

Surveyor: Naz

## ASSIGNMENT (Office)

From (Person): Kitty Teoof ASM (AXA)Date/Time: 11/10/2018

Estimated Cost:

Bill to:

OD / TP / WS / TP RES / OD RES / EVA / INV / MV / CS

To Inspect Vehicle No:

PZ 8118R

Insured:

or 8117922 (Kalvin)

at Workshop m/s

Liannex Corporation

Tel:

6368 2668

of

18 Sungai Kerdut way

Policy No:

Claim No:

S8M00XC2

Sum Insured:

Excess:

NIL

Make of Veh:

(Client's Record)

D.O.A. 27/09/2018CA / REV / REP. / REV 24 HRSDate/Time: 9:49am @ 11/10/18

Person Contacted:

Alice

H.O.D. Enforcement:

Vehicle IN / OUT

Date/Time	Action/Instruction (✓) Estimate
	<u>PZ8118R-X</u> Investigation (Fire Case) Pls conduct full fire investigation and get vocational DL of our Insured driver. Also get servicing record.

<u>12/10/18</u>	Revert via SMART claim, pending for investigation
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<u>8/11/18</u>	Naz said repairer agree LS \$53,800
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<u>20/11/18</u>	Informed Kitty repairer agree LS \$53,800
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Date / Time	Action / Instruction
<u>6/12/18</u>	Recd email from Kitty to offer LS 40% to 50% mark down
<u>6/12/18</u>	Naz offer repairer LS \$35,800
<u>7/12/18</u>	Recd email from Alice not agreeable, counter proposes \$53,000
<u>10/12/18</u>	Sent email to Yvonne (AXA), repairer not agreeable on repair cost, counter proposes \$53,000
<u>12/12/18</u>	@ 12:10pm Lynn call up said to offer LS \$37,000
<u>12/12/18</u>	Recd email from Alice not accept LS \$37,000, stand at \$53,000
<u>12/12/18</u>	@ 2:19pm Informed Lynn repairer not accept LS \$37,000, remain at \$53,000
<u>13/12/18</u>	Recd authorize repair at \$43K via SMART claim by Lynn Khong
<u>13/12/18</u>	Informed Alice c/A on LS repair not exceeding \$43K by email
<u>16/1/19</u>	LS \$43,000 (Ref 31,193, 429)

RECEIVED 17 JAN 2019

Surveyor: NAZ

REF:

AXA

10E Expte 5 May 2008

# ASSIGNMENT

From: \_\_\_\_\_ Date: \_\_\_\_\_

Estimated Cost: \_\_\_\_\_

OD / TP / WS / TP RES / OD RES / EVA / INV / MV

To Inspect Vehicle No: \_\_\_\_\_

at Workshop m/s \_\_\_\_\_

of \_\_\_\_\_

Insured: \_\_\_\_\_

Policy No. \_\_\_\_\_

Claims No. \_\_\_\_\_

Sum Insured: \_\_\_\_\_

Excess: NIL

(Client's Record)

Make of Veh: \_\_\_\_\_

(Policy Condition)

Remark: The veh had commenced its repair at the time of inspection.

N/S	O/S

Bal. or Market Value: \_\_\_\_\_

IDAC Accident Rpt: \_\_\_\_\_

Consistent? : Yes or No

GLA / PR Seen: \_\_\_\_\_

Consistent? : Yes or No

Est. Repairs: 30-35 days

Res.: Yes or No

Lum Sum: \_\_\_\_\_

%

3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date: \_\_\_\_\_

Person Contacted: \_\_\_\_\_

Veh No: P2 8118R

Yr Regn: 6 MAY 2008

Type: M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: ISUZU LT134P

c.c. 7790

Colour: SILVER

A/C: Insur. d / Std / NI / NA

Sp. Reading: 380 293

T/Radio: Insured / Std / NI / NA

Eng/No: \_\_\_\_\_

C/No: JALLT134P77000316

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

Modi: Nil / S/Rim / STD A/Rim or

Tyre Size: F: 255/80 R 22.5

R: 11

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Front

Rear

R/Bal. 5 mm

R/Bal. 5 mm

L/Bal. 5 mm

L/Bal. 5 mm

D.O.A. 27/9/18

D.O.I. 11/10/18

Survey held at LIANNEX CORPORATION

Des. of Damages: Frt / Rear / O/S / N/S / UIC / Rooftop or

The UIC / Chassis frame / Body Structure affected due to collision.

Date / Time Action / Instruction

MV : 90K

R/Bal. : \$34,129

L/Bal. : \$35,739

Margin for repair : \$50K

26/11/18 @ 135pm Bryan Spoken to Kitty

26/11/18 @ 145pm Bryan call CI, explaint to CI

Date/Time, File Pass to?

☐ : Preli. Report

1)

☐ : Final Report

Date/Time, File Return to?

2) 17/11 - typist

Report Format : SMART claim

Lump Sum / I.B.I. : (\$ 43,000)

Days Of Repair: 30

17/11/19 NAZ

Resurvey No. of Trip: 1

Survey Fee: 300

Transportation:

Add Fee:

☐ : Site Insp (\$ \_\_\_\_\_) S+RS \$  
☐ : Interview (\$ \_\_\_\_\_) Photos  
☐ : Tech. Invs (\$ 500) Others \$  
☐ : Weekend (\$ \_\_\_\_\_) Fire Report

TOTAL

300
\$1700



Signature  
17/11/2018

## Veron Chen (LKKAUTO)

---

**From:** Veron Chen (LKKAUTO)  
**Sent:** Thursday, 13 December 2018 5:31 PM  
**To:** 'Liannex Corporation'; SUR  
**Cc:** Naz (LKKAUTO)  
**Subject:** RE: PZ 8118R-DOA: 27/9/2018 (AXA OD) (AXA REF :S8M00XC2)  
**Attachments:** AXA (LS REPAIR).pdf

Dear Alice,

As instructed by our client, please proceed to repair the **insured vehicle PZ 8118R not exceeding Lump Sum \$43,000/- (Excess NIL/-)**.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

\*Our client reserve their right **not to pay** if there is no valid approval obtained before repair.

Attached Lump Sum Letter, kindly get insured to sign, chop and forward back to us.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Liannex Corporation <liannexc@singnet.com.sg>  
**Sent:** Wednesday, 12 December 2018 1:07 PM  
**To:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Subject:** RE: PZ 8118R-DOA: 27/9/2018 (AXA OD) (AXA REF :S8M00XC2)

Hi Verone,

Your reply on lump sum at \$37,000.00 we unable to accept.

We still stand at our proposed COR at \$53,000.00 before excess.

Thank you

Alice

Liannex Corporation (S) Pte Ltd

---

**From:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Sent:** Wednesday, 12 December, 2018 12:23 PM  
**To:** Liannex Corporation <liannexc@singnet.com.sg>

**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Naz (LKKAuto) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>  
**Subject:** RE: PZ 8118R-DOA: 27/9/2018 (AXA OD) (AXA REF :S8M00XC2)

Dear Alice,

Re-offer Lump Sum \$37,000/- .

Please check and confirm.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Liannex Corporation <[liannexc@singnet.com.sg](mailto:liannexc@singnet.com.sg)>  
**Sent:** Friday, 7 December, 2018 3:39 PM  
**To:** 'Naz (LKKAuto)' <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>  
**Subject:** RE: PZ 8118R-DOA: 27/9/2018 (AXA OD) (AXA REF :S8M00XC2)

Dear Naz,

1. We are not agreeable to your recommended COR at \$35,800.00
2. We counter proposes COR at \$53,000.00 before excess.
3. Please do take note that this subject motor bus was badly burnt in and around the engine and engine's compartment as well as the body parts and definitely there will be lots of supplementary engine parts
4. Also, please note that there has been long delay (More than 2months) in response to this own damage claim and lots of parts had already corroded because of the delay.
5. Kindly give some thought into this matter.
6. Alternatively, we have no objection for you or AXA Insurance to tow the subject motor bus to other workshop to repair the subject bus provided the bus owner agree to same.
7. Please let us have your reply within the next few days.
8. Thank you.

Best regards

Alice

Liannex Corporation (S) Pte Ltd

---

**From:** Naz (LKKAuto) <[Naz@lkkauto.com](mailto:Naz@lkkauto.com)>  
**Sent:** Thursday, 6 December, 2018 11:59 AM  
**To:** Liannex Corporation <[liannexc@singnet.com.sg](mailto:liannexc@singnet.com.sg)>  
**Cc:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Subject:** Re: PZ 8118R-DOA: 27/9/2018 (AXA OD) (AXA REF :S8M00XC2)

Dear Ms Alice,

After reviewing the price of checked items , can you finalize the COR at \$35,800?

Thank you.

Best Regards,

**Naz** | Technical Investigator

**LKK Auto Consultants**

Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Veron Chen (LKKAuto)

**Sent:** Thursday, 6 December 2018 9:37 AM

**To:** Naz (LKKAuto)

**Subject:** PZ 8118R-DOA: 27/9/2018 (AXA OD) (AXA REF :S8M00XC2)

Hi Naz,

Please advise what is the labour per day rate and spray paint per panel rate proposed by the workshop? The labour and paint charges for labour item (b), (h) and (i) seems to be a high. From the marked estimate, your surveyor recommend the repairs on lump sum basis, since the repairer will be using used or recon parts, and this is an OD case, can inform your surveyor to negotiate with the repairer to give a higher discount for lump sum at 40% to 50% mark down.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



## PZ8118R | Kindly authorize repair at \$43K with workshop – Lynn Khong

Type

🔗 Question

Message

Hi, Kindly proceed to authorize repair at Liannex. Thank you.

Reply

## Veron Chen (LKKAUTO)

---

**From:** ANG Yvonne <yvonne.ang@axa.com.sg>  
**Sent:** Wednesday, 12 December 2018 5:35 PM  
**To:** Veron Chen (LKKAUTO)  
**Cc:** SUR; Naz (LKKAUTO)  
**Subject:** RE: PZ 8118R-DOA: 27/9/2018 (AXA REF: S8M00XC2)

Hi Veron

Lynn is looking into the matter  
Understand she had advised you today

Regards

Yvonne Ang  
Assistant Manager  
Motor (Property) Claims

AXA Insurance Pte Ltd | 8 Shenton Way, #24-01 AXA Tower, Singapore 068811 | [www.axa.com.sg](http://www.axa.com.sg)  
Email: [yvonne.ang@axa.com.sg](mailto:yvonne.ang@axa.com.sg)  
DID: 1800 880 4888



**redefining / insurance**



Please consider the environment before printing this message  
This message is confidential. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited.  
If you are not the intended recipient of the message, please notify the sender immediately.

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**From:** Veron Chen (LKKAUTO) [mailto:veronchen@lkkauto.com]  
**Sent:** Monday, December 10, 2018 5:01 PM  
**To:** ANG Yvonne <yvonne.ang@axa.com.sg>  
**Cc:** SUR <sur@lkkauto.com>; Naz (LKKAUTO) <Naz@lkkauto.com>  
**Subject:** PZ 8118R-DOA: 27/9/2018 (AXA REF: S8M00XC2)

Dear Yvonne,

As spoken this afternoon, kindly assist under Kitty case.

Please advise what is the labour per day rate and spray paint per panel rate proposed by the workshop? The labour and paint charges for labour item (b), (h) and (i) seems to be a high. From the marked estimate, your surveyor recommend the repairs on lump sum basis, since the repairer will be using used or recon parts, and this is an OD case, can inform your surveyor to negotiate with the repairer to give a higher discount for lump sum at 40% to 50% mark down.

**We have negotiate with repairer COR \$35,800/-, they are not agreeable.**

**They counter proposes COR \$53,000/-.**

**For your approval please.**

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**Veron Chen (LKKAUTO)**

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Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

## Veron Chen (LKKAUTO)

---

**From:** Liannex Corporation <liannexc@singnet.com.sg>  
**Sent:** Friday, 7 December 2018 4:26 PM  
**To:** Veron Chen (LKKAUTO)  
**Cc:** 'Liannex Corporation'  
**Subject:** RE: PZ 8118R-DOA: 27/9/2018 (AXA OD) (AXA REF :S8M00XC2)

---

**From:** Liannex Corporation <liannexc@singnet.com.sg>  
**Sent:** Friday, 7 December, 2018 3:39 PM  
**To:** 'Naz (LKKAUTO)' <Naz@lkkauto.com>  
**Subject:** RE: PZ 8118R-DOA: 27/9/2018 (AXA OD) (AXA REF :S8M00XC2)

Dear Naz,

1. We are not agreeable to your recommended COR at \$35,800.00
2. We counter proposes COR at \$53,000.00 before excess.
3. Please do take note that this subject motor bus was badly burnt in and around the engine and engine's compartment as well as the body parts and definitely there will be lots of supplementary engine parts
4. Also, please note that there has been long delay (More than 2months) in response to this own damage claim and lots of parts had already corroded because of the delay.
5. Kindly give some thought into this matter.
6. Alternatively, we have no objection for you or AXA Insurance to tow the subject motor bus to other workshop to repair the subject bus provided the bus owner agree to same.
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Best regards

Alice

Liannex Corporation (S) Pte Ltd

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Phone: 6841-2157 | Email: [Naz@lkkauto.com](mailto:Naz@lkkauto.com) | Fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

PZ 8118 R

## PLEASE ASSIST TO NEGOTIATE REPAIR COST FURTHER

Type

🔍 Question

Message

Hi Veron, Please advise what is the labour per day rate and spray paint per panel rate proposed by the workshop? The labour and paint charges for labour item (b), (h) and (i) seems to be a high. From the marked estimate, your surveyor recommend the repairs on lump sum basis, since the repairer will be using used or recon parts, and this is an OD case, can inform your surveyor to negotiate with the repairer to give a higher discount for lump sum at 40% to 50% mark down. Thank you.

Reply \*

Dear Kitty,  
We will check and revert. Thanks Veron Chen

Cancel Reply

Reply Now



## Service Request Details

Claim

S8M00XC2

Reference

None 

Loss Date

September 27, 2018

Request Date

October 11, 2018

Due Date

October 18, 2018

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (OD)

Type of Loss

Own Damage

Services

Fire

Own Damage Investigation

### Actions

Next Step

Agree to perform service

Decline Work

Accept Work

### Vehicle Information

Incident Vehicle Registration #

PZ8118R

Make

ISUZU LI 134P

Model

ISUXXX

## Service Address

18 SUNGEI KADUT WAY, ... 728789

## Primary Contact/Insured

YEOONG CHARTER BUS

1 CANBERRA DRIVE, #05-01 1 CANBERRA, 768101, Singapore

97811531

## Claim Handler

TEO Kitty

6568804602

kitty.teo@axa.com.sg

Additional Instructions

EXCESS NIL

[Messages](#)[Invoices](#)[History](#)[Documents](#)[Assessment](#)[Metrics](#)[Notes](#)[New Message](#)

## New Message

Type \*

☒ Message

Subject \*

IA SUBMITTED FOR PZ 8118R

Message \*

Dear Kitty,  
Please be informed that New IA submitted. We have Not Authorize repair. Kindly let us have your approval please.Thanks  
Veron Chen

Cancel

Send

## Immediate Advice

To : AXA Insurance Pte Ltd

Date: 30/11/2018

### Survey details

Date of loss	27/9/2018
Date of appointment	11/10/2018
Date of survey	11/10/2018
Location of survey	LIANNEX CORPORATION (S) PTE LTD

### Vehicle Details:

Claim Type:	Own Damage
Vehicle number	PZ 8118R
Make and Model	ISUZU LT134P
Date of registration	6/5/2008
Excess	NIL
Market Value	\$90,000.00
Part Rebate	\$34,169.00
Nett Loss	\$55,831.00

### Repair details

Initial Estimate	\$74,193.00
------------------	-------------

### Proposed/Revised repair cost:

Revised Estimate Amount	\$21,515.00
"Check items (Estimated)	\$41,278.00
Labour	\$8,800.00
Total Repair (Estimated)	\$71,593.00
Lump Sum (Estimated)	\$53,800.00

Number of days of repair	30-35 DAYS
--------------------------	------------

### Remarks:

The vehicle caught fire.

Damages Consistent  
Repair Cost Economical



## Re:RE: MV RANGE \$75K TO \$90K

Type

🔔 Question

Message

Hi Veron, Please advise the revised COR. Your IA is \$71,593 but ERV is \$55,831.

Reply \*

Dear Kitty,

Repairer able to undertake the repair at Lump Sum \$53,800 (including supplementary).Thanks Veron

Cancel Reply

Reply Now

## RE: MV RANGE \$75K TO \$90K

Type

🔗 Question

Message

Dear Kitty, We will check and revert. Thanks Veron Chen

Reply \*

Dear Kitty,

Base on the MV range the vehicle is economical to repair.Thanks Veron

Cancel Reply

Reply Now

PZ 8118 R

**MV RANGE \$75K TO \$90K - Kitty** LS 53,800

Type

🔗 Question

Message

Hi Please advise if the vehicle is economical to repair.

[Reply](#)

## New Message

Type \*



Message

Subject \*

IA SUBMITTED FOR PZ 8118R

Message \*

Dear Sir/Madam,

Please be informed that IA submitted. We have Not Authorize repair. Pending for investigation.Thanks Veron Chen

Cancel

Send



LKK  
Auto  
Consultants  
Pte Ltd

FLUOR AVE 1, 001-25 PAVA LITE INDUSTRIAL PARK, SINGAPORE 400933 TEL : (065) 62563941 FAX : (065) 62564318

## Immediate Advice

To : AXA Insurance Pte Ltd

Date: 12/10/2018

### Survey details

Date of loss	27/9/2018
Date of appointment	11/10/2018
Date of survey	11/10/2018
Location of survey	LIANNEX CORPORATION (S) PTE LTD

### Vehicle Details:

Claim Type:	Own Damage
Vehicle number	PZ 8118R
Make and Model	ISUZU LT134P
Date of registration	6/5/2008
Excess	NIL
Market Value	\$90,000.00
Part Rebate	\$34,169.00
Nett Loss	\$55,831.00

### Repair details

Initial Estimate	\$74,193.00
------------------	-------------

### Proposed/Revised repair cost:

Revised Estimate Amount	\$21,515.00
"Check items (Estimated)	\$41,278.00
Labour	\$8,800.00
Total Repair (Estimated)	\$71,593.00
Lump Sum (Estimated)	

Number of days of repair	30-35 DAYS
--------------------------	------------

### Remarks:

The vehicle caught fire.

Pending for Investigation

[> Back to OneMotoring](#)**Enquire PARF/COE Rebate for Registered Vehicle****Vehicle Owner Particulars**

Owner ID Type:	Business
Owner ID:	5406L

**Vehicle Details**

Vehicle No.:	PZ8118R
Vehicle to be Exported:	No
Intended Deregistration Date:	12 Oct 2018
Vehicle Make:	ISUZU
Vehicle Model:	LT134P
Primary Colour:	Multi-Colour
Manufacturing Year:	2007
Engine No.:	6HK1460692
Chassis No.:	JALLT134P77000316
Maximum Power Output:	-
Open Market Value:	\$88,604.00
Original Registration Date:	06 May 2008
First Registration Date:	06 May 2008
Transfer Count:	0
Actual ARF Paid:	\$4,431.00

**Intended PARF Rebate Details**

PARF Eligibility:	No
PARF Eligibility Expiry Date:	-
PARF Rebate Amount:	\$0.00

**Intended COE Rebate Details**

COE Expiry Date:	05 May 2028
COE Category:	C - Goods Vehicle & Bus
COE Period(Years):	10
PQP Paid:	\$35,729.00
COE Rebate Amount:	\$34,169.00
<b>Total Rebate Amount:</b>	<b>\$34,169.00</b>

The information contained herein is correct as at 12 Oct 2018

OK

## SINGAPORE ACCIDENT STATEMENT

### IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy ability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. This report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will, for a fee, be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

### ACCIDENT STATEMENT

Date Of Report	27/09/2018 13:39
Date Of Accident	27/09/2018 09:25
Exact Location Of Accident	YISHUN AVE 7 HEAVY VEHICLES CARPARK
Country/State of Loss	SINGAPORE

### DETAILS OF OWN VEHICLE

Vehicle Registration Number	PZ8118R
<b>Insured/Policyholder</b>	
Name Of Registered Owner	YEOONG CHARTER BUS
Co Reg No	52875406L
Email Address	WAHLEONG8118@GMAIL.COM
Mobile Phone No	
Alternative Phone No	OFFICE-97811531

### Vehicle Particulars

Manufacturer	ISUZU
Model	LT134P

Exact Purpose for which vehicle was being used at time of accident

Are you claiming under your own insurance policy for repair to your vehicle? YES

If No, Please state action to be taken

Vehicle Category BUS

### Insurance Company

Name of Insurance Company	AXA INSURANCE PTE LTD
Type Of Coverage	THIRD PARTY FIRE AND/OR THEFT
Fleet Policy	NO
Policy Number	VBX/P1173830
Cover Note Number	

### Driver

Name of Driver	RATONEL BRYAN COLIN @ ARYAN
NRIC No	S8531636B
Date Of Birth	25/10/1985
Occupation	INDOOR
Date Of Driving Pass	17/03/2016
Driving Experience	2 YEARS AND 6 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-81277131
Fax Number	
Contact Number	
Email Address	AHYENCOLIN@GMAIL.COM

Address	BLK 342B YISHUN RING ROAD #09-1924
Postcode	762342
Was driver an employee of the Insured's Company	YES
If No, Relationship of the Driver with the Insured	
Vehicle Registration Number of Driver's Own Vehicle	-
	-
	-
Insurance Company of Driver's Own Vehicle	-
	-
	-

#### General Information of the Accident

Type Of Accident	FIRE, EXPLOSION OR LIGHTNING
Weather Conditions	CLEAR
Road Surface	DRY

#### Other Information

Was any foreign vehicle involved in this accident?	NO
Number of vehicles involved in the accident	
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	NO
Was any other material or property damaged?	NO
I have been approached by unknown person(s) soliciting/offering accident claims assistance.	NO
Number of Passengers (Including Driver)	1

#### Details of Police Action

Was the accident reported to the police?	YES
If Yes, Please state which Police Station	
Police Station Name	YISHUN NORTH NEIGHBOURHOOD POLICE CENTRE
Police Station Address	ROAD: 31 YISHUN CENTRAL , POSTCODE: 768827 , COUNTRY: SINGAPORE
Police Station Contact	TEL NO: 1800-8529999 - FAX NO: 68522299
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

#### Circumstances of Accident

PLEASE REFER TO ATTACHED.

#### Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	NO
Was there any audio recorded?	NO



SKETCH PLAN


IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. The report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.
8. Consent under the Personal Data Protection Act (PDPA)

I understand, acknowledge, agree and consent that:

- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
  - (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
  - (ii) investigating the accident and/or my claims;
  - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
  - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
  - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes")
- (b) all insurer(s) who have insured vehicle(s) involved in this accident and the insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
- (c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.
- (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims.
- (e) the information so collected under (d) above may be shared / disclosed:
  - (i) to all insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulators, law enforcement and government agencies as reasonably required for the purposes stated, or
  - (ii) for complying with requirements under any regulations, laws or court orders.

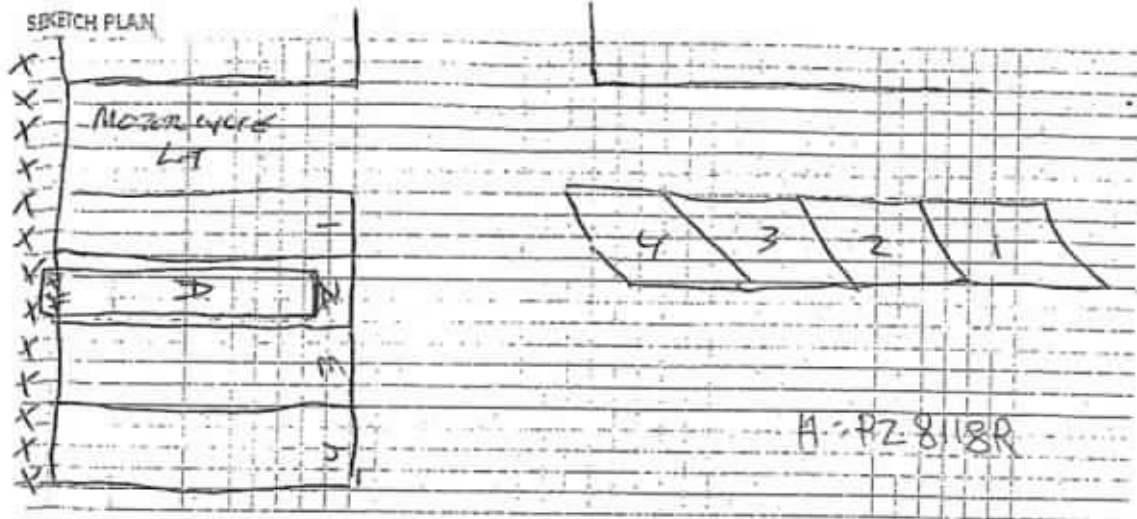
  
 Policyholder's Signature \_\_\_\_\_  
 Date & Time: \_\_\_\_\_

  
 Driver's Signature  
 (if driver is not the policyholder)  
 Date & Time: 24/04/15 1328

  
 Reporting Centre Personnel's Signature  
 Name: \_\_\_\_\_  
 NRIC/FIN No.: \_\_\_\_\_

Sketch Plan Pg. 2

X - TREE



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

ON 29/09/18 BETWEEN 0925 - 0935 I ATAK MY VEHICLE PZ8118R  
 AT LOT 2 AS PER DIAGRAM. UPON COMPLETED PARKING, MY VEHICLE IN THE  
 LOT 2, I ~~WAS APPROX 5 TO 6 M~~ ABOUT 5 TO 6 M A DIRECTLY WHEEL  
 APPROACHED ME FROM MY DRIVER WINDOW AND ADVISED ME THAT MY PETA BUS  
 WAS ON FIRE.

DECLARATION

I/We declare the following particulars are true in every respect.



Policyholder's signature  
 Date & Time:

Driver's signature  
 (If driver is not the policyholder)

Date & Time: 29/09/18 13:28

Reporting Centre Personnel's Signature  
 Name:

NRIC/FIN No.:



**SINGAPORE  
POLICE FORCE**



F/20180927/2059

1 of 1

**POLICE REPORT (NP299)**

Report No. F/20180927/2059

Police Station Of Origin  
Yishun North N.P.C  
31 Yishun Central SINGAPORE 768827  
Tel No: 1800-8529999

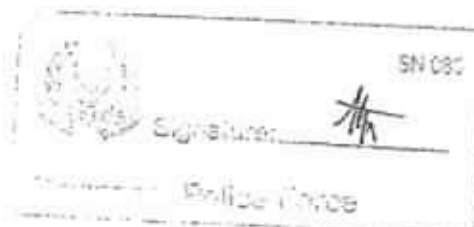
Date/Time Report Made 27/09/2018 12:29	Vide Report No. F/20180927/0088	Station Diary No. 36
Name Of Informant RATONEL BRYAN COLIN	Address APT BLK 342B YISHUN RING ROAD #09-1924 SINGAPORE 762342	
ID Type / ID No. NRIC NO / S8531636B	Contact No. Home/Office Mobile 81277131	
Nationality SINGAPORE CITIZEN	Email Address	
Occupation Bus driver	Sex Male	Age 32
	Date of Birth 25/10/1985	Race Filipino
Institution/School Name	Language English	
Date/Time Of Incident 27/09/2018 09:25 - 27/09/2018 09:35	Location Of Incident YISHUN AVE 7 HEAVY VEHICLES CARPARK	

**Brief details.**

On 27/09/2018 at about 0925hrs, I was sitting inside my bus (PZ8118R) when a Malay cleaner had approached me from my driver's window and alerted me that my rear bus compartment was on fire. I wish to state that both the SCDF and the police had already attended to my incident vide F/20180927/0088 and I am lodging this report for my vehicle's insurance claim as directed by my boss.

Signature Of Officer Recording The Report: F / Staff Sgt MOHAMMAD HADY BIN HAMZAH	Signature Of Informant:
Signature Of Interpreter: Not applicable	Date/Time: 27/09/2018 12:29
Officer In-Charge Of Case: F / Ang Mo Kio Police Divisional Investigation Branch / Sgt 1 LEONG GHUM WAI Contact No.: 62181343/45	Classification Of Case:

Authentication Stamp



**REPUBLIC OF SINGAPORE DRIVING LICENCE**

License Number: **S8531636B**

Name: **RATONEL BRYAN COLIN**

Birth Date: **25 Oct 1988**  
Issue Date: **21 Oct 2010**

001903927E



**REPUBLIC OF SINGAPORE**  
**IDENTITY CARD NO. S8531636B**



Name: **RATONEL BRYAN COLIN**  
**@ARYAN**

Race: **FILIPINO**  
Date of birth: **25-10-1988**  
Country/Place of birth: **SINGAPORE**

Sex: **M**

5577013

**YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASS(ES)**

		EFFECTIVE DATE
Class 2B	MOTORCYCLES NOT EXCEEDING 250 CC	26 Nov 2008
Class 2A	MOTORCYCLES 250 CC AND ABOVE	26 Nov 2008
Class 3	MOTORCYCLES EXCEEDING 400 CC	26 Nov 2011
Class 4	MOTOR CARS AND MOTOR TRACTORS THE WEIGHT OF WHICH EXCEEDS 3500 KG	21 Oct 2010

S / No. 9000246035

NP 425A

License No: S8531636B



5577013



IDENT No: **S8531636B**



Date of issue: **21-03-2016**

Address: **APT BLK 342B YISHUN RING ROAD**  
**#08-1924**  
**SINGAPORE 762342**



# 联立机构(新)有限公司 LIANNEX CORPORATION (S) PTE LTD.

18, Sungei Kadut Way, Singapore 728789  
Tel: 6368 2668 Fax: 6367 8866 Email: liannex@sgnet.com.sg  
Company Reg. No: 199304670R

9/10/2018

AXA Insurance Singapore Pte Ltd  
8 Shenton Way  
#24-01 AXA Tower  
Singapore 068811

BY EMAIL ONLY  
(motor.survey@axa.com.sg)

Attn : Motor claim Dept

Dear Sirs,

**OWN DAMAGE CLAIM (FIRE)**  
**PZ 8118 R FIRE INCIDENT ON 27/9/2018 AT YISHUN AVENUE 7 HEAVY VEHICLE**  
**CARPARK.**  
**POLICY HOLDER :- YEOONG CHARTER BUS**  
**POLICY NO. :- VFX/P1173830**  
**VEHICLE NO. : PZ 8118 R**

We append below our repair estimate for PZ 8118 R (Isuzu LT434)

## Repair estimate

### Parts required :-

- 1 pc Rear right bumper assy.
- 1 pc Rear right bumper structural frame assy.
- 1 pc Rear right taillamp assy.
- 1 pc Rear right taillamp wire harness
- 1 pc Rear lid cover assy.
- 1 pc Rear lid cover weatherstrip
- 1 pc Rear top lid cover assy.
- 1 pc Rear top lid cover lock
- 5 pcs Rear top air cond fan assy.
- 1 pc Rear right corner panel
- 1 pc Rear right top inspection lid cover assy.
- 1 pc Rear right top inspection lid cover weatherstrip
- 1 pc Rear right top inspection lid cover lock
- 1 pc Rear right lower inspection lid cover assy.
- 1 pc Rear right lower inspection lid cover weatherstrip
- 1 pc Rear right lower inspection lid cover lock
- 1 pc Rear right centre horizontal panel
- 1 set Rear right structural frame assy.
- 1 pc Rear right rocker panel
- 1 pc Rear right window protector moulding

Less 10% trade discount

### Special net Items :-

- 1 pc Alternator
- 1 pc Air cond. compressor
- 1 pc Air cond discharge pipe  
b.c.f.

\$ 1200.00	BN
\$ 380.00	BN
\$ 980.00	BN
\$ 290.00	BN
\$ 4300.00	BN
\$ 480.00	
\$ 2600.00	
\$ 80.00	
\$ 2100.00	
\$ 2400.00	BN
\$ 2200.00	
\$ 310.00	
\$ 80.00	
\$ 3100.00	
\$ 390.00	
\$ 80.00	
\$ 250.00	BN
\$ 3600.00	? X300
\$ 480.00	? X500
\$ 550.00	BN
\$25850.00	
\$ 2585.00	
\$23265.00	

21,770

19,593

4,850 { \$ 2200.00 ? } BN  
\$ 1800.00 ?  
\$ 850.00 ?  
\$28115.00

...2/-

**LIANNEX CORPORATION (S) PTE LTD**  
**PC 8118 R**

b.c.f.	\$28115.00
5 pcs Air cond. fan assy.	\$ 2100.00 ?
1 pc Air cond discharge pipe	\$ 720.00 ?
1 pc Radiator assy.	\$ 3600.00 ?
1 pc Radiator expansion tank assy.	\$ 340.00 ?
2 pcs Radiator hose	\$ 560.00 ?
1 pc Radiator fan assy.	\$ 680.00 ?
1 pc Radiator fan cowling	\$ 430.00 ?
1 pc Hydraulic reservoir tank	\$ 280.00 ?
2 pcs Hydraulic reservoir tank pipe	\$ 380.00 ?
2 pcs Engine mounting	\$ 1240.00 ?
1 pc Rear windscreen windscreen gum	\$ 500.00 ?
1 pc Rear right window glass gum	\$ 280.00 ?
1 set Rear reverse sensor	\$ 480.00 ?
1 pc Rear sticker, '60 KM/H'	\$ 10.00 ?
1 pc Rear exhaust pipe 'A' (part no. 150001A)	\$ 1155.00 ?
1 pc Rear exhaust pipe 'B' (part no. 150001B)	\$ 1312.00 ?
1 pc Rear exhaust pipe 'C' (part no. 150001C)	\$ 722.00 ?
1 pc Rear exhaust pipe (part no. (part no. 150126)	\$ 343.00 ?
1 pc Rear exhaust silencer (part no. 150012)	\$ 667.00 ?
1 pc Rear exhaust silencer (part no. 150554)	\$ 427.00 ?
4 pcs Rear exhaust pipe gasket (part no. 150571)	\$ 136.00 ?
1 pc DPD - Diesel Particulate diffuser (part no. 150556)	\$ 8925.00 ?
1 pc Air cleaner (part no. 130001)	\$ 877.00 ?
2 pcs Resonator, air intake (part no. 131102)	\$ 552.00 ?
2 pcs Hose to resonator (part no. 131337)	\$ 64.00 ?
1 pc Hose, air intake (part no. 131179)	\$ 403.00 ?
1 pc Hood ASM (130133A)	\$ 78.00 ?
1 pc Hose rubber, air breather (028063A)	\$ 16.00 ?
1 pc Hose rubber, air breather (028063B)	\$ 13.00 ?
1 pc Hose rubber, oil drain	\$ 10.00 ?
1 pc Hose rubber, head cover to separator (028307)	\$ 79.00 ?
1 pc Hose rubber (part no. 028315)	\$ 66.00 ?
2 pcs Hose, breather (part no. 028316A)	\$ 88.00 ?
1 pc Hose, breather (part no. 028316B)	\$ 62.00 ?
1 pc Wire harness, frame (part no. 810006)	\$ 2310.00 ?
1 pc Wire harness, engine (part no. 810013)	\$ 373.00 ?
Total parts cost	\$52393.00

**Labour charges :-**

- |   |            |
|---|------------|
| a) To tow vehicle (two trips)   | \$ 400.00  |
| * b) To supply and spray insulation foam on all affected parts.                                     | \$ 2200.00 |
| c) To lift engine so as to enable repair to be carried out and refit same.                          | \$ 1000.00 |
| d) To remove all damaged alternator, wire harness including rewiring and checking of wiring system. | \$ 1800.00 |

b.c.f.

\$57793.00

...3/-

**LIANNEX CORPORATION (S) PTE LTD**  
**PC 8118 R**

b.b.f.	\$5779300	
e) To remove rear windscreen glass so as to enable repair to be carried out and refit same.	\$ 600.00	for 3 windcreens.
f) To remove damaged exhaust assy, diesel particulate diffuser etc. and refit new.	\$ 1400.00	? x 2
g) To remove damaged air cond compressor, pipes, fans etc and refit New including vacuum and recharge gas.	\$ 1200.00	? x 2
* h) To putty and spray painting on all affected parts affected by the fire.	\$ 3400.00	1600
* i) To cut off damaged structural frames and weld new. To remove all damaged body parts and refit new including align same.	\$ 3800.00	2500
	56400	
Total repair cost	\$68193.00	74,193

53,296

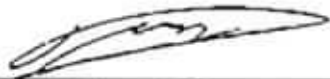
**NOTE :-** This estimate is based on visible damage only. Should any hidden parts and/or labour charges required during works in progress, insurer and/or their surveyor will be notified accordingly.

Price quoted is subjected to 7% GST.

Kindly contact our Miss Alice for the survey.

LESS L/S 20% \$42,636.80

**LIANNEX CORPORATION (S) PTE LTD**



**DAVID LIANG**  
**CLAIMS CONSULTANT**

L/S TOTAL \$42,600 / 30 Dly

NAZ LKK

11/10/18 1300

L/S

30-35 DAYS

CHECK PREM PHOTOS

APPR REPR PHOTOS

WAIT FOR Q&A TO REVERT & AUTHORISE.



15/10/18

**LKK Auto Consultants** hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:



## Fire Report Application

Your request for the Fire Report has been confirmed and the amount of SGD170.00 will be deducted from your account. You will receive the report within 8 working days upon completion of investigations. Please quote the following transaction number when making enquiries.

Download Tax Invoice/Receipt

Transaction Number: FR2018101502476

Date/Time: 15/10/2018 14:07

### INCIDENT DETAILS

Date and Time	27/09/2018 09:25
Location of Fire	YISHUN AVE 7 HEAVY VEHICLES CARPARK
Fire Involved	PZ8118R

### REQUESTOR DETAILS

Requestor Type	Insurance Companies		
Requestor ID Type	Singapore Pink	Requestor ID	S7028214C
Name of Applicant	Veron Chen		
Company Name	LKK AUTO CONSULTANTS PTE LTD		
Company UEN			
Company Reference Number	CS/ASM18018451/Nvd3		

### CONTACT DETAILS

Mode of Collection	Email					
Main Contact No.	62563561	Office No.	62563561			
Handphone No.		Fax No.	62564315			
Email Address	sur@lkkauto.com					
Address	Block No.	51	Floor No.	01	Unit No.	25
	Street Name	UBI AVE 1				
	Building Name	PAYA UBI INDUSTRIAL PARK		Postal Code	408933	

### PAYMENT DETAILS

Payment Mode	Credit/Debit Card
EP Reference No.	5395838223596182903046
PSI Reference No.	37e7fb04-508c-4117-ae99-471744a16637
Total Fees	SGD170.00





SINGAPORE CIVIL DEFENCE FORCE  
91 UBI AVENUE 4  
SINGAPORE 408827  
TELEPHONE: 6280 0000  
GST REG NO: MG-8400000-5

## TAX INVOICE/RECEIPT

Name : Veron Chen  
Address : 51 UBI AVE 1  
#01-25 PAYA UBI INDUSTRIAL PARK  
Singapore 408933

Receipt No : 5395838223596182903046  
Date/Time : 15/10/2018 14:07  
eService ID : FR2018101502476

S/No	Payment Mode	Description	Reference No	Net Amount	GST (7% GST)	Gross Amount
1	Credit Card	Fire Report	FR2018101502476	170.00	0.00	170.00
					<b>Total Amount (SGD)</b>	<b>170.00</b>

### REMARKS:

Date and Time [27/09/2018 09:25] - Location of Fire [YISHUN AVE 7 HEAVY VEHICLES CARPARK]

Note: This is a computer generated receipt. No signature is required. Receipt is void if payment is dishonoured.

## Veron Chen (LKKAUTO)

---

**From:** SCDF Payment Acknowledgement <donotreply@scdf.gov.sg>  
**Sent:** Monday, 15 October 2018 2:10 PM  
**To:** SUR  
**Subject:** Order Confirmation

**CyberSource\***  
the power of payment

---

## Receipt

**Date:** 10-15-2018  
**Order Number:**  
FR2018101502476

---

### Billing Information

LKK AUTO CONSULTANTS PTE LTD  
Chen Veron  
51 UBI UBI AVE 1 #01-25 PAYA UBI IND PARK  
SINGAPORE  
SG  
408933

sur@lkkauto.com  
62563561

---

### Payment Details

Visa  
xxxxxxxxxxxx9189

---

### Order Total

Total amount SGD 170.00

---

Please keep a copy of this receipt for your records

---

[Back to OneMotoring](#)

## Enquire Transfer Fee

## Vehicle Details

Vehicle No.	F28118R
Vehicle Type	220 - Private Hire (Chauffeur) Bus/Coach/Minibus
Vehicle Attachment 1	Air-Conditioned
Vehicle Scheme	Bus Carrying School Children
Vehicle Make	ISUZU
Vehicle Model	L1134P
Chassis No.	JAL1T134P77000216
Propellant	Diesel
Engine No.	6HK1480682
Engine Capacity	7790 cc
Maximum Power Output	-
Maximum Laden Weight	15200 kg
Unladen Weight	10240 kg
Year Of Manufacture	2007
Original Registration Date	06 May 2008
Lifespan Expiry Date	05 May 2028
COE Category	C - Goods Vehicle & Bus
POP Paid	\$35,729.00
COE Expiry Date	05 May 2028
Road Tax Expiry Date	05 Nov 2018
Inspection Due Date	05 Nov 2018
Intended Transfer Date	17 Oct 2018
CO2 Emission	-
CO Emission	-
HC Emission	-
NOx Emission	-
PM Emission	-

The current road tax expiry is 05 Nov 2018. You may renew the road tax from 06 Aug 2018 with all pre-requisite(s) fulfilled. If the road tax is renewed after 05 Nov 2018, late renewal fee(s) will be imposed. Please use [Enquire Road Tax Payable](#) to check on the late fee(s) payable.

Road tax, including Over Payment (if any), of a vehicle will follow the vehicle to the new registered owner when its ownership is being transferred.

**Amount Payable (From 06 Nov 2018 to 05 May 2019)**

	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Transfer Fee	25.00	-	25.00
Sub Total:			25.00
Net Road Tax Amount (After Offsetting Over Payment):	0.00	-	0.00
<b>Total Amount Payable:</b>			<b>25.00</b>

## Message

This vehicle has a road tax Over Payment of \$336.00. This Over Payment may be used to offset Road Tax payable and Transfer Fees respectively, where applicable.

You may print this page for reference.

OK

Print

[Back to OneMotoring](#)

## Enquire PARF/COE Rebate for Registered Vehicle

## Vehicle Owner Particulars

Owner ID Type: Business  
Owner ID: 54061

## Vehicle Details

Vehicle No: F28118R  
Vehicle to be Exported: No  
Intended Deregistration Date: 17 Oct 2018  
Vehicle Make: ISUZU  
Vehicle Model: LT134P  
Primary Colour: Multi-Colour  
Manufacturing Year: 2007  
Engine No: 6HK1460b92  
Chassis No: JAL1T134P77000316  
Maximum Power Output: -  
Open Market Value: \$28,604.00  
Original Registration Date: 06 May 2008  
First Registration Date: 06 May 2008  
Transfer Count: 0  
Actual ARF Paid: \$4,421.00

## Intended PARF Rebate Details

PARF Eligibility: No  
PARF Eligibility Expiry Date: -  
PARF Rebate Amount: \$0.00

## Intended COE Rebate Details

COE Expiry Date: 05 May 2028  
COE Category: C - Goods Vehicle & Bus  
COE Period (Years): 10  
PCP Paid: \$35,729.00  
COE Rebate Amount: \$34,119.00  
Total Rebate Amount: \$34,119.00

The information contained herein is correct as at 17 Oct 2018

OK

[Back to OneMotoring](#)

## Enquiry on Vehicle Recall - Vehicle Specific

\* ONLY INFORMATION ON VEHICLE RECALLS SUBMITTED FROM 9 APRIL 2007 IS AVAILABLE

## Vehicle Owner Particulars

Owner ID Type:	Business
Owner ID:	54066

## Vehicle Details

Vehicle Registration number:	F2811BR
Make:	ISUZU
Vehicle Model:	LT134P
Engine No.:	6HK14M0692
Chassis No.:	JAL1T134P77000316

## Recall Details

1	Recall No.:	R2011100008
	Manufacture Recall Date:	25 Sep 2011
	Estimated Completion Year of Recall:	2012
	Brief Description (As Provided by Motor Dealer):	SURFACE OF FUEL COMMON RAIL GET ROUGH CONDITION DUE TO MACHINE FAILURE IN PRODUCTION LINE OF VENDOR. AS A RESULT, DURABILITY OF HEAT LOAD IS NOT ENOUGH.
	Date Rectified:	25 Jan 2012
	For more details, contact TRIANGLE AUTO PTE LTD	
	Hotline Information:	ANG KHOON ENG at 68614800

OK



SINGAPORE CIVIL DEFENCE FORCE

## FIRE REPORT

<b>1. GENERAL INFORMATION</b>			
INCIDENT NO. : /20180927/0264		LOCATION OF FIRE:  Yishun Heavy Vehicle Park (Y0017) Yishun Avenue 7 Singapore	
FIRE REPORTED ON : 27 September 2018			
TIME OF CALL : 09:34:23 hrs			
STATION COVERAGE : Yishun Fire Station			
<b>2. INCIDENT INFORMATION</b>			
FIRE INVOLVED: The rear engine compartment of a bus (PZ8118R).			
METHOD OF EXTINGUISHMENT: By members of public using dry powder fire extinguisher before the arrival of SCDF crew.			
PROBABLE CAUSE OF FIRE: Accidental (Overheating at the engine compartment)			
DAMAGE SUSTAINED: As a result of the fire, the engine of the bus was damaged. The rear right lights assembly and the paintwork of the bus sustained heat and smoke damage.			
<b>3. FATALITY/INJURY INFORMATION</b>			
NAME	PIN/FIN	ADDRESS	DEAD/INJURIES SUSTAINED
NIL	NIL	NIL	NIL
<b>REPORT CERTIFIED TRUE AND CORRECT BY:</b>			
          RASHID B MD NOOR for COMMISSIONER SINGAPORE CIVIL DEFENCE FORCE			

*This is a computer generated Fire Report. No signature is required.*

Your Ref: S8M00XC2  
Our Ref : CS/ASM18018451/N

31 October 2018

**M/s AXA Insurance Pte. Ltd.**  
8 Shenton Way #24-01  
AXA Tower  
Singapore 068811  
(Motor Claims Department)

**TECHNICAL INVESTIGATION REPORT OF FIRE INCIDENT INVOLVING THE  
INSURED VEHICLE PZ 8118R ON 27 SEPTEMBER 2018**

1. We refer to your letter dated 11 October 2018 and the instructions therein.
2. Our analysis, comments and opinions with respect to the cause of fire to the insured vehicle PZ 8118R (herein referred to as "**Insured Vehicle**") are set out below.

**Inspection of the Insured Vehicle**

3. The Insured Vehicle was physically inspected on 11 October 2018 at the premises of Liannex Corporation (herein referred to as "**Liannex**") located at 18 Sungei Kadut Way, Singapore 728789.
4. A static inspection was carried out to the Insured Vehicle where the following general information was recorded:-

Vehicle Registration No.	: PZ 8118R
Make / Model	: ISUZU LT 134P
Chassis No	: JALLT134P77000316
Year of Registration	: May 2008
Mileage	: 380,293km

5. The exterior body of the Insured Vehicle had sustained fire damage at the rear portion. Affected parts had included the rear windscreen, engine panel, side panels, tail lights and rear bumper, amongst others. The engine compartment of the Insured Vehicle had sustained significant fire damage. The interior compartment of the Insured Vehicle was observed to be unaffected by the fire. See photos 1 – 6 below.



**Photo 1** shows the general view of the front portion of the Insured Vehicle at the time of our inspection. The front portion of the Insured Vehicle was relatively unaffected by the fire.



**Photo 2** shows the general view of the rear left portion of the Insured Vehicle at the time of our inspection. The rear left portion of the Insured Vehicle was relatively unaffected by the fire.





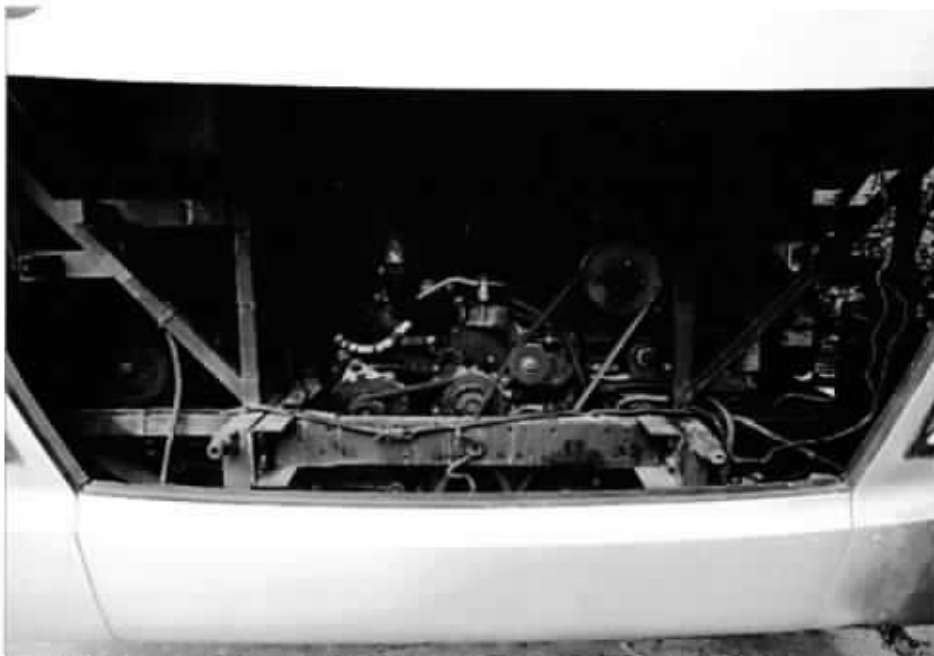
**Photo 3** shows the general view of the right rear portion of the Insured Vehicle at the time of our inspection. The exterior body of the Insured Vehicle had sustained significant fire damage at the rear right portion.



**Photo 4** shows the general view of the rear portion of the Insured Vehicle at the time of our inspection. The Insured Vehicle had sustained fire damage at the rear portion. Affected parts had included the rear windscreen, engine panel, side panels, tail lights and rear bumper, amongst others.



**Photo 5** shows the general view of the damaged rear windscreen of the Insured Vehicle at the time of our inspection.



**Photo 6** shows a general view of the engine compartment of the Insured Vehicle at the time of our inspection. The engine compartment of the Insured Vehicle was significantly affected by the fire. Most of the parts inside the engine compartment were found to be partially burnt and/or melted as a result of the fire.

### **Investigation and Technical Analysis**

6. For this particular case, the fire appears to have originated within the engine compartment of the Insured Vehicle, somewhere around the rear right portion of the engine compartment. This can be determined from the nature of the fire damage which was more extensive at the rear right portion. The rear left portion had sustained minimal fire damage. Basing on the circumstances of the fires' origin at the material time of incident as well as examining the area where the extent of fire damage was most severe, we can determine that the fire had likely started from the rear right portion of the engine compartment of the Insured Vehicle.
7. Upon closer examination of the rear right portion of the engine compartment of the Insured Vehicle as well as around the immediate vicinity to where the fire had likely started, we had found greenish residue on several burnt stretches of original factory fitted wirings around the rear right portion of the engine compartment. The presence of such greenish residue indicates internal heating of copper wires, a sign of an electrical short circuit occurring. The greenish residue is normally left behind from oxidation as a result of chemical reaction involving the copper wires. This physical evidence would then appear to suggest that the cause of fire to the Insured Vehicle could have possibly been due to electrical in nature. See photos 7 - 10 below.



**Photo 7** shows a closer view of the burnt engine compartment of the Insured Vehicle. The fire damage was more extensive at the rear right portion (arrowed). The rear left portion had sustained minimal fire damage.



**Photo 8** shows a view of the greenish residue found on several burnt stretches of original factory fitted wirings around the rear right portion of the engine compartment (arrowed) of the Insured Vehicle.



**Photo 9** shows a closer view of the greenish residue that was found on several burnt stretches of original factory fitted wirings around the rear right portion of the engine compartment (arrowed) of the Insured Vehicle.



**Photo 10** shows a close up view of the greenish residue that was found on several burnt stretches of original factory fitted wirings around the rear right portion of the engine compartment (arrowed) of the Insured Vehicle.

8. From the Singapore Police Report No. F/20180927/2059 and Accident Statement which was made by Mr Ratonel Bryan Colin (herein referred to as "**Mr Ratonel**"), who is the driver for Yeoong Charter Bus (herein referred to as "**YCB**"), we note that the fire to the Insured Vehicle had started at a time while he was parking the Insured Vehicle. Mr Ratonel was first alerted of the fire by a cleaner who approached him after he had parked the Insured Vehicle.
9. We managed to speak to Mr Ratonel where we were able to gather further information pertaining to the incident.
10. According to Mr Ratonel, on 27 September 2018 at 0925 hours, he had finished a morning trip and drove the Insured Vehicle into a heavy vehicle carpark Y0017 located at 2B Yishun Ave 7, Singapore 768929. He proceeded to reverse- park the Insured Vehicle into parking lot 2. Just as he had parked the Insured Vehicle, a Malay man who works as a cleaner in the vicinity approached Mr Ratonel via the driver window and told Mr Ratonel that the rear portion of the Insured Vehicle had caught fire. He immediately switched off the engine and rushed to take a look.
11. Police and SCDF had arrived and the fire was extinguished shortly after. Mr Ratonel called his office to inform them of the incident as well as to make towing arrangements. The tow truck arrived and the Insured Vehicle was towed to Comfort Delgro located at 205 Braddell Road, 579701.
12. After the Insured Vehicle was towed, Mr Ratonel went to the Yishun North Neighbourhood Police Centre where he lodged a police report at 1229 hours. He then brought along the police report and went to Comfort Delgro where he made the insurance report at 1339 hours.
13. Pertaining to the maintenance aspect, Mr Ratonel mentioned that the Insured Vehicle will be sent for periodic servicing at Lian Hup Station (herein referred to as "**LHS**") located at 1091 Woodlands Rd, Singapore 738689.
14. During the course of our investigations, we were able to obtain from Ms Alice, an administrative assistant at Liannex, the latest servicing records of the Insured Vehicle which was dated on 10 September 2018, approximately 2 weeks before the incident occurred. The servicing package included changing of engine oil, oil filter, diesel filter and turbo filter. The battery water was topped up. The brakes were adjusted and the engine was also treated with a chemical wash. Refer to Invoice 1 below.







16. Given the circumstances of the incident as reported, the possibility of the cause of fire to the Insured Vehicle being due to engine overheating would seem unlikely as Mr Ratonel had mentioned to us there were no indications of abnormally high temperatures on the Insured Vehicle. Moreover, an overheated engine would have caused the Insured Vehicle to stall. However in this case, Mr Ratonel was alerted of the fire while he was parking the Insured Vehicle and switched off the engine of the Insured Vehicle.
17. The possibility of the fire being due to external factors (foreign material(s) stuck on hot surfaces, arson and sabotage amongst others) would also seem unlikely as the fire occurred as Mr Ratonel was parking the Insured Vehicle. The location where the Insured Vehicle caught fire was also observed to be not at a secluded location.
18. The possibility of the fire being due to electrical in nature would then seem more likely given that engine overheating and external factors would seem unlikely. The fire being due to electrical nature is also supported by greenish residue found on several burnt stretches of original factory fitted wirings around the rear right portion of the engine compartment of the Insured Vehicle, which was earlier discussed in paragraph 7 above.
19. Our checks with both local and international bodies and associations had revealed that at the time of writing this report, there was a manufacturer recall on 26 September 2011 for the fuel common rail. However it was rectified on 25 January 2012. See search result from LTA below.

#### Enquiry on Vehicle Recall - Vehicle Specific

\* ONLY INFORMATION ON VEHICLE RECALLS SUBMITTED FROM 9 APRIL 2007 IS AVAILABLE

Vehicle Owner Particulars	
Owner ID Type:	Business
Owner ID:	S406L-6

Vehicle Details	
Vehicle Registration number:	PZB118R-6
Make:	ISUZU
Vehicle Model:	LT134P
Engine No:	6HK1460692
Chassis No:	JALLT134P77000316

Recall Details	
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1	Recall No.:	R2011100058
	Manufacturer Recall Date:	28 Sep 2011
	Estimated Completion Year of Recall:	2012
	Brief Description (As Provided by Manufacturer):	SURFACE OF FUEL COMMON RAIL GET ROUGH CONDITION DUE TO MACHINE FAILURE IN PRODUCTION LINE OF VENDOR. AS A RESULT, DURABILITY OF HEAT LOAD IS NOT ENOUGH.
	Date Rectified:	28 Jan 2012
	For more details, contact TRIANGLE AUTO PTE LTD	
	Hotline Information:	ANG KHOOH ENG at 68614800

1/1

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## Conclusion

20. Having investigated and technically analysed the damages of burnt nature to the Insured Vehicle, we are of the view that the cause of fire to the Insured Vehicle was of electrical in nature. For this particular case, the fire had originated along the original factory fitted wirings around the rear right portion of the engine compartment of the Insured Vehicle.
21. We did not find any evidence which had suggested that the cause of fire to the Insured Vehicle was due to poor maintenance and/or recurring electrical problem.
22. Our investigations had also revealed that at the time of writing this report, there is no manufacturer recall of electrical nature to similar make and model vehicle as the Insured Vehicle that may pose a fire risk.

**Muhd Nazril**  
Technical Investigator

**Ang Bryan Tani**

AMSOE, AMRTE, AFF SAE, M.MATAI, AFF.Inst.AEA  
Senior Technical Investigator  
Technical Investigation & Reconstructionist (SAE-A)

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联立机构(新)有限公司

LIANNEX CORPORATION (S) PTE LTD.

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Company Reg. No: 199304670R

TAX INVOICE NO: B 27071

GST Reg. No : 2-0116401-0

AXA Insurance Singapore Pte Ltd

8 Shenton Way

#24-01 AXA Tower

Singapore 068811

Attn: Motor Claims Department



Date: 3rd January 2019

Our Ref:

Your Ref: S8M00XC2

Your Ref:

Terms:

30 days

Vehicle No.

PZ8118R

3019585144 - - -

60129332

Item	Description	Unit Price	Amount
	INSURED : YEOONG CHARTER BUS POLICY NO : VFX/P1173830 DATE OF ACCIDENT : 27/9/2018		
	Being lump sum repair cost for PZ8118R inclusive of spare parts and labour charges.		\$43,000.00
	Add 7% GST		\$3,010.00
	Total		<b>\$46,010.00</b>
	Sin Dirs : Forty Six Thousand and Ten Only.		



All Cheques should be crossed and made payable to LIANNEX CORPORATION (S) PTE LTD.

E. & O. E.

for LIANNEX CORPORATION (S) PTE LTD

To : AXA Insurance Singapore Pte Ltd

8 Shenton Way

#24-01 AXA Tower

Singapore 068811

Claim No : \_\_\_\_\_

Date : 7th January 2019

**SATISFACTION & DISCHARGE VOUCHER**

I/We hereby declare that the repairs to my/our vehicle No. PZ8118R

have been completed to my/our satisfaction and I/We agree the payment of

the account of S\$ 46,010.00 (Dollars : Forty Six Thousand and  
and Ten Only.

paid to Liannex Corporation (S) Pte Ltd.,

for such repairs are in full discharge of my/our claim under policy No. \_\_\_\_\_

VFX/P1173830

in respect of the damages caused in the

accident occurred on the 27th day of September 2018.



Signature of Assured/Owner

Yeong Charter Bus

No. 1 Canberra Drive

#05-01 1 Canberra

Singapore 768101



**redefining / insurance**

AXA INSURANCE SINGAPORE PTE LTD  
☎ 1800-880 4888 (Within Singapore)  
(65) 6880 4888 (International)  
☎ (65) 6338 2522  
🌐 [www.axa.com.sg](http://www.axa.com.sg)

## Letter of Authorisation for Lump Sum Repair

1. I, [Name] [NRIC] Ooi Wah Leong, the owner of vehicle [no.] PZ 8118 R ("Vehicle") do hereby authorize the [Workshop/Insurer] to repair the Vehicle on a lump sum basis instead of part by part.
2. The [Workshop/Insurer] has explained to me the difference between lump sum repair and part by part repair and the consequences of my authorisation for lump sum repair for the Vehicle.
3. I understand that with lump sum repair, the Workshop may use a mixture of genuine parts, original equipment manufacturer (OEM) parts, reconditioned and second hand parts to carry out the repair and I note that the [Workshop/Insurer] will not be furnishing a detailed breakdown of parts or price for such lump sum repair.
4. I am aware that AXA Insurance Singapore Pte Ltd ("AXA Insurance") does not encourage lump sum repair as AXA Insurance strongly recommends repairs for vehicles on a part by part basis for transparency reasons. I confirm that I will hold AXA Insurance harmless from any claims arising from the lump sum repair of the Vehicle which I have authorised.

Signed and acknowledged by:



Signature of policyholder

Date: 02/01/2019



Alice Ng

Name and signature of workshop personnel including workshop stamp

Date: 02/01/2019