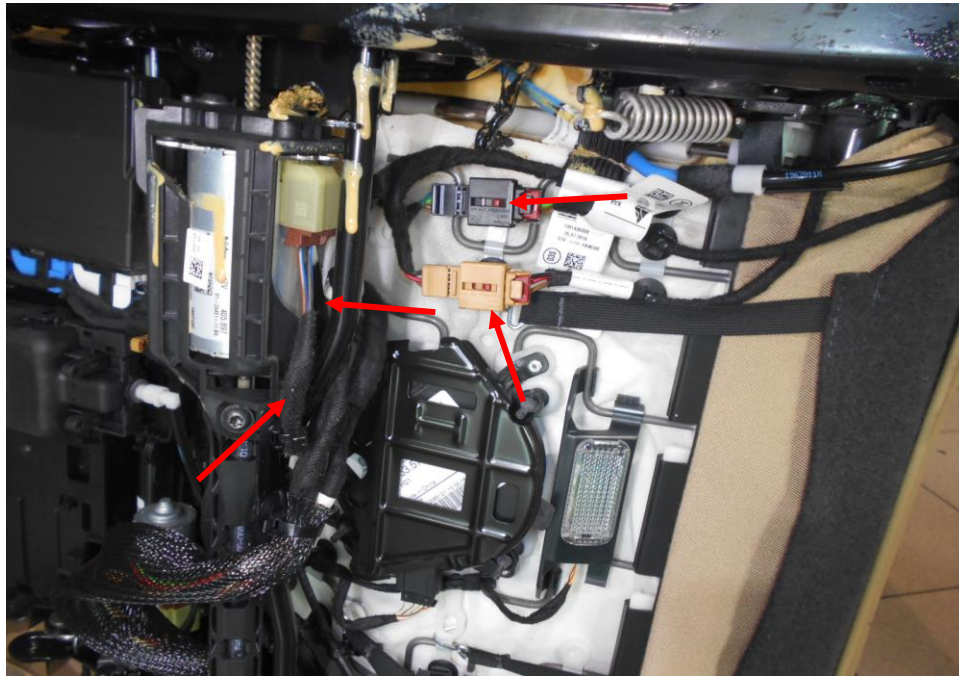


Photo 17 shows the general view of the driver seating compartment of the Insured Vehicle at the time of our inspection. The electronic power seat motor along with the factory fitted wirings (red arrows) was observed to be intact and unaffected by the fire.

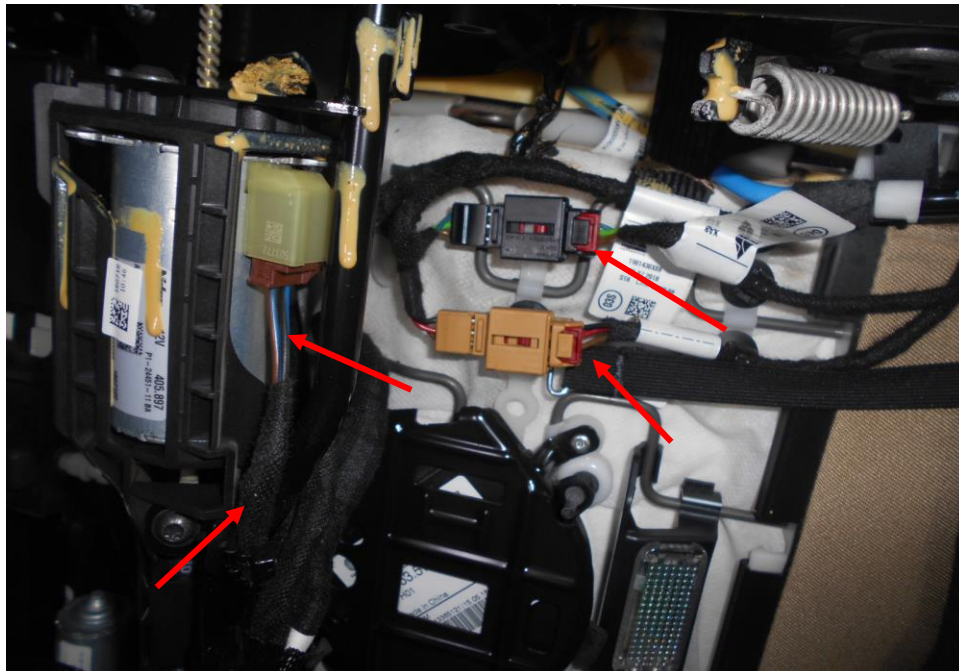


Photo 18 shows a close up view of the driver seating compartment of the Insured Vehicle at the time of our inspection. The electronic power seat motor along with the factory fitted wirings (red arrows) was observed to be intact and unaffected by the fire.

9. Upon checking the upholstery area of the Insured Vehicle, at the left side of the driver's seat, after it (driver seat) was removed, we had found remains of a burnt cigarette lighter as well as components of the cigarette lighter such as fork spring, flint spring and flint ignitor. See photo 19- 21 below.



Photo 19 shows a general view of the driver seating compartment of the Insured Vehicle upon dismantling the driver seat. Its front right foot well (circled) where remains of a burnt cigarette lighter along with components of the cigarette lighter such as the fork spring, flint spring and flint ignitor was found within the vicinity of the driver footwell/seat railing area.



Photo 20 shows a close up view of the driver seating compartment of the Insured Vehicle upon dismantling the driver seat. Its front right foot well where reminiscent of a burnt cigarette lighter (red arrow) along with components of the cigarette lighter such as the fork spring (red circle), flint spring (yellow circle) and flint ignitor (yellow arrow) was found within the vicinity of the driver footwell/seat railing area.



Photo 21 shows the close up view of the burnt cigarette lighter (circled) that was found in the immediate vicinity of the fire.

10. We managed to speak to Mr Low Boon Soon (herein referred to as **“Mr Low”**) on 25 June 2024 where we were able to gather further information pertaining to the incident as well as information pertaining to the history of the Insured Vehicle.
11. From the Singapore Accident Statement, which was made by Mr Low, we note that the fire to the Insured Vehicle had started at a time when it was parked stationary at the basement carpark of Changi Airport Terminal 1. Mr Low was first alerted of the fire whilst having dinner at a restaurant at Changi Airport.
12. According to Mr Low, at about 1700hrs on 19 June 2024 Mr Low had drove the Insured Vehicle to Bedok Reservoir where he picked up his nephew, Mr Tan Geok Leng (herein referred to as **“Mr Tan”**) at approximately 1810hrs upon arriving at Bedok Reservoir Mr Low had asked Mr Tan to drive the Insured Vehicle over to Changi Airport Terminal 1, upon arriving at Changi Airport Terminal 1 Mr Tan had alighted Mr Low in order for Mr Low to check into his flight, whilst Mr Tan went to the basement carpark of Changi Airport Terminal 1 to park the Insured Vehicle, upon parking the Insured vehicle at the basement carpark of Changi Airport Terminal 1 at approximately 1830hrs, Mr Tan had went up to the restaurant where Mr Low was awaiting for him. Whilst amid having their dinner at the restaurant, the public address systems had blared at approximately 1850hrs shortly after Mr Low had received a phone call at 1900hrs and that's when Mr Low and Mr Tan was notified about the fire to the Insured Vehicle that was parked at the basement car park of Changi Airport Terminal 1 for about 30 minutes.
13. Mr Low had also informed us that both him and Mr Tan are both smokers and does not have any remembrance of dropping any cigarette lighter(s) in the Insured Vehicle. However, both did not smoke in the Insured Vehicle prior to the incident.
14. Mr Tan had arrived at the Basement carpark of Changi Airport Terminal 1 at approximately 1902hrs where the Police officers alongside with Airport emergency services/firefighters were already on scene attending to the Insured Vehicle fire. Mr Tan was told to hand the Insured Vehicle keys over to the firefighters for them to access and to extinguish the fire. However, when the firefighters opened the Insured Vehicle's door the fire was already extinguished.

15. Mr Low mentioned that he had called Audi 24Hrs roadside assistance and made towing arrangements. Mr Low assisted the SCDF in their preliminary investigations and his statement was also taken by the police. The tow truck arrived 2 hours later, and the Insured Vehicle was towed to PA. Mr Low made the insurance report the following day on 20 June 2024 at PA at 1852 hours.
16. With regards to the history of the Insured Vehicle, we were able to gather from Mr Low that the Insured Vehicle was purchased brand new from Premium Automobiles Pte Ltd 5 years ago by Mr Low who is the registered owner and only driver of the Insured Vehicle.
17. Mr Low mentioned that he had not experienced any mechanical or electrical/electronic problems with the Insured Vehicle till the day of the incident. He also mentioned that there were neither warning lights displayed nor was there any abnormal rise in temperature throughout the period the Insured Vehicle prior to the fire.
18. Pertaining to the maintenance aspect, we managed to obtain the latest servicing record on 11 June 2024 where the Insured Vehicle had a malfunction on its rear steering rack. Refer to invoice 1 below.

Premium Automobiles Pte Ltd



VEHICLE SERVICE HISTORY

Name of Owner: Mr Low Boon Soon
NRIC No.: 524E
Registration No.: SDA7818J
Vehicle Model: A8 L D5 3.0 TFSI QU 4N80DA
Chassis No: WAUZZZF83KN003766
Registration Date: 27/3/2019



Date	Mileage (km)	Description of Work
11/6/2024	74,160	Complaint: Steering fault indicator on Found: C123800 Positioning in the centre failed Action: Replaced rear steering rack Performed and carry out 4 wheel alignment

Invoice 1 shows the latest recorded service history conducted by Premium Automobiles Pte Ltd (red circle) which includes replacing of rear steering rack and 4 wheel alignment (red arrows).

19. 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. 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 524E
Vehicle No. SDA7818J 	Make/Model AUDI/ A8L 3.0 TFSI QU TIP (SR, 19")
Engine No.: CZS014420	Chassis No.: WAUZZZF83KN003766
Recall Details: No Recall Detail records 	

Recall details. Shows the vehicle recall results retrieved from LTA's website. There was no recall on the Insured Vehicle at the time to the fire incident.

Incident Scene Photographs

20. We were able to obtain photos from Mr Low of the Insured Vehicle during and after the fire was put out. In general, the information that could be gathered from these photographs had corresponded to the events that were related to us by Mr Low. See photos 22 - 23 below.



Photo 22 shows the Insured Vehicle with flames confined to its interior compartment portion (red arrow).

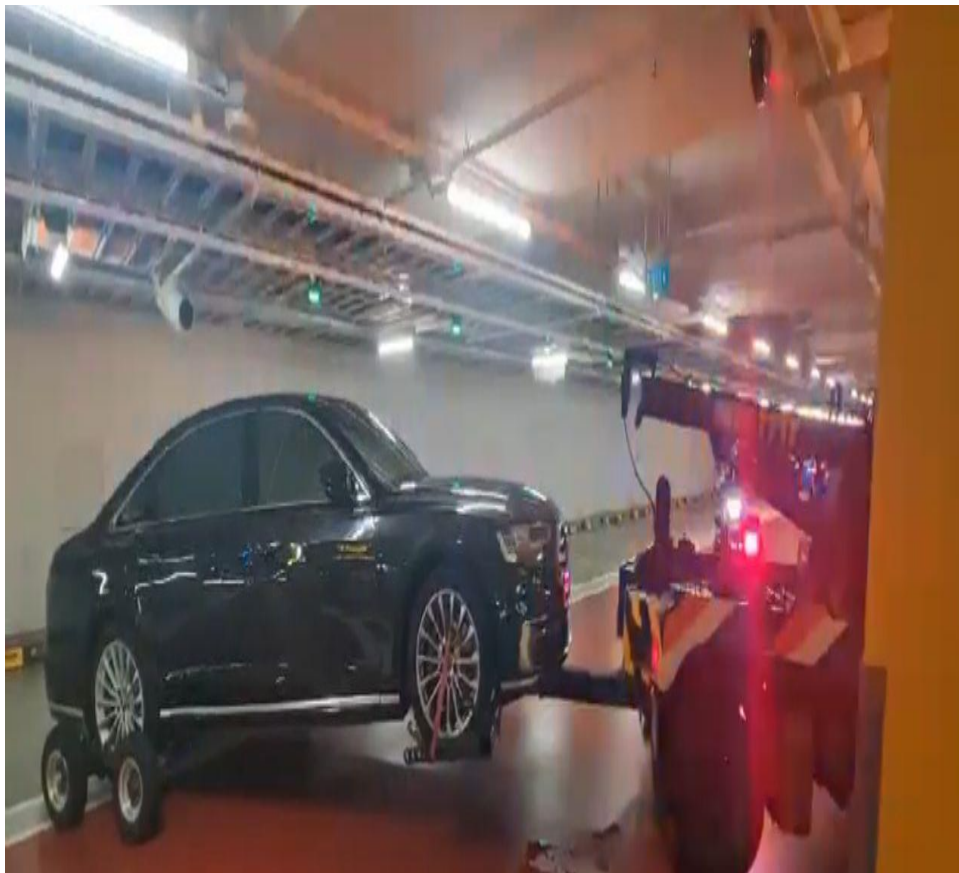


Photo 23 shows the Insured Vehicle, being towed away by PA tow truck.

Conclusion

21. Having investigated and technically analysed the damages of burnt nature to the Insured Vehicle. We are of view that, the fire had likely originated from the cigarette lighter that was found stuck at left side of the driver's seat. Fire to the Insured Vehicle was hence due to external factor.
22. From our understanding the Insured Vehicle is equipped with Audi's Easy Entry access system whereby the driver's seat will electronically move backward automatically to a position that makes exit to the interior compartment of the Insured Vehicle easier after turning off the engine and opening of driver's door. When entering the interior compartment, the driver's seat will then electronically move automatically to its pre-set memory seat position.

23. We are further of opinion that a cigarette lighter had fallen into the gap between the centre console arm rest and the left side of the Insured Vehicle's driver's seat. The occurrence of when this had happened could not be established. At the material time, When Mr Tan opened the driver's door to alight after parking the Insured Vehicle, the driver's seat had electronically moved backwards automatically (due to easy access feature). The backward movement of the driver's seat had flicked the head of the cigarette lighter into an "open" position, causing the lighter to ignite flames, ultimately leading to the fire to the interior compartment of the Insured Vehicle. See photo 25 below.



Photo 25 shows the close up view of the burnt cigarette lighter (red circle) that was removed from the Insured Vehicle's placed alongside a cigarette lighter that we believe to be similar type. (yellow circle). The head of the cigarette lighter (red arrow) had flicked into an "open" position when the driver's seat had electronically moved backwards automatically (due to easy access feature). This had caused the lighter to ignite flames, ultimately leading to the fire to the interior compartment of the Insured Vehicle.

24. Our investigations had also revealed that at the time of writing this report, there is no manufacturer recall to similar make and model vehicle as the Insured Vehicle

25. There was no modification(s) or additional electronic and/or electrical component(s) fitted on the Insured Vehicle at the time of our inspection of the Insured Vehicle.

**Elton Seet***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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