

## &gt; EDITORIAL



By Yamin Vong

**A** FRIEND had bought a P38 Range Rover at a favourable price from his more wealthy elder brother. The vehicle had a really low mileage.

He wanted to make it look like new and he asked me for my advice on which specialists to send the Range Rover to so that the Connolly leather upholstery could be revived and the paint buffed up.

The part that didn't sit well in my mind was when he said that he would also like to change the windscreen because the glass was disfigured by a small chip.

Since the car was insured against windshield damage, he felt justified to break the glass and file a claim on it. To me, it just seemed a waste of resources.

Never mind that the Range Rover glass will cost thousands of ringgit. We also have to consider that it requires a lot of energy to turn silica into glass.

A windscreen also uses chemicals including those used to make the polybutryl film for laminating and making glass safe.

Consider also the energy and manpower that were expended in the supply chain. I didn't protest, even feebly, about the implications of insurance fraud causing the rest of us having to pay higher premiums, or of the waste of natural resources.

But if this situation arises again where I meet someone who wants to change his windscreen just for the heck of it because he feels he is "entitled" to a new glass after paying insurance for many years, I'm going to protest vehemently on safety grounds.

I've got a new weapon. Safety. I think they'll understand this.

According to Yeoh Eng Hui, the owner of Glass Mechanic, Malaysia's insurance companies spend RM50 mil-

# Safer to repair than change



**Completely smashed up windscreen acts as a safety net preventing ejection of passengers out of the car.**

lion a year on windshield claims.

How many of that is for cosmetic and how many for unrepairable damage is anyone's guess. Another RM200 million worth on glass windshields is spent by motorists who are not insured.

It's almost inevitable that our windshields get chipped by stones. It's only a matter of time.

It's important that you repair rather than change because the windshield is a structural part of the car, and the people who are doing the windshield change are specialists only up to a certain extent.

Sure, we have many windshield "experts" plying a very profitable trade but they have no standards to comply with, except the leak test.

In the United States, the Auto Glass Replacement Safety Standard issued by the American National Standard Institute (ANSI 002-2002) details the procedures that installers have to take to provide safer automotive glass replacement.

The steps include correct surface preparation, handling of the glass only with disposable rubber gloves, and installation in a dust-free area to ensure bonding strength to 1,000 psi.

It is one of the most significant safety developments in the auto glass industry for the last 50 years.

Installers are trained and certified by the National Glass Association (NGA)

which has over 4,000 member companies.

In Malaysia, the safest solution towards replacement is to replace the glass at the franchised workshop.

And for those who are windshield installers, perhaps they could get certification from franchise workshops or trades-oriented professional institutes like the Institute of the Motor Industry (IMI) at 03-7803 5366.

Beyond keeping bugs and polluted air out of our face, the windshield serves three functions. It is a structural part assisting the A pillars.

Secondly, the laminated windshield keeps people in the car in the event of a crash.

Thirdly, where air bags are fitted, the front passenger air bag needs the windshield for support.

According to Yeoh, 95 per cent of windscreen damage can be repaired. Repairs take only an hour on average and the original seal is intact.

So, the next time someone tells you that the windscreen's going to be changed because it's got a chip on it, point out that it's safer to repair where possible.

Also spread the word that one can claim on just the repair job and the insurance company won't terminate the windshield policy.

This is stated in the General Insurance Association of Malaysia's amendment of Endorsement 89 effective July 17, 2006, which allows for repair claims on windscreen policy to be made without terminating the policy.

Instead, only the insured sum is reduced by the amount of the claim.

Previously, windscreen insurance was a one-off claim, so if your repair bill is RM100 and you make a claim, you would get your policy terminated with reinstatement of 15 per cent on a new cover (RM150 for RM1,000 insured sum).

As for our dear reader in Kuala Terengganu who wants to repair his chipped windscreen, we're sorry to say that there are none that we know of in your town.

There was one in Kuantan but he had to close shop because people preferred to just change their windcreens.

There are several in Kuala Lumpur and you can try Yeoh Eng Hui at 03-7873 7873, Glass Mechanic Sdn Bhd, SS2 Petaling Jaya or visit his website [www.glassmechanic.com.my](http://www.glassmechanic.com.my)

**SMS us at )))**  
**012-300 6655**

**READ** that more people died due to unsafe buses. Today, on TV or in the newspaper, someone from a relevant authority will say something about it, then nothing will be done.  
- 016-6615880

**DOES** anyone know about the Venturi Fetish electric car? - 017-5197564  
Ed: Today's CBT (V6).

**MOTORCYCLES** below 125cc are not first class technology. The government must ease tax on 250 - 400cc motorcycles. Modenas wake up. 60kph limit for a six-lane highway is a political speed limit. Speed doesn't kill. - 013-4852429

**I AM** disappointed with those hogging the overtaking lane but they don't get booked while those overtaking from the left are penalised. Is this Ops Sikap fair to all motorists? Always blaming speeding kills. Speed can also save lives.

**SPEED**, stupidity and what else? Satria and Civic against Ferrari F430. It's a mad race.  
- 012-6129199

**DRIVING** home one night, I was shocked by the number of vehicles without rear lights, ranging from motorcycles to lorries. Why hasn't anyone taken action against them? - 012-6059901

**DO** not park any of your Toyota Fortuner's in Mines and Seri Kembangan area unattended as my friend's vehicle almost got stolen twice after half an hour of parking. - 012-3061517

**I WOULD** be grateful if you can forward to me the address of the Naza Citra Club. I am interested to be a member. - 012-2192091  
Ed: There was a Ria club, but no Citra club that we know of. Call us when you start one.

**TAKING** photos of traffic offenders is done in many countries. No connection with khalwat.  
- 016-5119262

**I HAVE** a beautifully restored Suzuki TS 185 that has a spoilt CDI unit. Need urgent help.  
- 016-3159006  
Ed: Try Barry from Raceline 03-7785 9500

**SAS**, inflate the tyres within the 30-32 psi range. It reduces the bumpy ride and worked for me when I owned a Toyota Hilux.  
- 012-5078748

... SMS continued on V4

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